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24<sup>th</sup> June 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210632.

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

**1. How much money has been spent on what3words over the last 3 years?**

None

**2. What due diligence was carried out (eg. independent fit-for-purpose study) to assess the service's promotional claims to efficacy?**

We use a variety of mapping tools including Northing & Eastings, Latitude & Longitude & mobile phone coordinates to establish the location of a call. We also have the ability to use W3W to assist in locating a caller. The service begun receiving 999 calls with What3Words locations prior to implementation. This led to discussions with other Ambulance, Police and Fire services to understand the benefit it may bring. The Trust initially provided call handlers with access to the What3Words site to convert locations into address or co-ordinates that the computer aided dispatch (CAD) system could accept but as the volume of What3Words calls increased, the Trust worked with its supplier to implement the solution directly within the CAD system.

**3. How has the use of the service been reviewed since it was put in place?**

As with all implementations in the Trust, issues encountered are raised through our internal incident reporting tool, Datix. This is reviewed on an on-going basis and any specific issues would be investigated.

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, Head of Information Governance 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**

