

**Sent via Email**

Helen Moore  
Director of Performance and Service  
Improvement  
South Eastern Health and Social Care Trust

**Strategic Planning and Performance Group**

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Our Ref: LMcW378

Date: 25 June 2025

Dear Helen,

**Re: Unscheduled Care Growth Funds**

Thank you for submitting your proposals for deployment of growth funds in support of unscheduled care, with the main focus of improving ambulance handover times in line with the regional commitment.

The funding available to each Trust is £2m FYE, with the full £2m also available in-year (CYE). This provides flexibility to implement, test and evaluate initiatives over the Winter months to inform full investment. **This letter should be taken as formal notification of financial cover to proceed on the basis of your proposal, within the £2m budget.**

There is a requirement for all Trusts to deliver against the following KPI's (as a first phase):

- No ambulance handover delays > 2 hours
- Reduction in average ambulance handover delays
- Improvement in ambulance handover < 15 mins (as set out in SOMs)
- Improvement in ambulance handover < 30 mins (as set out in SOMs)
- Improvement in ambulance handover <60 mins (as set out in SOMs)

In addition, Trusts will be required to set out specific KPI's associated with the initiatives within the plans. For example, if expanding capacity for Hospital at Home services there will be KPI's agreed in line with that. Baseline information will be required along with expected increase in activity and timelines for same. This will support ongoing monitoring, refinement and shared learning across the region. SPPG staff will work with Trusts in the coming weeks to agree these KPI's which should be included in your final business case.

A single level-1 business case, including your proposed plan as an appendix, should be submitted to SPPG by 25 July 2025.

Performance will be monitored through existing fora and the Support and Intervention Framework arrangements.

We aim for all initiatives to be operational by October 2025, allowing time for implementation ahead of Winter pressures.

Yours sincerely

**Personal Data**

**Lisa McWilliams**  
**Director of Strategic Performance**

CC

**Name Redacted**

Brigitte Worth

**Name Redacted**