



Trust Headquarters
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Internal Ref:
Email:

Dear

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www.secamb.nhs.uk

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request

You asked us:

Please can you provide the following information via return e-mail.

- 1. In the period 1st December 2024 – 1st March 2025 what is your “on” Framework Agency expenditure and total number of hours filled for Nursing and HCA staff? (Band 2 up to Band 7)?**
 - Please break down per month.
- 2. In the period 1st December 2024 – 1st March 2025 what is your “Off” Framework Agency expenditure and total number of hours filled for Nursing and HCA staff? (Band 2 up to Band 7)?**
 - Please break down per month.
 - Please provide a further breakdown by spend per band and
 - spend per agency name.
- 3. Do you have an in-house temporary staffing team to manage your agency requests OR is this outsourced to a Master Vendor or Neutral Vendor provider?**
 - if outsourced, what is the name of the company?
- 4. If outsourced, what was the start date and expiry date of the contract with this provider?**
- 5. What is your current Bank staff fill rate for Nursing and HCA Staff?**
- 6. What is your current Agency fill rate for Nursing and HCA Staff?**



7. How many agencies are currently supplying the Trust with nursing and HCA staff and what are their names?
8. Who is head of your procurement or temporary staffing team responsible for approving framework agencies who are wishing to join your preferred supplier list and what are their contact details?

Formal Response

The Trust confirms it holds part of the information you requested.

1. In the period 1st December 2024 – 1st March 2025 what is your “on” Framework Agency expenditure and total number of hours filled for Nursing and HCA staff? (Band 2 up to Band 7)?
 - Please break down per month

The Trust employs Nurses as part of the provision of clinical advisors for the delivery of the 999 and 111 telephone advice and triage.

The Trust does not hold the information to identify the individual agency employees to their qualification.

The total for clinical advisors is given below, but would include other clinical staff (e.g., paramedics)

Month:	December 2024	January 2025	February 2025
Expenditure:	£192,043	£312,208	£255,582
Hours:	5,472	5,260	5,089

Note: Total/average monthly costs are affected by adjustments made due to accrual accounting.

2. In the period 1st December 2024 – 1st March 2025 what is your “Off” Framework Agency expenditure and total number of hours filled for Nursing and HCA staff? (Band 2 up to Band 7)?
 - Please break down per month.
 - Please provide a further breakdown by spend per band and
 - spend per agency name.

There was no applicable off-framework expenditure during this period.

3. Do you have an in-house temporary staffing team to manage your agency requests OR is this outsourced to a Master Vendor or Neutral Vendor provider?

The Trust manages any applicable agency staffing requirement via the Crown Commercial Services (CCS) National Framework for the Provision of Clinical and Healthcare Staffing (RM6281).

Information regarding CCS framework RM6281 is already publicly available here: <https://www.crowncommercial.gov.uk/agreements/RM6281>



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4. If outsourced, what was the start date and expiry date of the contract with this provider?

The Trust does not hold a contract with any applicable provider.

5. What is your current Bank staff fill rate for Nursing and HCA Staff?

The bank fill rate was approximately 57% of vacant shifts

6. What is your current Agency fill rate for Nursing and HCA Staff?

The agency fill rate is approximately 43% of vacant shifts

7. How many agencies are currently supplying the Trust with nursing and HCA staff and what are their names?

Information regarding CCS RM6281 suppliers is already publicly available here:
<https://www.crowncommercial.gov.uk/agreements/RM6161:1/lot-suppliers/4>

The Trust used 5 agencies during the period, Hays Specialist Recruitment Ltd, Hallam Medical Ltd, Merco Medical Staffing Ltd, Reed Specialist Recruitment Ltd and Connaught Resourcing Ltd.

8. Who is head of your procurement or temporary staffing team responsible for approving framework agencies who are wishing to join your preferred supplier list and what are their contact details?

The Trust does not provide individual names or contact details in response to FOI requests. Business enquiries can be made by emailing enquiries@secamb.nhs.uk. Alternatively, names and roles of SECAMB employees already in the public domain can be found via our website here: [About Us | SECAMB](#)

Next steps

We publish a variety of information which may assist future enquiries relating to our service on our website – www.secamb.nhs.uk.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the

outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust



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