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BN7 2XW

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16th April 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/03/09.

You requested the following information:

Under the Freedom of Information Act, I would like to request the following information with regards to the recent Trust restructure program and ongoing concerns around governance as I have a particular interest in temporary staffing usage in the NHS and specifically keen to learn more about turnover rates within your HR Workforce department to aid my research:

- Please can you confirm the total number of agency, interim and contractors working within the HR Workforce department at South East Coast Ambulance Service?

Please can you advise the total cost of temporary, agency, contractors and interim expenditure over the last 12 months?

- Please can you advise the total number of third party agency, interim, contractor, consultants the HR department have used and continue to use since April 15

- Can you confirm the reason(s) for using temporary/interim staffing of this nature and the reason for not recruiting through your standard means in line with your recruitment policy?

- What percentage of agency, contractor and interim workers represents against your total established staff within the HR workforce department?

- Please can you confirm the total number of vacancies within the HR workforce department?

- Can you confirm the process the HR department have followed in line with the NHS government procurement service with regards to engaging with agencies, third party suppliers and contractors?

- Please can you confirm the highest hourly rate paid to an interim, contractor or agency worker in the HR workforce department within the last 12 months?

- Please can you confirm the current turnover rate for the HR workforce department? Can you also advise the total Trust turnover rate?

Please see the following information which provides responses to all of your questions.

During March 2015 the Trust commenced consultation on a fundamental redesign of the HR Workforce Department for SECamb. The redesign was formally signed off by the Executive Management Team and the appropriate Trust Committee. The process followed Trust policy and the 30 day formal consultation which commenced in May 2015 began implementation of the transformation which followed the Trust's established policy for managing change. In addition prior to the impending transformation a number of vacant posts were filled on a temporary basis to mitigate the impact of the changes on existing permanent staff. This is normal practice. During this period of change a number of staff retired, some resigned to take up new positions outside the Trust and as mentioned earlier a number of temporary/bank/fixed term contracts were terminated once the new structure went live. The Trust began roll out of the new structure in November 2015.

Where appropriate all vacant positions that have arisen from the implementation of the new structure have been subject to standard NHS recruitment procedures including adverts in NHS jobs, the internal Trust bulletin and where necessary agencies. In some cases where the Trust has not been able to recruit after external recruitment, interim appointments have been made using the NHS and SECamb agreed framework for appointing agency staff. Staff have either been paid through Agenda for Change pay scales or where they have been 'off payroll' the Trust has complied with the NHS rules for appointing and paying these types of staff. All 'off payroll' engagements are monitored by the appropriate Trust Committee and regular reports are presented to the Committee.

The current vacancies within the HR Workforce Department are Head of HR Operations, HR Operations Manager and HR Business Partner. The Head of HR Operations post is filled by a contractor and has been advertised twice in NHS jobs, the Guardian and People Management, but we have been unsuccessful in making a permanent appointment. The Trust has gone out a third time and is hopeful that it will be able to make a successful permanent appointment from the current shortlist by the end of April 2016. The third HR Business Partner position is currently filled with a contractor that started in January 2016 and leaves end of May 2016. An advert is due to go out in NHS Jobs shortly.

I have to advise that I am unable to provide any further information on the daily rate of our contractors on the basis of the exemption contained within s43 (2) of the FOI Act (Commercial Interests). The Trust accepts that there is a public interest in how public money is spent; however there is also a need to withhold information that would prejudice the commercial interest of the Trust and/ or third parties. In assessing the public interest, the Trust takes the view that this would be the case in this instance. The Trust considers that this information, in conjunction with other information that might already or will be in the public domain, could lead to the commercial interests of the Trust together with the companies we use being adversely affected. However, we can confirm that the rates are in line with the guidelines issued by NHS Improvement (Monitor) and that all contractors

are employed using the Trust's agreed policy. All contractors come from the NHS recognised suppliers framework and are within the appropriate capped day rate.

The turnover rate for the HR Workforce Department is 59.30% for the period of 1st April 2015 – 31st March 2016, this takes into account the redesign period. This equates to the information in the table below. The turnover rate for the Trust is 14.25%.

Leaving Reason	FTE Leavers
End of Fixed Term Contract	2.03
Redundancy - Compulsory	1.59
Retirement Age	2.00
Voluntary Early Retirement - with Actuarial Reduction	1.83
Voluntary Resignation - Better Reward Package	0.85
Voluntary Resignation - Other/Not Known	7.80
Voluntary Resignation - Relocation	0.40
Voluntary Resignation - Work Life Balance	2.87
Grand Total	19.37

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECAMB) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust
40-42 Friars Walk
Lewes
East Sussex
BN7 2XW
Email: complaints@secamb.nhs.uk

Should you remain unhappy with the outcome of any such internal review, you may request a decision from the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust