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27<sup>th</sup> April 2026  
Internal Reference: 260343  
Email:

Dear ,

Thank you for your request for information, which we received on **23/03/2026**. We have considered your request under the Freedom of Information Act 2000. **Please ensure you quote the Internal Reference number above in any future correspondence.**

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

### Your Request

During the ongoing Scheduling Restructure those affected have been asking to see the following documents:

- Time in motion study of the current job roles – we've been advised this has been completed and were advised it was going to be sent to us, but we're still waiting for it.
- Documents and/or communications regarding the banding of the new job roles against the AfC banding framework – we've been asking for these from the beginning, we were initially advised they'd be shared but more recently HR have been saying it's not normal practice to share them and that we'd need training in order to understand it. For full transparency's sake we'd like to see these documents please.
- All documents and/or communications around the matching of the new job roles to the current ones. The new Band 4 Planner role and the new Band 5 Team Leader role have been deemed to be at least a 66% match to the 999 Scheduler, 111 Scheduler and Ops Scheduler roles. We'd like to see how these were evaluated and matched and how each of the different roles scored.



## Formal Response

Please find attached associated Job Descriptions, Central scheduling documents and a Job Matching Schedule enclosed within the email.

### **1. Purpose**

This report summarises the quantified workload associated with Scheduling and Resource Planning activities across SECamb and assesses alignment with the proposed workforce model.

### **2. Methodology**

Task categories and durations were validated and standardised following consultation. Activities were grouped into core operational categories including Planning, Reactive Scheduling, Staff Health, Queries/Issues, and Validation/Analysis. Weekly time values were calculated per planning area and scaled across all areas.

### **3. Quantified Weekly Workload**

Per planning area, the total workload equates to 41.2 hours per week across core activity categories. Across 18 planning areas this equates to 741.12 hours per week.

### **4. Workforce Model Comparison**

The quantified requirement equates to 19.76 WTE. The initial proposal of 24 WTE provided additional capacity, and the post-consultation model of 27 WTE further strengthens operational resilience.

### **5. Key Findings**

Demand is clearly quantified and predictable, with planning activity representing the largest workload component. The workforce model provides appropriate headroom to manage variability, peaks in demand, and operational complexity.

### **6. 7-Day Coverage**

The introduction of 7-day coverage ensures workload is distributed evenly across the week, removing the risk of backlog accumulation and improving responsiveness.

### **7. Conclusion**

The final proposed workforce of 27 Resource Planners exceeds the quantified baseline requirement and provides a safe and sustainable level of capacity. The model supports consistent service delivery and future operational flexibility.

Summary Table:

Metric	Value
Total Weekly Hours	741.12 hrs
WTE Requirement	19.76 WTE
Initial Model	24 WTE (~900 hrs capacity)
Final Model	27 WTE (~1,012 hrs capacity)
Operational Coverage	7 Days per Week

### Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

**Richard Banks**, Head of Corporate Governance at [FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:

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

Alternatively, you may write to:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Yours sincerely,

**Corporate Governance Team**  
South East Coast Ambulance Service NHS Foundation Trust



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