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18 September 2026
Internal Reference: 260913
Email:

Dear ,

Thank you for your request for information, which we received on 07/08/2026.
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.

Your Request

I am writing to make a request under the Freedom of Information Act 2000 in relation to the Trust's Culture Review undertaken by Jacqui Marshal-Dibble on behalf of SECAMB in 2026.

Please provide a copy of the final report arising from the Culture Review, including any executive summary, findings, conclusions and recommendations contained within or appended to the report.

If more than one version of the report exists, I am requesting the final version that was presented, submitted or otherwise provided to the Trust. If no version was formally designated as final, please provide the most recent substantive version shared with the Trust Executive.

I understand that information and evidence were sought and provided to the Culture Review on a confidential basis. For clarity, I am not requesting the underlying submissions, interview material, individual testimony, notes or other source material provided by participants.

My request is specifically for the final, anonymised report produced following the review. I understand that the report has already been prepared in an anonymised



form and therefore does not identify individual contributors or disclose the confidential source material upon which its findings may have been based.

If, notwithstanding the anonymised nature of the report, the Trust considers that any particular information contained within it is exempt from disclosure, I would ask that the relevant information is redacted and the remainder of the report disclosed. The presence of information that may legitimately require redaction should not prevent disclosure of the remainder of the report.

If the Trust considers that any information within the report is exempt from disclosure, please:

- identify the specific exemption(s) relied upon;
- explain how each exemption applies to the information being withheld;
- where a qualified exemption is relied upon, set out the relevant public interest considerations; and
- disclose all reasonably separable information that is not exempt.

For the avoidance of doubt, I am not seeking personal information relating to individual members of staff or participants in the review, nor information that would reasonably enable individual contributors to be identified.

If the Culture Review resulted in a separate action plan, recommendations document, executive response or other formal response from the Trust, please also provide a copy of those documents.

If my description of the report is insufficient to identify the information requested, please contact me for clarification in accordance with the Trust's duty to provide advice and assistance under section 16 of the Freedom of Information Act 2000.

I would be grateful if the information could be supplied electronically, preferably in its original document format.

Formal Response

Some information falling within the broad subject matter of the request, comprising the Trust's published summary of the Culture Review, is already reasonably accessible to the requester through the Trust's website. Section 21 applies to that published information only.

The published summary is not the final report requested, and the Trust has considered the requested final report separately under Sections 38, 40 and 41 below. This is available on the [Trust's website](#).

Section 38(1) – Health and Safety

The Trust considers that disclosure of particular information contained within the final report would be likely to endanger the physical or mental health of individuals associated with the review and, where applicable, their safety. The report concerns



sensitive workplace experiences and events and contains contextual information relating to current and former members of staff.

In reaching this conclusion, the Trust has considered both the nature of the information and the reasonably foreseeable consequences of its disclosure into the public domain. The Trust considers there to be a real and significant risk that disclosure would adversely affect the mental health or wellbeing of individuals whose experiences or circumstances are described or could be recognised, including where their names have been removed.

The Trust has also considered the public interest test. Factors favouring disclosure include transparency, accountability, public understanding of the Culture Review and assurance that the Trust is responding appropriately to its findings.

Factors favouring maintenance of the exemption include protecting individuals from a reasonably foreseeable risk of harm; avoiding the public exposure of sensitive experiences and circumstances; and ensuring that staff can participate safely and openly in future speaking-up, review and investigation processes.

Having considered these factors, the Trust concludes that the public interest in avoiding the identified risk to health and safety outweighs the public interest in disclosing the exempt information. The Trust therefore considers that Section 38(1)(a) applies.

Section 40(2) – Personal Information

The report contains information relating to individuals, including accounts of personal experiences, views, concerns, workplace events and employment-related circumstances. It is important to note that this information was provided in confidence and that individuals would not expect this to be further shared.

The information contained within the report relates to personal data which is protected under data protection legislation. Some of the content may also reveal sensitive information about individuals relating to their personal or workplace circumstances.

Any disclosure under the Freedom of Information Act is disclosure to the public at large, rather than disclosure only to the person making the request. The Trust has therefore considered whether disclosure would be lawful, fair and transparent under data protection legislation.

The Trust recognises legitimate public interest in understanding the findings of the Culture Review and holding the organisation to account. However, the individuals concerned would not reasonably expect their experiences, accounts or circumstances to be placed in the public domain, particularly where they contributed to a confidential review. The Trust has considered whether the public interest could be met through less intrusive means, including redaction and publication of summary information.



On balance, the Trust considers that disclosure of personal data contained within the report would cause an unwarranted interference with the rights and freedoms of the individuals concerned which would be unfair and unlawful.

Any disclosure would therefore contravene the data protection principle within Article 5(1)(a) UK GDPR. The information is also exempt under Section 40(2) of the Freedom of Information Act 2000.

Section 41 – Information Provided in Confidence

The final report contains information obtained from staff and other contributors during confidential engagement undertaken for the Culture Review. This information includes accounts of individual experiences, concerns, views and events. It was provided in confidence and under circumstances giving rise to a clear and reasonable expectation that the information would be used for the purposes of the review and would not be disclosed publicly.

The information has the necessary quality of confidence. It is substantive, sensitive and not otherwise publicly available.

Disclosure under the Freedom of Information Act would place this information in the public domain and would be inconsistent with the basis on which contributors provided it. The Trust considers that disclosure would therefore amount to an actionable breach of confidence.

Section 41 is an absolute exemption and is not subject to the statutory public interest test under the Freedom of Information Act. However, the Trust has considered whether there would be a public interest defence to an action for breach of confidence. The Trust recognises the legitimate public interest in transparency concerning organisational culture, the findings of the review and the Trust's response. This interest has been met in part through the information already published by the Trust.

The Trust does not consider that the remaining public interest in disclosure is sufficiently strong to override the duty of confidence owed to contributors.

In reaching this conclusion, the Trust has considered the importance of protecting confidential sources, maintaining trust in speaking-up and independent review processes, and enabling staff and stakeholders to participate candidly in future reviews.

Section 41 therefore applies to the confidential information contained within the report.

The Trust has considered whether any meaningful information within the report could be disclosed through redaction.

However, the findings, observations and conclusions are closely interwoven with confidential accounts, personal data and contextual information.





In relation to this element of the request, the Trust confirms that no separate action plan, recommendations document or standalone executive response is held. Actions arising from the review have been incorporated into existing organisational improvement programmes and workstreams.

The Trust considers that disclosure of isolated extracts would either create a risk of identifying individuals, reveal confidential information provided during the review, or result in material being stripped of the context necessary for it to be properly understood.

The Trust therefore does not consider that meaningful information can be disclosed without undermining the exemptions relied upon.

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



Saving Lives,
Serving Our Communities

Chair: Colin Dennis, Interim CEO: Jen Allan