

25 June 2025

Phone first non-emergency control room staff turnover and vacancies

I am writing to request information under the Freedom of Information Act regarding staffing and vacancies in your non-emergency control room for your Phone First service. Specifically, I am requesting the following data for the financial years 2021/2022, 2022/2023 and 2023/2024

Financial years 2021/2022 & 2022/2023 : No service in place.

2023/2024:

- 1. The total number of Phone First control room staff employed at the end of each financial year, broken down by:**
 - **Full-time equivalent (FTE) staff** : 1 WTE Band 5
 - **Part-time staff** : Staff are employed via the Nurse bank and work ad-hoc shifts
- 2. The total number of Phone First control room staff who left their roles in each financial year.**

No staff have left their role
- 3. The number of vacancies for Phone First control room positions at the end of each financial year.**

Staff are employed via the Nurse bank and work ad-hoc shifts
- 4. How much your trust spent on recruitment for Phone First control room staff in each financial year?**

No spend on recruitment
- 5. The total number of staff days lost due to sickness in each financial year.**

No days lost to sickness