



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 8th January 2018

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/12/17.

You requested the following information, please also see our response below:

Please supply the following information:

- **Emergency Call Volume per month for the last 12 months (BT connected calls only)**

Please see table below:

Month	Emergency Call volume (BT connected calls only)
December 2016	89455
January 2017	85200
February 2017	70533
March 2017	77467
April 2017	71516
May 2017	78874
June 2017	81261
July 2017	92962
August 2017	86394
September 2017	76844
October 2017	74954
November 2017	73301

- **95% in 5 Seconds performance for the last 12 month by month**

Please see table below:

Month	% answered within 5 seconds
December 2016	83.44%
January 2017	88.06%
February 2017	90.84%
March 2017	90.34%
April 2017	90.34%
May 2017	79.23%

June 2017	71.99%
July 2017	63.53%
August 2017	58.30%
September 2017	48.55%
October 2017	50.66%
November 2017	67.41%

• **Total number of Call Handling Staff (currently Dec 2017)**

We have 185 Emergency Medical Advisors as of 12th December

• **% and number of staff recruited per annum for the last 5 years (Control Room)**

Please see table below:

Hire Date	Headcount	% of EOC staff headcount as at 12 Dec 2017
2013	120	25%
2014	135	28%
2015	122	25%
2016	234	48%
2017	159	33%

• **% and number of staff leaving per annum for the last 5 years (Control Room)**

Please see table below:

Leaving date	Headcount	% of EOC staff headcount as at 12 Dec 2017
2013	77	16%
2014	94	19%
2015	107	22%
2016	166	34%
2017	164	34%

I hope you find this information of some assistance.

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

Yours sincerely

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