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West Sussex  
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Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Internal Ref: 250820  
Email:

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 am currently working on my final project for my CIPD Level 5 accreditation, with flexible working as the topic, and am hoping you might be able to provide some basic information to support the benchmarking element, which I hope can be downloaded via a standard ESR report.**

**I appreciate I may have sent this to the wrong team within your organisation; if so, could you please either forward my email as appropriate or let me know which email address I should resend to.**

**If you could please complete the below table with as much data as you feel able to provide, that would be very much appreciated. My deadline for this information is 30th September 2025.**

**Number of flexible working requests up to the end of July 2025 for each category and, if possible, the breakdown for operational and non-operational colleagues:**

- Submitted**
- Pending**
- Accepted**
- Escalated**
- Alternative Accepted**



- **Alternative Rejected**
- **Rejected Outright**
- **Withdrawn**
- **Outcome Unknown**

### **Formal Response**

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

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We do not believe that the Trust can fully answer this FOI as we do not hold all of this information. We can only report on what is recorded in ESR. In terms of flexible working, ESR currently holds the following information:

- Whether someone is full time or part time.
- “Flexible working pattern” – this covers whether an employee is on annualised hours, flexible retirement, or partial retirement.

Current ESR figures for the “Flexible working pattern” field are:

- Annualised Hours: 281
- Flexible Retirement: 3
- Partial Retirement: 31



This is dependent on consistent recording in ESR and may not provide a complete picture.

Part-time status is recorded separately from the flexible working field, and at present 1,440 employees are recorded as working part time.

### Next steps

Please note you will be able to source a lot of information which is made available on our website.

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](mailto: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](http://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