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16th July 2026
Internal Reference: 260632
Email:

Dear ,

Thank you for your request for information, which we received on **17/06/2026**.
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

Please, could I have a list of all the epaulette ranks within South East Coast Ambulance Service NHS Foundation Trust. This would include all the ranks from the lowest possible rank for your emergency medical services personnel all the way to the highest rank you could work for within South East Coast Ambulance Service NHS Foundation Trust. Please could I have a list of the different types of colour epaulette's and what they all mean and which role would be associated with each colour. Also would you be kind to specify clinical grades of staff allowed to be placed on a Rapid Response Vehicle or Single Response Vehicle, what are requirements to be allowed to respond on those vehicles (i.e. additional clinical training, managers discretion, etc.). Are your bank staff allowed to respond on a Rapid Response Vehicle or Single Response Vehicle when they are on duty. And finally what is the process of employing bank staff.



Formal Response

The Trust can confirm that it holds information relevant to this part of your request. The information relating to epaulette colours, role identifiers and authorised rank slides is contained within the Trust's [Uniform and Dress Code Policy](#) and [Dispatch Standard Operating Procedure](#), which is published and reasonably accessible through the [Trust's website](#).

As this information is reasonably accessible to you by other means, it is exempt from disclosure under Section 21 of the Freedom of Information Act 2000. Section 21 is an absolute exemption and therefore does not require a public interest test. The Trust is therefore not required to reproduce the published information in full within this response.

The Trust's crew matrix refers to paramedic and Advanced Paramedic Practitioner Single Response Vehicles and, in some circumstances, Single Response Vehicles with an observer such as a Student Paramedic. It also refers to specialist resources including Critical Care Paramedics and Operational Team Leaders. The document located does not provide a single exhaustive list of all grades permitted on a Rapid Response Vehicle or Single Response Vehicle; however, the Trust can confirm that staff below Experienced (B6) Paramedic grade are not permitted to work on a Single Response Vehicle.

The crew matrix indicates that Single Response Vehicle deployment depends on operational appropriateness and incident type. It also sets out restrictions and incidents where immediate back-up is required. The Trust has not identified a single document stating that deployment is based on manager's discretion; rather, use is governed by the dispatch model and operational suitability. Please see attached.

The Uniform and Dress Code Policy confirms that bank staff are included within standard uniform arrangements for relevant operational groups. Regarding Bank staff, while we do have a small number of Bank staff working operationally, we do not actively recruit bank clinician for frontline operations.

The Trust holds information showing that a process exists for employing staff under a bank agreement. This includes manager referral, HR or Temporary Staffing checks, and completion of the required identity, employment, DBS, registration and compliance documentation before a bank agreement is issued.

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

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

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

