



40/42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

[foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

7<sup>th</sup> July 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/06/40.

You requested the following information:

**I have been tasked my head of department (Force Control Room) to compare our control room staff attrition rates to surrounding & similar forces.**

**Since your control room is very similar in terms of both geography and the pressures of the job itself, would you be able to send me your percentage yearly attrition rate solely relating to control room staff, if possible for this year and the last couple of years if you have that data.**

Please see the table below which shows the attrition (turnover) rates in percentages for our Emergency Operations Centres in Kent, Surrey and Sussex for the last three financial years. The overall figure for the whole of the Trust is listed at the foot of the table.

	2013/2014	2014/2015	2015/2016
Emergency Operations Centre Kent	19.78%	22.95%	25.36%
Emergency Operations Centre Surrey	21.08%	22.85%	32.01%
Emergency Operations Centre Sussex	26.70%	22.60%	35.91%
Trust overall	14.83%	13.07%	21.03%

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