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Internal Ref: 250914
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.

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

FOI Request

You asked us:

Under the Freedom of Information Act 2000, I would like to request the following information relating to temporary staffing within the healthboard, covering the following staff groups:

Paramedics, Emergency Medical Technicians, Control room staff & 111 Health Advisors.

1 – Agency Spend

Please provide the total agency spend for the last full financial year (or the most recent available 12-month period) for each of the above staff groups.

2 – Agency Hourly Charge Rates

For each staff group, please provide the following:

The average hourly charge rate paid to agencies

The highest hourly charge rate paid

The lowest hourly charge rate paid



3 – Agency Supply and PSL Structure

a. Please list the recruitment agencies currently supplying the Trust for these staff groups.

b. Please confirm which agencies are on your Preferred Supplier List (PSL).

c. Please outline how your PSL operates, including:

- Whether it is tiered
- Which agencies are on which tiers

4 – Breakdown of Agency Spend and Hours Worked

For each recruitment agency supplying staff, please provide:

- The total spend with that agency in the last full financial year (or most recent 12-month period)
- The total number of hours worked by agency staff from that supplier during the same period

5 – Bank Staffing

a. Please provide the total spend on internal bank staff for the last full financial year, broken down by the above staff groups.

b. Please provide the average hourly rate paid to bank workers in each group.

6 – Staff Bank Contact Details

Please confirm the email address and name of the individual responsible for onboarding framework agencies providing cost saving solutions.

Formal Response

The Trust confirms it holds the information you have requested.

Under the Freedom of Information Act 2000, I would like to request the following information relating to temporary staffing within the healthboard, covering the following staff groups:

Paramedics, Emergency Medical Technicians, Control room staff & 111 Health Advisors.

1 – Agency Spend

Please provide the total agency spend for the last full financial year (or the most recent available 12-month period) for each of the above staff groups.

The total agency spend for the financial year 2024/25 was £2,348,383, £504,294 relates to the specific staff groups stated

Broken down as:



Paramedics	£0
Emergency Medical Technicians	£0
Control Room Staff*	£504,294
111 Health Advisors	£0

* Control Room Staff assumed to be for 999 emergency control room staff only

2 – Agency Hourly Charge Rates

For each staff group, please provide the following:

The average hourly charge rate paid to agencies

Paramedics	Not Applicable
Emergency Medical Technicians	Not Applicable
Control Room Staff	£54.68
111 Health Advisors	Not Applicable

The highest hourly charge rate paid

Paramedics	Not Applicable
Emergency Medical Technicians	Not Applicable
Control Room Staff	£63.44
111 Health Advisors	Not Applicable

The lowest hourly charge rate paid

Paramedics	Not Applicable
Emergency Medical Technicians	Not Applicable
Control Room Staff	£47.11
111 Health Advisors	Not Applicable

3 – Agency Supply and PSL Structure

a. Please list the recruitment agencies currently supplying the Trust for these staff groups.

Agency
CONNAUGHT RESOURCING LTD
HALLAM MEDICAL LTD
HAYS SPECIALIST RECRUITMENT LTD
MERCO MEDICAL STAFFING LTD
REED SPECIALIST RECRUITMENT LTD

b. Please confirm which agencies are on your Preferred Supplier List (PSL).

We do not currently operate a Preferred Supplier List; however, this is currently in the process of being set up via a procurement process.



c. Please outline how your PSL operates, including:

- **Whether it is tiered**
- **Which agencies are on which tiers**

We do not currently operate a Preferred Supplier List; however, this is currently in the process of being set up via a procurement process.

4 – Breakdown of Agency Spend and Hours Worked

For each recruitment agency supplying staff, please provide:

- **The total spend with that agency in the last full financial year (or most recent 12-month period)**

Agency	Amount*
CONNAUGHT RESOURCING LTD	£574,040
HALLAM MEDICAL LTD	£926,446
HAYS SPECIALIST RECRUITMENT LTD	£292,608
MERCO MEDICAL STAFFING LTD	£524,297
REED SPECIALIST RECRUITMENT LTD	£38,433

* Difference in value to Q1 is where the agencies costs were recharged to provide 111 Clinical Advisors, where clinical staff provided services to both 111 Clinical Advice Service and to the 999 Control Room.

- **The total number of hours worked by agency staff from that supplier during the same period**

The Trust does not hold this information by agency in an electronic format; and would take an excessive amount of time to extract the information by agency.

Therefore, we are applying the exemption under section 12 of the FOI Act Exemption where cost of compliance exceeds appropriate limit.

The appropriate limit for public authorities is £450 (18 hours), we estimate the cost of extraction of this data being between £2,000 and £6,000 depending on the complexity of the invoices.

However, we can provide the total hours provided by clinical staff employed through those agencies as 9,873 hours

5 – Bank Staffing

a. Please provide the total spend on internal bank staff for the last full financial year, broken down by the above staff groups.

Paramedics	£57,287
Emergency Medical Technicians	£6,008
Control Room Staff	£13,423
111 Health Advisors	£30,219

b. Please provide the average hourly rate paid to bank workers in each group.



Paramedics	£26.73
Emergency Medical Technicians	£21.52
Control Room Staff	£24.03
111 Health Advisors	£25.25

6 – Staff Bank Contact Details

Please confirm the email address and name of the individual responsible for onboarding framework agencies providing cost saving solutions.

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

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

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**



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon