



Trust Headquarters
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www.secamb.nhs.uk

15th January 2025
Internal Ref: 251241
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'm looking for data held in SECAMB relating to 111 and 999 services about number of staff who leave.

Please can you provide:

- 1. The numbers of staff leaving 111 and 999 services (separately) in either calendar years 2025 to date, 2024, 2023, 2022 or financial years 2025/6, 2024/5, 2023/4. 2022/3**
- 2. For the same time periods the % of leavers, again for 111 and 999 separately.
I am looking for the number of leavers as % of total staff numbers**
- 3. For the same time periods, again for 111 and 999 separately, of leavers who were dismissed.**



Formal Response

The Trust confirms it holds the information you have requested.

Please can you provide:

1. The numbers of staff leaving 111 and 999 services (separately) in either calendar years 2025 to date, 2024, 2023, 2022 or financial years 2025/6, 2024/5, 2023/4. 2022/3

Year (Jan 1st to December 31st)	111 Urgent Care	999 Emergency Operations Centre
2022	199	129
2023	263	249
2024	198	285
2025	132	243

This includes staff members moving to other areas of the trust and failing initial mandatory training.

2. For the same time periods the % of leavers, again for 111 and 999 separately.

I am looking for the number of leavers as % of total staff numbers

Year (Jan 1st to December 31st)	111 Urgent Care	999 Emergency Operations Centre
2022	43.7%	57.5%
2023	60.7%	51.9%
2024	45.2%	42.6%
2025	29.0%	35.4%

3. For the same time periods, again for 111 and 999 separately, of leavers who were dismissed.

Year (Jan 1st to December 31st)	111 Urgent Care	999 Emergency Operations Centre
2022	39	28
2023	69	79



2024	89	116
2025	49	75

This includes staff members failing initial mandatory training.

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