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Dear

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.

FOI Request

You asked us:

I would like to request the following information:

- 1. Exam/ test failing rate for 111 and 999 call handlers training in the past 5 years.**
- 2. The 111 and 999 call handlers training success rate for people with depression by ethnicity, gender, and age in the past 5 years.**
- 3. The 111 and 999 call handlers training success rate for black people (African and Caribbean ethnic background) by nationality, gender, and age in the past 5 years.**
- 4. The 111 and 999 call handlers training success rate for black people (African and Caribbean ethnic background) with disability by nationality, gender, and age in the past 5 years.**
- 5. The employment rate for black people (African and Caribbean ethnic background) at Secamb by nationality, gender, and age in the past 5 years.**
- 6. The 111 and 999 call handlers training success rate for white male and females by nationality, gender, and age in the past 5 years.**
- 7. The 111 and 999 call handlers' employee turnover in the past 5 years by ethnicity, age, and disability – can you please specify those with depression.**
- 8. The 111 and 999 call handlers' employee complaints rate and the reasons for complaint in the past 5 years.**
- 9. The patient's satisfaction and dissatisfaction rate in the past 5 years.**
- 10. 111 & 999 team leaders ethnics background, gender, nationality, and age in the past 5 years.**
- 11. Percentage of EU and British people Secamb employs and has employed since the past 5 years**
- 12. Percentage of non-uk born black caribbean Secamb employs and has employed since the past 5 years**

I would like you to provide the information in the following format:

- PDF sent by email and
- By post sent at my address

Formal Response

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

1. Exam/ test failing rate for 111 and 999 call handlers training in the past 5 years.

The Trust holds information regarding call handler assessment failure rates, between 1st April 2024 and 31st July 2025.

Across all call handler assessments candidates had an average failure rate of 6%.

Approximately 20% are recorded as leaving the call handler training programme, prior to completing the course, having failed one or more assessments, or have not been compliant with the NHS Pathways license requirements e.g. attend all NHS Pathways training days.

2. The 111 and 999 call handlers training success rate for people with depression by ethnicity, gender, and age in the past 5 years.

The Trust's records of call handler training examination success rates are not held in combination with any individual employee demographic information.

The Trust does not have a mechanism by which to output examination success rates, broken down against ethnicity, nationality, gender, age range, or condition such as depression.

3. The 111 and 999 call handlers training success rate for black people (African and Caribbean ethnic background) by nationality, gender, and age in the past 5 years.

Please see answer to part 2. The same limitation applies to this requested output.

4. The 111 and 999 call handlers training success rate for black people (African and Caribbean ethnic background) with disability by nationality, gender, and age in the past 5 years.

Please see answer to part 2. The same limitation applies to this requested output.

5. The employment rate for black people (African and Caribbean ethnic background) at Secamb by nationality, gender, and age in the past 5 years.

Please see the supplied document *FOI 250719 - SECAMB Employment Rate**.

6. The 111 and 999 call handlers training success rate for white male and females by nationality, gender, and age in the past 5 years.



Please see answer to part 2. The same limitation applies to this requested output.

7. The 111 and 999 call handlers' employee turnover in the past 5 years by ethnicity, age, and disability – can you please specify those with depression.

Please see the supplied document *FOI 250719 - 111 & 999 Turnover Rate**.

8. The 111 and 999 call handlers' employee complaints rate and the reasons for complaint in the past 5 years.

The Trust does not have a specific record of rates of complaints from call handler employees.

The Trust does operate an incident reporting and investigation system where call handlers can escalate concerns for investigation and organisational learning. There were 422 reports made in the 5 years 2020-2025, approximately 84 per year.

The top 5 categories of reporting during this period were:

- Staffing Levels / Staff Issues
- Health and Safety (Other)
- Confidentiality of Information
- Staff/colleague behaviour/conduct/competency
- NHS 111 / KMS CAS

9. The patient's satisfaction and dissatisfaction rate in the past 5 years.

The Trust holds information relating to patient satisfaction and call handling, from the 2022/23 financial year to the present.

These records show that the Trust averaged 70% service user satisfaction with the 111 service; an average of 20% of service users reported a negative experience.

Satisfaction rates rise for the 999 service. Users report an average of 89% positive experiences, with an average of 7% of respondents reporting a negative experience.

10. 111 & 999 team leaders ethnics background, gender, nationality, and age in the past 5 years.

Please see the supplied document *FOI 250719 - 111 & 999 Team Leaders**.

11. Percentage of EU and British people Secamb employs and has employed since the past 5 years

12. Percentage of non-uk born black caribbean Secamb employs and has employed since the past 5 years

Please see the supplied document *FOI 250719 - EU and Non-UK Born**, responding to both parts 11 and 12 of your request.

* Data blurring at less-than-5: The Trust can confirm that this information exists. However, where an output represents fewer than 5 individuals or incidents in the period requested, we have not provided exact figures. This practice is known as data blurring, which serves to mitigate against the risk of possible re-identification of individual data subjects via data recombination (sometimes referred to as jig sawing). This risk is assessed in accordance with the Information Commissioner's Office (ICO) *Anonymisation Code of Practice*, in relation to Section 40(2) of the FOIA 2000.

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](http://www.ico.org.uk/foicomplaints) (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



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon