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10th April 2017

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/03/18.

You requested the following information:

**1. Which department/person(s) deals with Employment References at your organisation and what is the name of the Head of Department?**

HR Operations deal with references. We are withholding this name on the basis of the exemption within s40(2) Data Protection. This exemption covers the personal data of third parties.

**2. What is the average hourly rate of the person(s) dealing with Job References? (If outsourced, how much do you pay annually for this service?)**

There is not just one person who deals with references so it would be either a Band 3, 4 or 5 salary (Agenda for Change). Please see the attached document which shows the pay scales effective from April 2017.

**3. How are Employment References requested for new starters? How are they chased up? (email/telephone/postal service/fax)**

An email sent via NHS jobs. A chaser email is automatically sent if the reference is not received. We also chase via phone.

**4. How are Employment References completed for ex-employees (email/telephone/postal service/fax)?**

By email and post.

**5. How many hours (on average) does your company (or the outsourced company) spend, each month, requesting employment references for new candidates? (for the past 12 months)**

We do not hold figures on this. However, we can provide an estimation at approximately 716 hours through a 12-month period.

**6. How many hours (on average) does your company (or the outsourced company) spend, each month, chasing up employment references for new candidates? (for the past 12 months)**

We do not hold figures on this. However, we can provide an estimation at approximately 80 hours through a 12-month period.

**7. How many hours (on average) does your company spend (or the outsourced company), each month, completing employment references for former employees? (for the past 12 months)**

Approximately 15 hours (2 days) per month, (180 hours for 12 months).

**8. How many leavers (on average or exact) does your company have per month? (for the past 12 months)**

Please see the table below which shows this information.

<b>Leavers (Headcount) 1 Mar 16 to 28 Feb 17</b>		
<b>Years</b>	<b>Month</b>	<b>Headcount</b>
<b>2016</b>	Mar	70
	Apr	55
	May	48
	Jun	37
	Jul	46
	Aug	61
	Sep	54
	Oct	43
	Nov	50
	Dec	56
<b>2017</b>	Jan	45
	Feb	43
<b>Total</b>		<b>608</b>

**9. How many new starters (on average or exact) does your company have per month? (for the past 12 months)**

Please see the table below which shows this information.

<b>Starters (Headcount) 1 Mar 16 to 28 Feb 17</b>		
<b>Year</b>	<b>Month</b>	<b>Headcount</b>
<b>2016</b>	Mar	62
	Apr	53
	May	32
	Jun	94
	Jul	50
	Aug	105
	Sep	77
	Oct	103
	Nov	108
	Dec	31
<b>2017</b>	Jan	73
	Feb	95
<b>Total</b>		<b>883</b>

**10. How many staff does your organisation employ at the moment?**

The staff headcount as at 28 Feb 17 was 3,546.

I hope you find this information useful.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

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

Yours sincerely

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