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24th March 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220222.

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

According to a board meeting in January, an independent report into the Computer Aided Dispatch incident, which took place in November last year, has been completed.

Can you please share the document: *IT Major Incident Report: Network Failure 17 November 2021*

This was a critical incident which is still undergoing internal review. Therefore, we are unable to share any information at this stage.

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

Yours sincerely

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