



Freedom of Information Request

09 January 2023

Question & Answer

1. What is the total headcount of your organisation?
 - This is held within our published accounts

[sas-final-approved-annual-report-and-accounts-2022.pdf \(scottishambulance.com\)](#)

Specifically under the heading, Staff Composition pg. 44.

2. What was the total financial turnover for the 21/22 financial year?
 - This is held within our published accounts

[sas-final-approved-annual-report-and-accounts-2022.pdf \(scottishambulance.com\)](#)

3. What workforce/rostering system do you use to plan staff shifts?
 - Global Resource system (GRS)
4. What is the annual cost of this workforce/rostering system?
 - £43.7k (pro rata)
5. When is the contract due for renewal for this workforce/rostering system?
 - Expiry date: 31/05/2024 with an optional 12mth extension available, which would take us to: 31/05/2025
6. How many staff use this workforce/rostering system?

- We do not hold the information in a means that allows us to identify what you have asked, thus enabling us to provide an answer to your question. It is for this reason; we have applied the exemption Section 17 of the Freedom of Information Scotland Act 2002 as information not held.

7. Do you operate a call centre?

- We do not operate a “call centre” therefore our answer is No.

We operate and have three national Ambulance Control Centres.

Further information can be found on our website, [Our Services \(scottishambulance.com\)](http://www.scottishambulance.com)

8. If you operate a call centre, do you use a different workforce management system? If so please state which system you use.

- N/A

If yes to 8, what is the annual cost of this workforce management system?

If yes to 8, when is the contract due for renewal for this workforce management system?

If yes to 8, how many staff use this workforce management system?

Please share a copy of the last specification used to procure the current workforce management/rostering system, including call centre if applicable.