



Trust Headquarters
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Internal Ref: 250720
Email:
Dear ,

Tel: 0300 123 0999
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.

FOI Request

You asked us:

I would like to request the following information for your ambulance service:

- 1. The total number of control room staff currently employed.**
- 2. Of those, how many are women aged 45 and over?**
- 3. The top five reasons for sickness absence among control room staff over the past 5 years.**
- 4. The average number of sick days taken per control room staff member in the past 5 years.**
- 5. Any available data on staff turnover in the control room over the past 5 years.**
- 6. Any wellbeing initiatives or occupational health programmes specifically targeting control room staff.**

Please provide the data in a machine-readable format (e.g. Excel or CSV) where possible.

Formal Response

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

- 1. The total number of control room staff currently employed.**

As of 17/07/2025, there are 1195 control room staff currently employed. This includes all based out of 999 Emergency Operations Centres (EOC) and 111. Bank staff are not included.

- 2. Of those, how many are women aged 45 and over?**

Of those, as of 17/07/2025, 201 (17%) are women aged 45 and over.



3. The top five reasons for sickness absence among control room staff over the past 5 years.

Absence Reason	Days
1. S10 Anxiety / stress / depression / other psychiatric illnesses	48,712
2. S15 Chest & respiratory problems	23,231
3. S25 Gastrointestinal problems	16,526
4. S98 Other known causes – not elsewhere classified	16,312
5. S16 Headache / migraine	9,980

4. The average number of sick days taken per control room staff member in the past 5 years.

For the period between 01/07/2020 – 30/06/2025:

Average number of staff = 911

Total number of sickness days = 74,470

This represents a per capita average of approximately 81.75 sick days over the 5-year period, which is approximately 16.35 days per year.

5. Any available data on staff turnover in the control room over the past 5 years.

Period	Turnover
2020 – 2021	26.00%
2021 – 2022	39.00%
2022 – 2023	45.00%
2023 – 2024	49.00%
2024 – 2025	43.00%
Average Turnover	40.40%

6. Any wellbeing initiatives or occupational health programmes specifically targeting control room staff.

There are no occupational health programmes specifically targeting control room staff.

Whilst all Wellbeing initiatives are available for all SECamb staff, the Wellbeing Hub was successful in applying for funding from NHS Charities Together to provide two dedicated Senior Wellbeing Practitioners (SWBP) for our EOC and 111 control rooms, one in Medway and one in Crawley. This project started in 2023 and has been amended and now consists of one SWBP shared across both EOC and 111 teams, extended with a current end date of March 2026.



The SWBP role is based on site and includes wellbeing assessments for staff from EOC and 111, followed by signposting or referring for work-related trauma therapy where clinically appropriate. In addition, they have supported colleagues with 1:1 sessions for low to moderate common mental health difficulties, e.g. anxiety, low mood, and stress management.

The SWBP takes part in multi-disciplinary meetings where risk or complexity is apparent and a plan is needed on how to support the individual in the workplace. They have also provided key skills training, wellbeing training for managers, and supported ad hoc conversations with individuals or managers where needed.

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**



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Chair: Michael Whitehouse CEO: Simon Weldon