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14th June 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/05/21.

You requested the following information:

1. Considering your rota pattern for frontline emergency staff (those who are responsible for responding to 999 calls, for example Paramedics, Technicians, ECAs etc.), what was the total number of pre-planned working hours for April 2016 in your Trust?

The planned hours for frontline staff April 2016 are shown in the table below:

	Plan April 2016	
	DCA (Double Crewed Ambulance)	SRV (Single Response Vehicle)
SECAmb planned hours	94,578	65,820

2. How many pre-planned standard working hours were actually covered by frontline emergency staff in April 2016?

The hours covered by frontline staff for April 2016 are shown in the table below:

	Hours covered April 2016	
	DCA (Double Crewed Ambulance)	SRV (Single Response Vehicle)
SECAmb covered hours	103,650	61,358

3. How many pre-planned standard working hours were covered by frontline emergency staff on voluntary overtime (ie. Pre-booked an overtime shift) in April 2016?

The number of hours covered by frontline emergency staff on voluntary overtime in April 2016 was 18,672.20 hours.

4. How many pre-planned standard working hours were covered by private ambulance service staff in April 2016?

The number of hours covered by private ambulance providers for the month of April 2016 was 17,127.50 hours.

5. How many additional hours were covered by frontline emergency staff on enforced overtime (ie. end of shift overtime) in April 2016?

The number of hours where staff have worked later due to shift over runs totals 1082.71 for the month of April 2016.

6. How many instances occurred where frontline emergency staff (as individuals) did not receive a rest break during their shift in April 2016?

During the month of April 2016 there were 3,476 instances where a frontline member of staff did not receive a rest break. Due to the nature of the work our frontline staff undertake and the demand on our resources it is not always possible for staff to have rest breaks or finish their shifts at specified times.

7. How many instances occurred where frontline emergency staff (as individuals) did receive a rest break during a shift but it was not compliant with the definition of a rest break (as defined in the European Working Time Directive) in April 2016?

During the month of April 2016 there were 4,127 instances where a frontline member of staff did receive a rest break but it was not compliant with the definition of a rest break as defined by the European Working Time Directive (i.e. before 4 hours into their shift or after 8 hours into their shift). Due to the nature of the work our frontline staff undertake and the demand on our resources it is not always possible for staff to have rest breaks or finish their shifts at specified times.

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