

[Redacted]

From: [Redacted]
Sent: 10 October 2023 09:29
To: [Redacted]
Subject: FW: 22046 - SECAmb [Redacted] Electrical issues report
Attachments: 23046-DGE-XX-XX-RP-E-2401-D2-P01-Report.pdf

Hi [Redacted] for information, would suggest you, I and [Redacted] have a catch up to discuss – Futuretech now manage of generators so maybe we need to also share with them for their view

Kind regards

[Redacted]

[Redacted] [Redacted]

Head of Strategic Estates
South East Coast Ambulance Service NHS Foundation Trust
E-mail: [Redacted]
Mobile: [Redacted]

Planning & Business Development Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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and Respect**



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From: [Redacted] <[Redacted]>
Sent: Monday, October 9, 2023 6:57 PM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>;

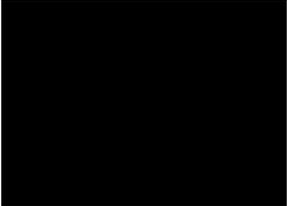
[REDACTED]; [REDACTED] <[REDACTED]>

Subject: 22046 - SECAmb [REDACTED] Electrical issues report

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

22046 - SECAmb [REDACTED] Electrical issues report

Hi [REDACTED] and [REDACTED], please find attached independent report prepared by Delta Green into electrical issues being experienced at SECAmb [REDACTED] site. I assume you will digest and then want a meeting with Delta Green to discuss the conclusions and next steps. I assume you will decide if you want Sunninghill at the meeting.



Delta Green Environmental Design | [REDACTED] | www.deltagreen.co.uk

Please note I work part time. The days I work each week vary so I may not respond to your email immediately so your patience is appreciated. If your query is urgent please call Delta Greens office



[check out our boring legal bits.....click here](#)

[Redacted]

From: [Redacted]
Sent: 08 March 2024 14:34
To: [Redacted]
Subject: FW: 2927.19 - SECAMB [Redacted] - Generator Report
Attachments: 5012220 - SECAMB - Generator Report.pdf

From: [Redacted] <[Redacted]>
Sent: Monday, August 14, 2023 11:36 AM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: FW: 2927.19 - SECAMB [Redacted] - Generator Report

Hi [Redacted]

Please find attached the generator produced by Ridge following the concerns raised by the 2 independent contractors.

If you have any concerns with the report, please can you let CHA aware.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted] <[Redacted]>
Sent: 14 August 2023 10:12
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: 2927.19 - SECAMB [Redacted] - Generator Report

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED],

Please find attached summary report from Ridge.

Kind Regards,

[REDACTED]
Senior Surveyor

M: [REDACTED]
E: [REDACTED]
O: [REDACTED]
W: www.chawtonhill.com

[REDACTED]



Please consider the environment - do not print unless necessary.

From: [REDACTED] <[REDACTED]>
Sent: Monday, August 14, 2023 9:27 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: 2927.19 - SECAmb [REDACTED] - Generator Report

Hi [REDACTED],

When are SECAmb likely to receive this summary?

Kind regards,

[REDACTED]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [REDACTED]
Phone: [REDACTED]





From: [REDACTED] <[REDACTED]>
Sent: 07 August 2023 16:41
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: 2927.19 - SECAMB [REDACTED] - Generator Report

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED],

We have received comments from Ridge regarding the generator issues, but we have since asked for a summary to be provided for SECAMB for their thoughts on the overall matter. We should receive this tomorrow.

Kind Regards,

[REDACTED]
Senior Surveyor

M: [REDACTED]
E: [REDACTED]
O: [REDACTED]
W: www.chawtonhill.com

[REDACTED]



Please consider the environment - do not print unless necessary.

[REDACTED]

From: [REDACTED]
Sent: 29 August 2023 09:35
To: [REDACTED]
Subject: RE: 2927.19 - SECAmb [REDACTED] - Generator Report

Hi [REDACTED], yes I noted [REDACTED] email.

As I understand the generator was certified at commissioning stage and we will have a certificate/ sign off.

Having noted the contents of the report, it would appear Futuretech comments are mostly 'design' related, and no doubt if we obtained a different contractor they would also produce a different design. The issues for me are the reliability, effectiveness and safety rather than the design.

[REDACTED]

I will pick up the issue shortly with [REDACTED],

Kind regards

[REDACTED]

[REDACTED] [REDACTED]

Head of Strategic Estates
South East Coast Ambulance Service NHS Foundation Trust
E-mail [REDACTED]
Mobile: [REDACTED]

Planning & Business Development Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [redacted] <[redacted]>
Sent: 29 August 2023 09:23
To: [redacted] <[redacted]>
Subject: FW: 2927.19 - SECAmb [redacted] - Generator Report

Morning [redacted]

[redacted]. I thought I would link you into this email trail as there is still no clarification about whether the challenge from Future Tech is valid about the generator. Projects are pulling away from the discussion and not continuing with it on any meetings and it is clear from the email below that the emphasis is on Estates and IT to take responsibility.

With the generators going to IT I would not imagine Estates are to be held accountable if something goes wrong but as we were handed the building they will probably refer to this. I just wanted to confirm that neither Estates nor CHA were involved in looking at the generator at handover as we are not the specialists. Ridge were on site and who we were expecting to confirm there were no issues at handover.

I just think Estates need to be on top of the information on the situation as it would be a major impact if the generator did not work when needed to support the services.

Kind regards

[redacted]
Estates Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [redacted], **mobile:** [redacted]

From: [redacted] <[redacted]>
Sent: 25 August 2023 15:01
To: [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>
Cc: [redacted] <[redacted]>
Subject: FW: 2927.19 - SECAmb [redacted] - Generator Report

[redacted],

After OR yesterday in regard to the generator I spoke to [redacted], who has confirmed that this is no longer considered part of the project, and from our point of view the generator has been delivered to spec and our scope which the report from Ridge attached confirms.

Going forward this should be managed between estates and IT as they are overseeing Future tech.

Cheers

████████

From: ██████████ <████████████████████>
Sent: 14 August 2023 10:12
To: ██████████ <████████████████████>
Cc: ██████████ <████████████████████>; ██████████ <████████████████████>
Subject: RE: 2927.19 - SECAmb ██████████ - Generator Report

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi ██████████,

Please find attached summary report from Ridge.

Kind Regards,

████████

Senior Surveyor

M: +44(0) ██████████
E: ██████████
O: +44(0) ██████████
W: www.chawtonhill.com

████████ | ██████████ | ██████████ | ██████████



Please consider the environment - do not print unless necessary.

From: ██████████ <████████████████████>
Sent: Monday, August 14, 2023 9:27 AM
To: ██████████ <████████████████████>
Cc: ██████████ <████████████████████>; ██████████ <████████████████████>
Subject: RE: 2927.19 - SECAmb ██████████ - Generator Report

Hi ██████████,

When are SECAmb likely to receive this summary?

Kind regards,

████████████████████

Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: ██████████
Phone: ██████████



From: [redacted] <[redacted]>
Sent: 07 August 2023 16:41
To: [redacted] <[redacted]>
Cc: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: 2927.19 - SECAMB [redacted] - Generator Report

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [redacted],

We have received comments from Ridge regarding the generator issues, but we have since asked for a summary to be provided for SECAMB for their thoughts on the overall matter. We should receive this tomorrow.

Kind Regards,

[redacted]
 Senior Surveyor

M: +44(0) [redacted]
E: [redacted]
O: +44(0) [redacted]
W: www.chawtonhill.com

[redacted] | [redacted] | [redacted] | [redacted]



Please consider the environment - do not print unless necessary.

[REDACTED]

From: [REDACTED]
Sent: 26 August 2023 17:52
To: [REDACTED]; [REDACTED]; [REDACTED]
Subject: Fwd: 2927.19 - SECAmb [REDACTED] - Generator Report
Attachments: 5012220 - SECAmb - Generator Report.pdf

Will detail out a proper update for you on Tues but just sending this as gives some context. Neither [REDACTED] nor I were aware we were to own the problem until this came in last week. We have both been supporting the project team in resolving but it seems they're treating it now as delivered to spec, which I'd argue it hasn't been.

Sent from [Outlook for Android](#)

From: [REDACTED] <[REDACTED]>
Sent: Friday, August 25, 2023 3:01:06 PM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: FW: 2927.19 - SECAmb [REDACTED] - Generator Report

[REDACTED],

After OR yesterday in regard to the generator I spoke to [REDACTED], who has confirmed that this is no longer considered part of the project, and from our point of view the generator has been delivered to spec and our scope which the report from Ridge attached confirms.

Going forward this should be managed between estates and IT as they are overseeing Future tech.

Cheers

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 August 2023 10:12
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: 2927.19 - SECAmb [REDACTED] - Generator Report

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED],

Please find attached summary report from Ridge.

Kind Regards,

[REDACTED]

Senior Surveyor

M: +44(0) [REDACTED]
E: [REDACTED]
O: +44(0) [REDACTED]
W: www.chawtonhill.com



Please consider the environment - do not print unless necessary.

From: [redacted] <[redacted]>
Sent: Monday, August 14, 2023 9:27 AM
To: [redacted] <[redacted]>
Cc: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: RE: 2927.19 - SECAMB [redacted] - Generator Report

Hi [redacted],

When are SECAMB likely to receive this summary?

Kind regards,

[redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [redacted]
Phone: [redacted]



From: [redacted] <[redacted]>
Sent: 07 August 2023 16:41
To: [redacted] <[redacted]>
Cc: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: 2927.19 - SECAMB [redacted] - Generator Report

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [redacted],

We have received comments from Ridge regarding the generator issues, but we have since asked for a summary to be provided for SECAMB for their thoughts on the overall matter. We should receive this tomorrow.

Kind Regards,

██████████

Senior Surveyor

M: +44(0) ██████████

E: ████████████████████

O: +44(0) ██████████

W: www.chawtonhill.com

██████████ | ██████████ | ██████████ | ██████████



Please consider the environment - do not print unless necessary.

[Redacted]

From: [Redacted]
Sent: 14 August 2023 11:40
To: [Redacted]; [Redacted]
Subject: FW: 2927.19 - SECAMB [Redacted] - Generator Report
Attachments: 5012220 - SECAMB - Generator Report.pdf

FYI re generator issues at [Redacted].

Neither of you will have the context so happy to have a call with you to discuss.

From: [Redacted] <[Redacted]>
Sent: 14 August 2023 11:36
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: FW: 2927.19 - SECAMB [Redacted] - Generator Report

Hi [Redacted]

Please find attached the generator produced by Ridge following the concerns raised by the 2 independent contractors.

If you have any concerns with the report, please can you let CHA aware.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted] <[Redacted]>
Sent: 14 August 2023 10:12
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: 2927.19 - SECAMB [Redacted] - Generator Report

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED],

Please find attached summary report from Ridge.

Kind Regards,

[REDACTED]
Senior Surveyor

M: +44(0) [REDACTED]
E: [REDACTED]
O: +44(0) [REDACTED]
W: www.chawtonhill.com

[REDACTED] | [REDACTED] | [REDACTED] | [REDACTED]



Please consider the environment - do not print unless necessary.

From: [REDACTED] <[REDACTED]>
Sent: Monday, August 14, 2023 9:27 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: 2927.19 - SECAmb [REDACTED] - Generator Report

Hi [REDACTED],

When are SECAmb likely to receive this summary?

Kind regards,

[REDACTED]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [REDACTED]
Phone: [REDACTED]





From: [REDACTED] <[REDACTED]>
Sent: 07 August 2023 16:41
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: 2927.19 - SECAMB [REDACTED] - Generator Report

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED],

We have received comments from Ridge regarding the generator issues, but we have since asked for a summary to be provided for SECAMB for their thoughts on the overall matter. We should receive this tomorrow.

Kind Regards,

[REDACTED]
Senior Surveyor

M: +44(0) [REDACTED]
E: [REDACTED]
O: +44(0) [REDACTED]
W: www.chawtonhill.com

[REDACTED] | [REDACTED] | [REDACTED] | [REDACTED]



Please consider the environment - do not print unless necessary.

[Redacted]

From: [Redacted]
Sent: 29 June 2023 15:13
To: [Redacted]; [Redacted]; [Redacted]
Cc: [Redacted]; [Redacted]
Subject: FW: 2927.19: Placeholder: Generator ([Redacted] discussion)
Attachments: SECAMB [Redacted] Report.pdf

Hi All,

The M&E consultant is unable to attend site next week so a Teams call will be held instead – invite to follow shortly.

In the meantime, Ridge have made some initial comments – see below.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted] <[Redacted]>
Sent: 29 June 2023 14:53
To: [Redacted] <[Redacted]>
Subject: RE: 2927.19: Placeholder: Generator ([Redacted] discussion)

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Hi [Redacted]

Ridge are saying they will struggle to get to site next week but could do a Teams call. They have suggested having a teams call to go through the report line-by-line and then determining if a site visit is required after that. Would that be acceptable?

Ridges initial comments on the report are as follows:

[Redacted]

Could I also just check that the report we should be reviewing is the one from TGC attached. There has been reference to two reports and I do have a summary report from verbal discussions but want to be sure everyone is working from the correct document.

Kind regards

[Redacted]

Director

M: +44(0) [Redacted]

E: [Redacted]

O: +44(0) [Redacted]

W: www.chawtonhill.com

[Redacted] | [Redacted] | [Redacted] | [Redacted]



Please consider the environment - do not print unless necessary.

From: [Redacted] <[Redacted]>

Sent: Thursday, June 29, 2023 2:15 PM

To: [REDACTED] <[REDACTED]>
Subject: RE: 2927.19: Placeholder: Generator ([REDACTED] discussion)

Hi [REDACTED],

Have you made progress on obtaining Ridge's availability?

Kind regards,

[REDACTED]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [REDACTED]
Phone: [REDACTED]



From: [REDACTED]
Sent: 28 June 2023 14:52
To: [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>
Subject: RE: 2927.19: Placeholder: Generator ([REDACTED] discussion)

Hi [REDACTED],

I am happy to reschedule as its important that we have the right people round the table to discuss.

[REDACTED] – you were going to discuss this with Ridge, so please can revert back with availability for next week.

Kind regards,

[REDACTED]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [REDACTED]
Phone: [REDACTED]





From: [redacted] <[redacted]>
Sent: 28 June 2023 12:29
To: [redacted] <[redacted]>; [redacted] <[redacted]>;
[redacted] <[redacted]>; [redacted] <[redacted]>;
[redacted] <[redacted]>; [redacted] <[redacted]>
Subject: 2927.19: Placeholder: Generator ([redacted] discussion)

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [redacted]

Please could you also check on the availability of any suppliers that would also need to attend (DSL, Ability Power etc).

Kind regards

[redacted]
Director

M: +44(0) [redacted]
E: [redacted]
O: +44(0) [redacted]
W: www.chawtonhill.com



Please consider the environment - do not print unless necessary.

From: [redacted] <[redacted]>
Sent: Wednesday, June 28, 2023 12:26 PM
To: [redacted] <[redacted]>; [redacted]
<[redacted]>; [redacted] <[redacted]>; [redacted]
<[redacted]>; [redacted] <[redacted]>; [redacted]
<[redacted]>
Subject: RE: Placeholder: Generator ([redacted] discussion)

[redacted]

[REDACTED] I can do any time Monday 3rd Wednesday 5th or the Thursday of Friday.

Kind regards,

[REDACTED]
[REDACTED] Area Manager

t: [REDACTED]

m: [REDACTED]

w: westridgeconstruction.co.uk



The contents of this email and any attachments are confidential. They are intended for the named recipient (s) only. If you have received this email by mistake, please notify the sender immediately and do not disclose the contents to anyone or make copies thereof.
Please consider your environmental responsibility. Before printing this email, ask yourself whether you really need a hard copy.

-----Original Appointment-----

From: [REDACTED] <[REDACTED]>

Sent: Wednesday, June 28, 2023 9:09 AM

To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]

Subject: Placeholder: Generator ([REDACTED] discussion)

When: 04 July 2023 13:00-15:30 (UTC+00:00) [REDACTED], [REDACTED], [REDACTED], [REDACTED].

Where: [REDACTED]

Microsoft Teams meeting

Join on your computer, mobile app or room device

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

From: [Redacted]
Sent: 18 April 2023 09:46
To: [Redacted]
Subject: RE: 2nd generator ([Redacted])

fyi

From: [Redacted] <[Redacted]>
Sent: 18 April 2023 09:45
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: 2nd generator ([Redacted])

Hi [Redacted],

The original planning permission provided approval for 2 generators stacked on top of each other – see attached drawing therefore no further planning is needed should we progress with procuring a second generator.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted]
Sent: 16 March 2023 11:51
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: 2nd generator ([Redacted])

Thanks [Redacted].

I have included this cost and updated the addendum which is now with [Redacted].

Kind regards,

[Redacted]

Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [REDACTED]
Phone: [REDACTED]



From: [REDACTED] <[REDACTED]>
Sent: 16 March 2023 11:27
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: 2nd generator ([REDACTED])

150 for generator
50 for custom frame
25 for works
25 contingency

The generator came out a lot less than 150 if I recall before. He's pulled this together in a few minutes and overestimated.

They caveated that they're not including sound attenuation or additional fuel tanks (which may not be required). I added 25k for contingency in case.

Thanks

[REDACTED]
Associate Director of IT (Acting)

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

[REDACTED]

[Redacted]

From: [Redacted]
Sent: 18 April 2023 09:45
To: [Redacted]; [Redacted]
Subject: RE: 2nd generator ([Redacted])
Attachments: 717 PL10 P2 PROPOSED OUTBUILDINGS.pdf

Hi [Redacted],

The original planning permission provided approval for 2 generators stacked on top of each other – see attached drawing therefore no further planning is needed should we progress with procuring a second generator.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted]
Sent: 16 March 2023 11:51
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: 2nd generator ([Redacted])

Thanks [Redacted].

I have included this cost and updated the addendum which is now with [Redacted].

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [REDACTED] <[REDACTED]>
Sent: 16 March 2023 11:27
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: 2nd generator ([REDACTED])

150 for generator

50 for custom frame

25 for works

25 contingency

The generator came out a lot less than 150 if I recall before. He's pulled this together in a few minutes and overestimated.

They caveated that they're not including sound attenuation or additional fuel tanks (which may not be required). I added 25k for contingency in case.

Thanks

[REDACTED]
Associate Director of IT (Acting)

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

[REDACTED]

[Redacted]

From: [Redacted]
Sent: 26 March 2024 09:59
To: [Redacted]
Subject: RE: 5012220 - SECAmb [Redacted] - Generator

Thanks for the update.

Best,

■

[Redacted]

Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: [Redacted] **Mobile:** [Redacted] **Email:** [Redacted]



From: [Redacted] <[Redacted]>
Sent: Tuesday, March 26, 2024 9:07 AM
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: 5012220 - SECAmb [Redacted] - Generator

Hi [Redacted], great work thank you for the prompt action, I look forward to progressing, it may be a combination of both options

Kind regards

[Redacted]

[Redacted]

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust

E-mail [Redacted]

Mobile: [Redacted]

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From: [REDACTED] <[REDACTED]>
Sent: Tuesday, March 26, 2024 7:12 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: 5012220 - SECAmb [REDACTED] - Generator

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED],

By way of an update I have had a meeting with the generator manufacturer and they are going to provide some dates when they can pop to site to look at [REDACTED], once received I will forward to yourself to arrange access. I have also had a chat with a [REDACTED] supplier who is giving me a selection for [REDACTED].

[REDACTED]
Senior Associate - Building Services
Ridge and Partners LLP



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Email Disclaimer

[REDACTED]

From: [REDACTED]
Sent: 26 September 2023 09:50
To: [REDACTED]
Cc: [REDACTED] Make Ready Centre Managers; estates
Subject: Re: [REDACTED] Generator

Hi [REDACTED],

Yes, FutureTech are attending for us on the 9th for standard maintenance. We will be in touch after, assuming all is well, with a date for a blackout test.

We have no concerns with you [REDACTED]. All we ask is that we are informed as to where the keys will be located.

Thanks,

[REDACTED]
Acting Associate Director of IT

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 25 September 2023 18:49
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] Make Ready Centre Managers <[REDACTED]>; estates <[REDACTED]>
Subject: [REDACTED] Generator

Hi [REDACTED],

We have some planned work to the generator at [REDACTED] on the 09 October, however we don't have keys for it.

We had been arranging a new lock and spare keys to be provided via Estates - however there is a long lead time on this.

[REDACTED]
[REDACTED].

I understand that responsibility for the generator has moved to IT (for some reason - no comms issued about this?)

[REDACTED] - we are happy to arrange this, if IT are agreeable?

Please advise, thanks

[REDACTED]
Make Ready Centre Manager
[REDACTED] Make Ready Centre
[REDACTED]

[Redacted]

From: [Redacted]
Sent: 07 December 2023 17:18
To: [Redacted]; [Redacted]; [Redacted]
Cc: [Redacted]; [Redacted]
Subject: RE: Back up generator at [Redacted]

Hi [Redacted],

Our IT colleagues now manage the generator servicing and maintenance and will be able to advise of any works etc.

I've copied in [Redacted] and [Redacted]

Kind regards

[Redacted]

[Redacted]

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]

Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>
Sent: Thursday, December 7, 2023 1:53 PM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: FW: Back up generator at [REDACTED]
Importance: High

Hi [REDACTED]

Please see the email below. Are you able to advise from an estates perspective? Has the backup been sorted or if not, what is the planned schedule?

Critically, are there any plans to turn the power off at the site next week? We have an end of [REDACTED] that is in the process of being decommissioned and IT have advised that any power outages risks killing it entirely. It currently holds circa 10m records so we need to mitigate this over the next week or so at all costs whilst the data is moved to the central servers at HQ.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Thursday, December 7, 2023 1:45 PM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Back up generator at [REDACTED]
Importance: High

Hi [REDACTED],

We have some IT work taking place on Monday 11th December.

We must transfer data from a server here at [REDACTED] to an encrypted memory stick to then be taken to Crawley, I am aware that there may be planned work taking place on the back up generator next week ? The transfer of data takes around 8-10 hours and will commence between 9am and 10 am on the 11th this will involve IT staff travelling to [REDACTED] to undertake the work . If we were to lose power during that time the data of patient records would be corrupted or totally lost.

If the work on the generator has already taken place that is great, if it hasn't, please advise scheduled works date as we would need to request it does not take place during this time .

Many thanks

[REDACTED]
Health Records Manager
South East Coast Ambulance Service NHS Foundation Trust
[REDACTED] Make Ready Centre, Eldon Way, TN12 6BE
Switchboard: [REDACTED]

██████████

From: ██████████
Sent: 01 November 2023 10:59
To: ██████████, ██████████
Subject: Re: ██████████ generator reports

Hi ██████████

Can you supply the details to ██████████?

██████████ - just fyi we have agreed to route all requests via IT, so that should be rarely if ever needed.

Thanks

██████████

From: ██████████ <██████████>
Sent: 01 November 2023 10:50
To: ██████████ <██████████>
Subject: RE: ██████████ generator reports

Hi ██████████
Could you give us Futuretechs call out number just in case please?
KR

██████████
Estates Manager (Working hours Mon to Fri 8am-4pm)
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: ██████████ **Mobile:** ██████████
E-Mail : ██████████



From: ██████████ <██████████>
Sent: Wednesday, November 1, 2023 10:29 AM
To: ██████████ <██████████>
Subject: FW: ██████████ generator reports

For info [REDACTED].

[REDACTED] advises FT will attend if called out

Kind regards

[REDACTED]

[REDACTED]

Head of Strategic Estates & Facilities

South East Coast Ambulance Service NHS Foundation Trust

E-mail [REDACTED]

Mobile: [REDACTED]

Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>

Sent: Wednesday, November 1, 2023 10:28 AM

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: Re: [REDACTED] generator reports

It is the [REDACTED]. FT equally will be able to attend to turn it on if we desire but we'll need to see how long it is off for and balance the risk.

The [REDACTED] is the area that is being reviewed to establish what can be done to fix this permanently.

From: [redacted] <[redacted]>
Sent: 01 November 2023 10:26
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: RE: [redacted] generator reports

Thank you [redacted],

I'm not sure which aspect of the system will 'fail'.

If the gen fails to auto engage our contract will attend to switch in manually

Kind regards

[redacted]

[redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail: [redacted]
Mobile: [redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [redacted] <[redacted]>
Sent: Wednesday, November 1, 2023 10:17 AM
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: Re: [redacted] generator reports

It only just had its maintenance visit last week so I'm not sure there is any value in a test.

We know it will fail at some point whilst in use, [REDACTED] is aware of this aspect and it's logged on the risk register, so I think we're covered.

From: [REDACTED] <[REDACTED]>
Sent: 01 November 2023 10:16
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] generator reports

Hi [REDACTED],

I suppose the issue is if there is a loss of power will the generator engage – it has on previous occasions when last tested by Rydons/ GB Power.

I can arrange for an urgent test today

Kind regards

[REDACTED]

[REDACTED]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [REDACTED]
Mobile: [REDACTED]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>
Sent: Wednesday, November 1, 2023 10:12 AM

To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: Re: [redacted] generator reports

Hi

It is not to my knowledge. The cause is a long term issue. I'm just working my way back through the emails but was what I emailed you about last week. [redacted] is aware that it won't be fixed imminently. FT are arranging quotes to get it tweaked to sort permanently.

Thanks

[redacted]

From: [redacted] <[redacted]>
Sent: 31 October 2023 14:42
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: RE: [redacted] generator reports

Hi [redacted]

Can we confirm of the generator issue was investigated and resolved at [redacted]. There is meeting later concerning storm Ciaran and no doubt the issue of the generator will be raised

Kind regards

[redacted]

[redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [redacted]
Mobile: [redacted]

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From: [REDACTED] <[REDACTED]>
Sent: Thursday, October 26, 2023 1:42 PM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: [REDACTED] generator reports

Hi [REDACTED],

The issue with the generator not staying up at [REDACTED] appears to relate to a previously identified fault. Do you have a copy of any reports historically for this specific generator?

Can you also confirm who maintains the [REDACTED] for the site and associated [REDACTED] etc? Is that with Rydon? We may need to facilitate a conversation between FT and whoever looks after it.

cc'ing [REDACTED] who is looking after this and I am heading on leave...

Thanks

[REDACTED]

[Redacted]

From: [Redacted]
Sent: 01 November 2023 10:33
To: [Redacted]; [Redacted]
Subject: RE: [Redacted] generator reports

Hi [Redacted], I will collate the data we have and ping over

Kind regards
[Redacted]

[Redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [Redacted] <[Redacted]>
Sent: Wednesday, November 1, 2023 10:32 AM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: Re: [Redacted] generator reports

Do you have any documentation from Rydon or similar on what got changed and what issues were reported so I can share back with FT?

From: [REDACTED] <[REDACTED]>
Sent: 01 November 2023 10:30
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] generator reports

OK great thank you [REDACTED], im just trying to cover 'every base' just-in-case.

For background, we changed the [REDACTED] back in May to a more robust system, as the previous system kept failing

Kind regards
[REDACTED]

[REDACTED]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [REDACTED]
Mobile: [REDACTED]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>
Sent: Wednesday, November 1, 2023 10:28 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] generator reports

It is the [REDACTED]. FT equally will be able to attend to turn it on if we desire but we'll need to see how long it is off for and balance the risk.

The [REDACTED] is the area that is being reviewed to establish what can be done to fix this permanently.

From: [REDACTED] <[REDACTED]>
Sent: 01 November 2023 10:26
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] generator reports

Thank you [REDACTED],

I'm not sure which aspect of the system will 'fail'.

If the gen fails to auto engage our contract will attend to switch in manually

Kind regards

[REDACTED]

[REDACTED]

Head of Strategic Estates & Facilities

South East Coast Ambulance Service NHS Foundation Trust

E-mail [REDACTED]

Mobile: [REDACTED]

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From: [REDACTED] <[REDACTED]>
Sent: Wednesday, November 1, 2023 10:17 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] generator reports

It only just had its maintenance visit last week so I'm not sure there is any value in a test.

We know it will fail at some point whilst in use, [REDACTED] is aware of this aspect and it's logged on the risk register, so I think we're covered.

From: [REDACTED] <[REDACTED]>
Sent: 01 November 2023 10:16
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] generator reports

Hi [REDACTED],

I suppose the issue is if there is a loss of power will the generator engage – it has on previous occasions when last tested by Rydons/ GB Power.

I can arrange for an urgent test today

Kind regards

[REDACTED]

[REDACTED]

Head of Strategic Estates & Facilities

South East Coast Ambulance Service NHS Foundation Trust

E-mail [REDACTED]

Mobile: [REDACTED]

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From: [REDACTED] <[REDACTED]>
Sent: Wednesday, November 1, 2023 10:12 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] generator reports

Hi

It is not to my knowledge. The cause is a long term issue. I'm just working my way back through the emails but was what I emailed you about last week. [REDACTED] is aware that it won't be fixed imminently. FT are arranging quotes to get it tweaked to sort permanently.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 31 October 2023 14:42
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] generator reports

Hi [REDACTED]

Can we confirm of the generator issue was investigated and resolved at [REDACTED]. There is meeting later concerning storm Ciaran and no doubt the issue of the generator will be raised



From: [REDACTED] <[REDACTED]>
Sent: Thursday, October 26, 2023 1:42 PM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: [REDACTED] generator reports

Hi [REDACTED],

The issue with the generator not staying up at [REDACTED] appears to relate to a previously identified fault. Do you have a copy of any reports historically for this specific generator?

Can you also confirm who maintains the [REDACTED] for the site and associated [REDACTED] etc? Is that with Rydon? We may need to facilitate a conversation between FT and whoever looks after it.

cc'ing [REDACTED] who is looking after this and I am heading on leave...

Thanks

[REDACTED]

[Redacted]

From: [Redacted]
Sent: 01 November 2023 10:29
To: [Redacted]
Subject: FW: [Redacted] generator reports

For info [Redacted].

[Redacted] advises FT will attend if called out

Kind regards

[Redacted]

[Redacted]

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust

E-mail: [Redacted]

Mobile: [Redacted]

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From: [Redacted] <[Redacted]>
Sent: Wednesday, November 1, 2023 10:28 AM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: Re: [Redacted] generator reports

It is the [REDACTED]. FT equally will be able to attend to turn it on if we desire but we'll need to see how long it is off for and balance the risk.

The [REDACTED] is the area that is being reviewed to establish what can be done to fix this permanently.

From: [REDACTED] <[REDACTED]>
Sent: 01 November 2023 10:26
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] generator reports

Thank you [REDACTED],

I'm not sure which aspect of the system will 'fail'.

If the gen fails to auto engage our contract will attend to switch in manually

Kind regards

[REDACTED]

[REDACTED]

Head of Strategic Estates & Facilities

South East Coast Ambulance Service NHS Foundation Trust

E-mail [REDACTED]

Mobile: [REDACTED]

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From: [redacted] <[redacted]>
Sent: Wednesday, November 1, 2023 10:17 AM
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: Re: [redacted] generator reports

It only just had its maintenance visit last week so I'm not sure there is any value in a test.

We know it will fail at some point whilst in use, [redacted] is aware of this aspect and it's logged on the risk register, so I think we're covered.

From: [redacted] <[redacted]>
Sent: 01 November 2023 10:16
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: RE: [redacted] generator reports

Hi [REDACTED],

I suppose the issue is if there is a loss of power will the generator engage – it has on previous occasions when last tested by Rydons/ GB Power.

I can arrange for an urgent test today

Kind regards

[REDACTED]

[REDACTED]

Head of Strategic Estates & Facilities

South East Coast Ambulance Service NHS Foundation Trust

E-mail [REDACTED]

Mobile: [REDACTED]

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From: [REDACTED] <[REDACTED]>
Sent: Wednesday, November 1, 2023 10:12 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] generator reports

Hi

It is not to my knowledge. The cause is a long term issue. I'm just working my way back through the emails but was what I emailed you about last week. [REDACTED] is aware that it won't be fixed imminently. FT are arranging quotes to get it tweaked to sort permanently.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 31 October 2023 14:42
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] generator reports

Hi [REDACTED]

Can we confirm of the generator issue was investigated and resolved at [REDACTED]. There is meeting later concerning storm Ciaran and no doubt the issue of the generator will be raised



From: [REDACTED] <[REDACTED]>
Sent: Thursday, October 26, 2023 1:42 PM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: [REDACTED] generator reports

Hi [REDACTED],

The issue with the generator not staying up at [REDACTED] appears to relate to a previously identified fault. Do you have a copy of any reports historically for this specific generator?

Can you also confirm who maintains the [REDACTED] for the site and associated [REDACTED] etc? Is that with Rydon? We may need to facilitate a conversation between FT and whoever looks after it.

cc'ing [REDACTED] who is looking after this and I am heading on leave...

Thanks

[REDACTED]

[Redacted]

From: [Redacted]
Sent: 27 October 2023 11:03
To: [Redacted]; [Redacted]
Cc: [Redacted]; [Redacted]
Subject: RE: [Redacted] generator reports

Hi [Redacted],

The original issue at [Redacted] was the [Redacted] generator were not activating [Redacted].

This caused [Redacted] of the connectors which ultimately [Redacted]. Following investigations, we replace [Redacted] with a more robust system. The new system was tested and commissioned and worked affectively. The system was set to pick up and activate in the event of both [Redacted] and [Redacted].

There have been a few occasions where [Redacted] in the building but were too minor [Redacted] generator – a possible solution could be [Redacted] just to protect against these minor issues [Redacted].

Rydons maintain the [Redacted] – as part of the above works we fully serviced and carried out repairs – for example the fuel level swich as relaced etc.

Hope that helps clarify, happy to pick up in more detail.

Kind regards

[Redacted]

[Redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail: [Redacted]
Mobile: [Redacted]

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From: [REDACTED] <[REDACTED]>
Sent: Thursday, October 26, 2023 1:42 PM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: [REDACTED] generator reports

Hi [REDACTED],

The issue with the generator not staying up at [REDACTED] appears to relate to a previously identified fault. Do you have a copy of any reports historically for this specific generator?

Can you also confirm who maintains the [REDACTED] for the site and associated [REDACTED] etc? Is that with Rydon? We may need to facilitate a conversation between FT and whoever looks after it.

cc'ing [REDACTED] who is looking after this and I am heading on leave...

Thanks

[REDACTED]

[Redacted]

From: [Redacted]
Sent: 19 January 2024 12:17
To: [Redacted]
Subject: Fw: Carbon monoxide alarms

fyi

[Redacted]

Head of Critical Systems

[Redacted]

Tel: [Redacted]
South East Coast Ambulance Service NHS Foundation Trust

From: [Redacted] <[Redacted]>
Sent: 19 January 2024 12:12
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: Carbon monoxide alarms

Hi [Redacted] Im just awaiting a quote and date so will revert shortly, and clearly a priority

Kind regards
[Redacted]

[Redacted]

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [redacted] <[redacted]>
Sent: Friday, January 19, 2024 11:24 AM
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: Re: Carbon monoxide alarms

Hi [redacted],

Are you able to confirm what day these are being installed please?

Thanks,

[redacted]
Head of Critical Systems
[redacted]
Tel: [redacted]
South East Coast Ambulance Service NHS Foundation Trust

From: [redacted]
Sent: 15 January 2024 11:29
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: Carbon monoxide alarms

Hi [redacted],

As discussed now with both of you, due to [redacted]
[redacted], we have been advised to get carbon monoxide alarms installed in the affected areas.

To our knowledge, this is the [redacted] and also [redacted] on those floors.

[redacted] is aware. I'll leave it with you [redacted] to arrange them to be installed and appropriately dispersed in the areas.

Best wishes,

[redacted]

[Redacted]

From: [Redacted]
Sent: 08 December 2023 09:07
To: [Redacted]
Subject: RE: Catch Up on Friday

Hi [Redacted] annotated below

Kind regards
[Redacted]

[Redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [Redacted] <[Redacted]>
Sent: Thursday, December 7, 2023 9:27 PM
To: [Redacted] <[Redacted]>
Subject: RE: Catch Up on Friday

Thanks [Redacted]. I've put some comments in red below which we can pick up tomorrow.

From: [REDACTED] <[REDACTED]>
Sent: Thursday, December 7, 2023 10:03 AM
To: [REDACTED] <[REDACTED]>
Subject: RE: Catch Up on Friday

Hi [REDACTED] yes of course, couple of response below, but can discuss in more detail Friday.

Kind regards
[REDACTED]

[REDACTED]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [REDACTED]
Mobile: [REDACTED]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>
Sent: Thursday, December 7, 2023 9:46 AM
To: [REDACTED] <[REDACTED]>
Subject: Catch Up on Friday

Morning [REDACTED]

When we meet on Friday (without [REDACTED]) I'd like to discuss

- [REDACTED]
- Security cameras in Nexus House (need a sign as they are in operation – think this might fall to Estates and/or Security but we need to progress it) –

[REDACTED]

- A company to take forward the remedials work on the [REDACTED] generator (there are 17 faults) – IT manage our Generators now. I would expect their contractor FutureTech to carry out any remedial works. I am obtaining a quote from independent specialist to provide a survey of the system. But IT should instruct on the remedial work – we may be able to offset some of the cost against the Westridge retention fee. Okay – It have been waiting on this clarity.

I spoke with [REDACTED] and [REDACTED] yesterday down at Lewes AS on this issue and they advised the recent generator black out test was successful.

This is what comes to my mind and you might already have this all in hand.

Thanks and catch up tomorrow.

[REDACTED]

██████████

From: ██████████
Sent: 14 March 2024 17:38
To: ██████████
Subject: RE: Chawton Hill Associates/SECAMb - ██████████ generator issues

Hi ██████████,

The issues raised are contained in the original report that was produced. In addition to those issues, the external hook to the generator is not fit for purpose so if that can be looked at on Monday, that would be good.

Kind regards,

██████████

Chief of Staff
South East Coast Ambulance Service NHS Foundation Trust
Email: ██████████
Phone: ██████████



-----Original Appointment-----

From: ██████████ <██████████>
Sent: Thursday, March 14, 2024 5:10 PM
To: ██████████; ██████████; ██████████; ██████████; ██████████; ██████████
Subject: Chawton Hill Associates/SECAMb - ██████████ generator issues
When: 19 March 2024 13:00-14:00 (UTC+00:00) ██████████, ██████████, ██████████, ██████████.
Where: Microsoft Teams Meeting

Dear ██████████

I can confirm that we have availability on Tuesday 19 March 2024 at 1.00pm. Ridge and Partners are also available at this time. Will you forward a Teams link?

Ridge will be on site on Monday with my colleague ██████████ to undertake the inspections at the end of the Defect Liability Period. If you have any specific details on the issues with the generator, it would be useful for these to be provided ahead of Monday in case there is anything they can look at during the inspection.

Kind regards

[Redacted]

Director

M: +44(0) [Redacted]

E: [Redacted]

O: +44(0) [Redacted]

W: www.chawtonhill.com

[Redacted] | [Redacted] | [Redacted] | [Redacted]



Microsoft Teams meeting

Join on your computer, mobile app or room device

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: [Redacted]
Sent: 22 June 2023 15:23
To: [Redacted]; [Redacted]; [Redacted]
Subject: FW: [Redacted] shared "Generator issues" with you.

For discussion at the meeting set up by [Redacted] at 1645hrs today.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted] <[Redacted]>
Sent: 22 June 2023 14:45
To: [Redacted] <[Redacted]>; [Redacted]
<[Redacted]>; [Redacted] <[Redacted]>; [Redacted]
<[Redacted]>; [Redacted] <[Redacted]>
Subject: [Redacted] shared "Generator issues" with you.


[Redacted] shared a file with you

Here's the document that [Redacted] shared with you.



[Generator issues](#)



This link will work for anyone in South East Coast Ambulance Service.

Open



[Privacy Statement](#)

[Redacted]

From: [Redacted]
Sent: 24 January 2024 12:58
To: [Redacted]
Subject: [Redacted] shared "SFI Waiver Form v5 Future-Tech BMS" with you



[Redacted] **shared a file with you**

Hi [Redacted],

This was re the generators external monitoring improvement we discussed. [Redacted] is taking from next years budget.

Are you able to sign this please?

Thanks

[Redacted]



SFI Waiver Form v5 Future-Tech BMS

🕒 3 min to read this.



This link will work for anyone in South East Coast Ambulance Service.

[Open](#)



[Privacy Statement](#)



[Redacted]

From: [Redacted] <[Redacted]>
Sent: 12 June 2024 09:45
To: [Redacted]
Subject: [Redacted] wants to share 'IB - Generator Review v3' with [Redacted]

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[Redacted]

I want to share IB - Generator Review v3 with [Redacted]
([Redacted])

Accept or **Decline** this request

[Redacted]

Requested by: [Redacted] ([Redacted])

This email is generated through South East Coast Ambulance Service use of a product within Microsoft 365 and may contain content that is controlled by South East Coast Ambulance Service or its representatives.

[Redacted]

From: [Redacted]
Sent: 25 September 2023 12:44
To: [Redacted]; [Redacted]; [Redacted]
Cc: [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]
Subject: Re: [Redacted] Decommissioning Future-tech

Thanks [Redacted]. I'll let [Redacted] reply with a suitable time but can we include the generator as well? There may be benefit in retaining that too.

Best wishes,

[Redacted]
Acting Associate Director of IT
[Redacted]
Tel: [Redacted]
South East Coast Ambulance Service NHS Foundation Trust

From: [Redacted] <[Redacted]>
Sent: Monday, September 25, 2023 11:32
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: [Redacted] Decommissioning Future-tech

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [Redacted],

I am back from annual leave and happy to discuss this in more detail.

The UPS that you have at [Redacted] would be very beneficial utilised elsewhere, I strongly advise keeping it. We can look at decom and storage fees while we decide what site to utilise it on, with regards to the Ac and Jacarta we can help, I will need attend site with the relevant team to complete a site survey and quote when could we gain access to do this?

Kind Regards

[Redacted]
[Director of Operational Infrastructure](#)
M: [Redacted]
T: [Redacted]
E: [Redacted]
Skype: [Redacted]

From: [Redacted] <[Redacted]>
Sent: Thursday, September 21, 2023 4:55 PM
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>

>; <>; <>

Subject: Re: Decommissioning Future-tech

Hi ,

In this reply I have cc'd your email to our maintenance dept, as this work is not something am familiar with myself.

Regards

On 21 Sep 2023, at 15:48, <> wrote:

Hello ,

I hope you are well. I know that we engaged with you a while ago about our decommissioning. I wanted to let you know that we have a vacation date of the 30th of November. We will need some assistance with decommissioning the Jacarta system and the aircon. I believe that you previously stated that it was not worth us keeping the ups systems from this site as this would not be any more cost effective to keep.

I am happy to book in a call to discuss further in detail if needed. Please let me know your availability and ill get this booked in.

Regards,

IT Project Manager

Mobile Number:

South East Coast Ambulance Service NHS Foundation Trust

Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard:



[REDACTED]

From: [REDACTED]
Sent: 01 December 2023 17:22
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED];
[REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED];
[REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]
Subject: [REDACTED] generator issues

Hi all,

Yesterday we conducted the pre-winter checks of the generators and [REDACTED] supporting [REDACTED]. This included a black site test whereby mains power to the site was disconnected, resulting in the need for the [REDACTED] and generators to kick in to continue to provision power.

[REDACTED] is configured with two generators which should both start and share the load between them in case either fails. During this test, one of the two generators [REDACTED]. The cause has been identified as [REDACTED] and a repair [REDACTED] due to an added complexity that the [REDACTED].

The black site test was otherwise successful - power was not lost and [REDACTED] generator kicked in and provisioned power. However, I wanted you all to be sighted that we are currently running with less resilience than usual and if the working generator [REDACTED].

This is however no different to [REDACTED], which was only provisioned with a single generator. So the risk is therefore similar.

[REDACTED] or I will update you when the situation has changed. We are expecting that once a repair is complete, an additional black site test will be conducted pre-Christmas to verify a complete and functional system.

Best wishes,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 11 June 2024 21:07
To: [REDACTED]
Subject: Re: Datix Related to Generator [REDACTED]

Hi [REDACTED],

This was for [REDACTED].

Many thanks,

[REDACTED]
Head of Critical Systems
South East Coast Ambulance Service
Mob: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 June 2024 17:01
To: [REDACTED] <[REDACTED]>
Subject: FW: Datix Related to Generator [REDACTED]

Hi [REDACTED]

Please can I check if the carbon monoxide detectors are for [REDACTED].

Many thanks

Kind Regards

[REDACTED]
Estates Administrator
South East Coast Ambulance Service
Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED] **Mobile:** [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Tuesday, June 11, 2024 2:14 PM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: Datix Related to Generator [REDACTED]

Hi [REDACTED],

I asked estates to install carbon monoxide alarms [REDACTED]. I understood that was done but that they were going to come back and complete a more adequate install [REDACTED] for a longer-term solution. I haven't heard anything back so not sure where they are at with this. I've cc'd [REDACTED] for info.

We do need to install [REDACTED] and obtain planning permission to do this to resolve the issue. However, there are numerous issues with the generator and I put forward a business case to solve these. That was put on hold pending a discussion between me and [REDACTED] and [REDACTED] (CFO). At this time, I haven't been given sufficient authority to resolve the problem.

I am meeting with our new exec director for IT later today and will be raising it then.

Thanks,

[REDACTED]
Head of Critical Systems
South East Coast Ambulance Service
Mob: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Tuesday, June 11, 2024 12:02 PM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Datix Related to Generator [REDACTED]

Dear all,

Just catching up with Datix reports and I still have two which are sitting on my list in relation to generator [REDACTED].

Is it possible to understand where we are at with this currently?

[REDACTED] Do we have carbon monoxide alarms fitted [REDACTED]? If so, can you arrange one [REDACTED]?

My team are aware that keeping the air conditioning running is likely to be the best option in the event of a generator start up. [REDACTED] the air conditioning is likely to improve the air quality.

Kind regards,

[REDACTED]

[REDACTED]
Operating Unit Manager
[REDACTED]
South East Coast Ambulance Service NHS Foundation Trust
[REDACTED]

Email: [REDACTED]
Phone: [REDACTED]

[REDACTED]

██████████

From: ██████████
Sent: 19 March 2024 10:23
To: ██████████
Subject: RE: Digital update paper for EMB

Hi ██████,

Thanks for sharing this.

On the generator section, we may know more on potential short-term solutions to ██████████
██████████ after this afternoon's meeting. I'm currently of the view that we still need identify and
implement short term solutions regardless of the eventual decision on a major generator back up programme of
works. Thoughts?

Best,

■

██████████

Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: ██████████ **Mobile:** ██████████ **Email:** ██████████



From: ██████████ <██████████>
Sent: Monday, March 18, 2024 4:22 PM
To: ██████████ <██████████>
Cc: ██████████ <██████████>
Subject: Digital update paper for EMB

Hi ██████████

As requested, attached is the Digital update paper for EMB. Apologies it's a little last minute, just returned from leave today.

Thanks

██████████

[REDACTED]

Associate Director of IT

Deputy SIRO

South East Coast Ambulance Service NHS Foundation Trust

Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: [REDACTED], **mobile:** [REDACTED]

[Redacted]

From: [Redacted]
Sent: 18 March 2024 11:08
To: [Redacted]; [Redacted]
Cc: [Redacted]; [Redacted]
Subject: Re: Emergency Remedials to Generator at Secamb [Redacted]

Please go ahead

Sent from [Outlook for Android](#)

From: [Redacted] <[Redacted]>
Sent: Monday, March 18, 2024 10:09:17 AM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: Emergency Remedials to Generator at Secamb [Redacted]

Thanks [Redacted],

[Redacted] are you happy to authorise this work? I've already asked [Redacted] to arrange a PO, etc.

Kind regards,

[Redacted]
IT Manager – Service Desk

IT Service Desk: [Redacted] / email: [Redacted]
Main Switchboard: [Redacted] / Mobile: [Redacted]



From: [Redacted] <[Redacted]>
Sent: Monday, March 18, 2024 10:08 AM
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: Emergency Remedials to Generator at Secamb [Redacted]

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Morning [Redacted],

We can get the works carried out with an email of intent whilst the Purchase Order is being raised. We recommend these works are carried out today, if the Generator is started with [Redacted] it is likely to cause damage to the engine.

Kind regards,

[Redacted]
Service Manager

T [REDACTED]
www.future-tech.co.uk



[WEB](#) | [BLOG](#) | [VIDEO](#) | [FACEBOOK](#) | [LINKEDIN](#)

From: [REDACTED] <[REDACTED]>
Sent: Monday, March 18, 2024 10:02 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Emergency Remedials to Generator at Secamb [REDACTED]

Hi [REDACTED],

Thanks for the quote, I'll pass this onto our Supplier Manager to get approval and a purchase order raised.

Kind regards,

[REDACTED]
IT Manager – Service Desk

IT Service Desk: [REDACTED] / email: [REDACTED]
Main Switchboard: [REDACTED] / Mobile: [REDACTED]



From: [REDACTED] <[REDACTED]>
Sent: Monday, March 18, 2024 9:55 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Emergency Remedials to Generator at Secamb [REDACTED]

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Good morning,

Further to the visit to site this morning for the Black Test, please see attached quotation for Remedial Works that we recommend are carried out as soon as possible. If you are happy to proceed, please advise as soon as possible so the Generator Company can get labour and parts arranged for the works to be carried out today.

Kind regards,

[REDACTED]
Service Manager

T [REDACTED]
www.future-tech.co.uk



[WEB](#) | [BLOG](#) | [VIDEO](#) | [FACEBOOK](#) | [LINKEDIN](#)

[Redacted]

From: [Redacted]
Sent: 25 March 2024 09:26
To: [Redacted]
Subject: RE: [Redacted] update

Good morning [Redacted],

I've chased for an update on [Redacted].

The generator – [Redacted] is seeking a solution/ options for [Redacted] with the manufacturer and [Redacted] was arranging for a 3rd party to attend to survey the location of external 'hook up'.

I've sent update requests so hopefully we receive a response later if that's ok and will revert on receipt

Kind regards
[Redacted]

[Redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>
Sent: Monday, March 25, 2024 8:59 AM
To: [REDACTED] <[REDACTED]>
Subject: Flea and [REDACTED] update

Morning [REDACTED],

[REDACTED]

And has anything happened at [REDACTED] re. generators?

Best,

■

[REDACTED]

Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: [REDACTED] **Mobile:** [REDACTED] **Email:** [REDACTED]



[Redacted]

From: [Redacted]
Sent: 03 April 2023 09:25
To: [Redacted]
Subject: RE: Future Tec

Hi [Redacted],

A decision has not been reached, I think its just [Redacted] being influenced by Future Tec – I’m happy for future tec to manage the date centre as the do at [Redacted], but the generator is a key estate infrastructure so need to be under our management.

Kind regards

[Redacted]

[Redacted]

Head of Procurement & Strategic Estates
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]

Planning & Business Development Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [Redacted] <[Redacted]>
Sent: 03 April 2023 09:21

To: [REDACTED] <[REDACTED]>

Subject: RE: Future Tec

I will read through the document today and book in some time to catch up with you and discuss. I agree, I do not like the maintenance of all this kit being removed from the FM contract, I am not sure how or when this decision was made if neither you or I was aware of it. I did know they wanted to take on [REDACTED] which was fine as no one really knew who should do this.

Kind regards

[REDACTED]
Estates Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], **mobile:** [REDACTED]

*“Working in collaboration to ensure
deliver outstanding care for our patients”*

From: [REDACTED] <[REDACTED]>

Sent: 31 March 2023 16:29

To: [REDACTED] <[REDACTED]>

Subject: Future Tec

Hi [REDACTED],

We will need to review [REDACTED]'s proposal from Future Tec concerning PPM/ repairs/ call out of generators, fire system etc external of a Data Centre.

The agreement has always been for IT to manage the everything 'inside' the Data Centre [REDACTED] and Estates manage everything external to the Data Centre as this covers the whole building.

[REDACTED] wont have a budget so not sure where he is hoping to fund but I don't want it taken out of the FM / Rydon scope.

Lets catch up on it son

Kind regards

[REDACTED]
Head of Procurement & Strategic Estates
South East Coast Ambulance Service NHS Foundation Trust
E-mail [REDACTED]
Mobile: [REDACTED]

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[Redacted]

From: [Redacted]
Sent: 16 May 2024 14:50
To: [Redacted]
Subject: FutureTech

For generator BMS project

[Redacted]

[Redacted]

Director of Operational Infrastructure

M: [Redacted]
T: [Redacted]
E: [Redacted]
W: www.future-tech.co.uk
Skype: [Redacted]

Future-Tech S.C.I. Ltd, [Redacted]

██████████

From: ██████████
Sent: 23 January 2024 16:11
To: ██████████
Subject: Re: Future-Tech - BMS Services: STW

Thanks ██████████

"TO BRING IN A 3RD PARTY TO MANAGE MONITORING WILL INTRODUCE COMPLEXITIES INTO THE SUPPORT OF TRUST SYSTEMS."

I'd replace with:

It is not possible to bring in another party to install and configure monitoring of the generators at each site as this would be outside of the maintenance and support contracts already in place with FutureTech. This would result in additional charges by FutureTech to assess completed installs and understand how they operate and during the interim period, the generators would be unsupported.

In addition, monitoring equipment installed would not be maintained or supported by FutureTech but via an alternative contractor. This would result in unnecessary complexities in the relationship between both suppliers and additional costs with further support contracts being required.

██████████
Head of Critical Systems

Tel: ██████████
South East Coast Ambulance Service NHS Foundation Trust

From: ██████████ <██████████>
Sent: 23 January 2024 15:46
To: ██████████ <██████████>
Subject: Future-Tech - BMS Services: STW

Hi ██████████,

Please can you review the attached STW for the recent BMS order, feel free to add text if I have missed anything. Once OK please can you sign and pass to ██████████ for countersignature.

We've had interest from ██████████ on this one so this I'm hoping will cover the procurement compliance.

Any problems please let me know.

Many thanks,

██████████

██████████
IT Supplier Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG
Mobile: ██████████



██████████

From: ██████████
Sent: 25 March 2024 10:21
To: ██████████
Subject: FW: FutureTech - Contract Review Draft
Attachments: FutureTechNotespt2a.docx; Approved-SFIs-April-2023.pdf; Final-Board-Standing-Orders-Reservation-of-Powers-and-Scheme-of-Delegation.pdf

Hi ██████████,

Background to our conversation on the 17th.

You'll have heard me say at last week's Audit Committee that our current SoD and SFIs are quite out of date. They're also not very prescriptive about the use of single tender waivers.

Best,

■

██████████

Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: ██████████ **Mobile:** ██████████ **Email:** ██████████



From: ██████████ <██████████>
Sent: Wednesday, March 20, 2024 4:41 PM
To: ██████████ <██████████>
Cc: ██████████ <██████████>
Subject: FW: FutureTech - Contract Review Draft

Hello ██████████

I have drafted a review of the Future-Tech contracts – see attached.

We have 5 listed agreements on our Database, though most just have “scope of works” associated and a single tender waiver.

Generally, the Future-Tech contracts are managed by I.T. (or Estates/I.T./Procurement in one case – this may be the one you are after?)

I have tried to embed the files we have in our Database, within the word document. Apologies for the size. I have also added a bit of a background summary.

It is quite draft, and there maybe more information that I.T. holds.

Could you let me know if you have any difficulty opening files. I am available tomorrow midday onwards and Friday to run through this if needed.

Kind regards

██████████
Procurement Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: ██████████, **mobile:** ██████████



From: ██████████
Sent: Wednesday, March 20, 2024 4:23 PM
To: ██████████ <██████████>
Subject: RE: FutureTech

Hi ██████████

I was going to send the Future-Tech review to ██████████ shortly. I will suggest a catch up as well to run through it with him.

Hope this is ok

██████████
Procurement Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: ██████████, **mobile:** ██████████





From: [REDACTED]
Sent: Wednesday, March 20, 2024 2:12 PM
To: [REDACTED] <[REDACTED]>
Subject: RE: FutureTech

Hi [REDACTED]

I have put together some information for [REDACTED].
It is a large document, apologies.

Could you review first to see if it makes sense

I did add a section to try and explain that a lot of the Future Tech activity was undertaken by I.T. (and Estates etc...)
I have then added information Contract by Contract. Then provided a summary of the STWs.

Hope this helps.

[REDACTED]
Procurement Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], **mobile:** [REDACTED]



From: [REDACTED] <[REDACTED]>
Sent: Wednesday, March 20, 2024 9:00 AM

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: FutureTech

Hi [REDACTED],

I'm hoping you can help me track down some paperwork please.

I want to understand the contract process SECAmb undertook and has in place with one of suppliers: FutureTech.

Do we have a current contract with the supplier? If so, can I see a copy please.

Was there a tender process leading to the award of a contract? If so, can I see the relevant paperwork, including Dols please.

Many thanks.

Best,

■

[REDACTED]
Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]



[REDACTED]

From: [REDACTED]
Sent: 01 September 2023 17:10
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Future-tech Monthly Catch Up

Fyi [REDACTED]

From: [REDACTED]
Sent: 01 September 2023 17:09
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Future-tech Monthly Catch Up

Thanks for this.

We are missing [REDACTED] generators, can these bits be reviewed?

Cheers

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 August 2023 09:06
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Future-tech Monthly Catch Up

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Good morning,

I hope you are well. Please see attached Monthly Report. I have entered the dates that I have confirmed for the Maintenance Visits with contractors for the Make Ready Centre's and will populate the Requested and TBC dates as soon as possible. I am waiting for Third Party Contractors to get back to me confirming dates that we have suggested. Apologies in the delay in getting this to you.

Kind regards,

[REDACTED]
Service Administrator

T [REDACTED]
www.future-tech.co.uk



[WEB](#) | [BLOG](#) | [VIDEO](#) | [FACEBOOK](#) | [LINKEDIN](#)

From: [REDACTED] <[REDACTED]>
Sent: Thursday, August 17, 2023 9:57 AM

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: Future-tech Monthly Catch Up

Hello [REDACTED],

I am free for the meeting today.

Regards,

[REDACTED]
Head of IT Service Delivery
South East Coast Ambulance Service NHS Foundation Trust
mobile: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 August 2023 09:29
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: Future-tech Monthly Catch Up

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Good morning,

Just checking in to see if you require today's meeting to go ahead, or if you wish to defer to next month. We are happy to accommodate what best works for you.

[REDACTED] is out of the office today so will be unable to attend the meeting.

Kind Regards,

T +44 (0) [REDACTED]
www.future-tech.co.uk

[WEB](#) | [BLOG](#) | [VIDEO](#) | [FACEBOOK](#) | [LINKEDIN](#)

[REDACTED]

From: [REDACTED]
Sent: 29 August 2023 09:52
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Generator [REDACTED] Faulty

Hi [REDACTED],

Just wanted to update you that we are aware the generator failed again over the weekend. Prior to this, it had suffered an outage which they believed was caused by [REDACTED] as a result of [REDACTED] [REDACTED], which they fixed. There is no obvious cause to the latest outage. We have asked FT to investigate further and [REDACTED] will update you when we know more, as clearly we need to investigate and test again until we can prove the unit functions long-term, else it is pointless having it.

thanks

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 27 August 2023 07:43
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] Generator [REDACTED] Faulty

Understood. Thank you.
Many Thanks
Kind Regards

[REDACTED]

[REDACTED]

[REDACTED]

Make Ready Centre Manager

[REDACTED]

Sent from [Outlook for iOS](#)

From: [REDACTED] <[REDACTED]>
Sent: Sunday, August 27, 2023 12:18:12 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] Generator [REDACTED] Faulty

Hi [REDACTED],

That is unlikely. The maintenance events will be treated separately by the supplier. They will be out to assess what is required to resolve these issues and quote. Once we have the quotes, we can then

evaluate what the next steps will be. As mentioned, concerns around generators are on the risk register.

There are numerous concerns about generators across the Trust, including the [REDACTED] sites and some of our exec are aware of the issues. We are working with the suppliers to get an appropriate plan and quotes to resolve all concerns.

Thanks,

[REDACTED]
Associate Director of IT (Acting)
[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 26 August 2023 13:49
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] Generator [REDACTED] Faulty

Hi [REDACTED]
Many thanks for your email
So when the generators are being serviced will the [REDACTED] be replaced with a fully functioning unit??
Seems to be the ideal time to exchange units as its being serviced??
Many thanks
Kind regards
[REDACTED]

[REDACTED]
[REDACTED]
Make Ready Centre Manager
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 August 2023 14:43
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] Generator [REDACTED] Faulty

Hi [REDACTED],

Servicing and maintenance of the generators is now with FutureTech, our datacentre provided. So we act as the conduit for this.

We are aware that several sites have [REDACTED] issue, which has been logged on the Trust risk register with a high priority.

It isn't a fault, to our knowledge, but a long-standing design issue, which we have simply picked up as part of the handover.

Fuelling of the generators remains with Estates. The first maintenance visit is planned in September/October for all generators.

Best wishes,

████

From: █████ <████>
Sent: 22 August 2023 14:04
To: █████ <████>; █████ <████>
Subject: █████ Generator █████ Faulty
Importance: High

Good Afternoon to you both,
I am secondment to Make Ready Manager primarily for █████
Recently we had a power cut at █████ and the issue was the █████ that is faulty
Do Rydons still maintain and service our generators...I am led to believe not
Who is now covering servicing and maintenance??
A Datix was raised re failure of generator to kick in.
I believe other sites have had faulty █████...█████ will need this looked into as a matter of urgency
please.
I look forward to hearing from you.
Many thanks
Kind Regards
████

████████████████████
████████████████████
Make Ready Centre Manager
████████████████████

[Redacted]

From: [Redacted]
Sent: 22 June 2023 16:41
To: [Redacted]
Subject: Generator

Hi [Redacted],

Did Ridge undertake the relevant assessment of the generator before it was handed over to the Trust?

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



[REDACTED]

From: [REDACTED]
Sent: 07 August 2023 15:50
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Generator - [REDACTED] [currently off line]

Yes, that will be followed up between me and [REDACTED].

Thanks

From: [REDACTED] <[REDACTED]>
Sent: 07 August 2023 15:48
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Generator - [REDACTED] [currently off line]

Hi [REDACTED],

Thanks for your email and the information below.

Our primary concern at the moment is that the generator is currently in fault and will not work in the event of a power cut – can an engineer be arranged to resolve this as soon as possible please?

Thanks very much

Kind Regards

[REDACTED]
Make Ready Centre Manager – [REDACTED]
SOUTH EAST COAST AMBULANCE SERVICE NHS FOUNDATION TRUST
Mobile : [REDACTED]
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 07 August 2023 15:31
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Generator - [REDACTED] [currently off line]

Hi [REDACTED],

[REDACTED] is looking to establish what happened re the engineer that attended on Friday. We imagine that this engineer is from the Rydon's side. It doesn't make a huge amount of difference which company attends at this stage as the first maintenance under the new contract hasn't yet taken place. A follow up will take place.

There is a handover of generator maintenance which is in progress and a new reporting process will be announced shortly – though we are trying to keep this still through Rydon for end users to minimise any impact.

Generator testing will consist of 2 tests per year and 2 blackout tests per year which is in line with our datacentre specialists recommendations. These will be spread out through the year. We are expecting a schedule later this week. We will be working in conjunction with estates on these.

Thanks

██████

From: ██████ <████████████████████>
Sent: 07 August 2023 15:08
To: ██████ <████████████████████>
Cc: ██████ <████████████████████>; ██████ <████████████████████>
Subject: Generator - ██████ [currently off line]
Importance: High

Good Afternoon ██████,

Would you be able to tell me what the servicing/testing arrangements are for the Generator at ██████ please? I have been informed that the IT Department have taken this responsibility over from the Estates team? Locally there are no records of testing and we haven't been made aware of any changes until we have asked Estates to rectify an issue on it.

Our generator is currently in fault and will not power the building in the event of a power cut. I have tried Estates/Rydons and they have pointed me in your direction as they have no responsibility for them now?

Thank you

Kind Regards

████████████████████
Make Ready Centre Manager – ██████
SOUTH EAST COAST AMBULANCE SERVICE NHS FOUNDATION TRUST
Mobile : ██████
████████████████████

[REDACTED]

From: [REDACTED]
Sent: 07 August 2023 10:50
To: [REDACTED]
Subject: RE: generator at [REDACTED]

Weren't we going to get Rydon's to pass the message to FutureTech?

As a temporary solution, we could ask Rydon's to pass it to us (just to keep reporting the same)?

From: [REDACTED] <[REDACTED]>
Sent: 07 August 2023 10:48
To: [REDACTED] <[REDACTED]>
Subject: RE: generator at [REDACTED]

Hi

I will find out if it is Rydon.

We should communicate to staff where to report generator issues, would it be a Marvel request.

Kind regards

[REDACTED]
Estates Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], **mobile:** [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 07 August 2023 10:43
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: generator at [REDACTED]

Hi [REDACTED],

Cc'ing in [REDACTED] as not sure who the engineer works for? If it was FutureTech or their contractors, they wouldn't need my go ahead as they're working for IT anyway. I assume it'll be Rydon or similar.

The confusion is arising due to a transition of generator responsibility.

Best,

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 05 August 2023 12:05
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: generator at [REDACTED]

Importance: High

Hi [REDACTED]

We have a problem with the generator here at [REDACTED] Make Ready. It is showing as a fault on the control panel. After speaking with the engineer he has advised he isn't allowed to open it without your approval.

If you could come back to me with a yes, I would very much appreciate it!

Hope you're well

Very Best Wishes

[REDACTED]

Make Ready Centre Manager - [REDACTED]

South East Coast Ambulance Service NHS Foundation Trust

Unit 1 Hall Avenue, Orbital Park, Sevington [REDACTED] TN24 0AA

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 31 July 2023 11:03
To: [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Generator at [REDACTED] [CSE: nPwWu0, TKT: pOM9xK]

Hi [REDACTED],

I'm hoping the discussion will be in soon. [REDACTED] advises you have shared some dates with him and he's shared these with FutureTech so we should finally be getting things moving.

In relation to the issue below, [REDACTED] can you ask FT to attend to resolve?

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 31 July 2023 10:38
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: FW: Generator at [REDACTED] [CSE: nPwWu0, TKT: pOM9xK]

Hi [REDACTED]

I am not sure how to progress this as Rydon have been told they are not responsible for generator work. I assume that relates to any associated works which relate to the generator.

I know we were trying to organise a meeting to discuss the contract and what Futretech are contracted to do and how to report issues to them. This is quite urgent for this particular job as [REDACTED] generator does not activate on a power down.

Kind regards

[REDACTED]
Estates Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], **mobile:** [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 31 July 2023 10:21
To: DL-MiCC-ErithHelpdesk <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; estates <[REDACTED]>
Subject: Re: Generator at [REDACTED] [CSE: nPwWu0, TKT: pOM9xK]

Good Morning
With ref to Generator [REDACTED] ref 23828
Has this job been completed by a contractor as I have no knowledge of this job being completed??
Many Thanks

[REDACTED]
[REDACTED]

Make Ready Centre Manager

From: DL-MiCC-ErithHelpdesk <[REDACTED]>
Sent: 04 July 2023 08:46
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; estates <[REDACTED]>
Subject: Re: Generator at [REDACTED] [CSE: nPwWu0, TKT: pOM9xK]

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Good morning [REDACTED].

I have spoken with the scheduler for you and she has advised the following for the Generator (ref 23828) That this is currently with the contractor and that this will be carried out on the next service visit this month.

The shutter ref 24041 was sent to the contractor to attend. The scheduler will chase this for you today.

Kind regards,

[REDACTED]

From: [REDACTED] <[REDACTED]>
Date: Tuesday, 4 July 2023 at 08:33:12
To: DL-MiCC-ErithHelpdesk <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; estates <[REDACTED]>
Subject: Re: Generator at [REDACTED] [CSE: nPwWu0, TKT: pOM9xK]

Good Morning _____

Please can you confirm when sub contractors are book to rectify the [REDACTED] for the generator at [REDACTED]

Also can you confirm Swales attendance for Hart roller shutter doors?? This still has the big orange sticker over the control panel [REDACTED]

Many thanks

Kind regards

[REDACTED]
[REDACTED]

Make Ready Centre Manager

[REDACTED]

From: DL-MiCC-ErithHelpdesk <[REDACTED]>
Sent: 23 June 2023 15:32
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; estates <[REDACTED]>
Subject: RE: Generator at [REDACTED] [CSE: nPwWu0, TKT: rKfLw6]

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Hi [REDACTED],

Apologies for the delay, this job was sent off to our subcontractors, i will chase them now in regards to this job.

Many Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]>
Date: Friday, 23 June 2023 at 14:57:09
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; estates <[REDACTED]>
Subject: Generator at [REDACTED] [CSE: nPwWu0, TKT: rKfLw6]

Good Afternoon

Re Datix 269511

06/06/23

We recently had a power cut at [REDACTED] and the generator did not kick in

A temporary fix was made but identified the [REDACTED] is faulty

Please can you arrange for a permanent fix of the [REDACTED].

This fix has not been done as far as I am aware...

Datix is still open for investigation

Many Thanks

Kind regards

[REDACTED]

[REDACTED]

Make Ready Centre Manager

[REDACTED]

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[Redacted]

From: [Redacted]
Sent: 05 July 2023 12:47
To: [Redacted]; [Redacted]; [Redacted]
Subject: RE: Generator at [Redacted], [Redacted]

Hi All,

Just to let you know that I can only join for the first 30mins and given how difficult it was to get this date in people's diaries (externals) I will keep it as is and will leave you to agree the position/next steps.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



-----Original Appointment-----

From: [Redacted]
Sent: 29 June 2023 16:10
To: [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]
Subject: Generator at [Redacted], [Redacted]
When: 06 July 2023 14:30-15:30 (UTC+00:00) [Redacted], [Redacted], [Redacted], [Redacted].
Where: Microsoft Teams Meeting

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Redacted]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 23 June 2023 08:51
To: [REDACTED]
Subject: FW: Generator at [REDACTED]
Attachments: Generator issues 220623.docx

As mentioned this morning. Reports from the IT, estates and Rydon teams due early next week.

Kind Regards,

[REDACTED]

Executive Director of Operations [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust
Email: [REDACTED]
Exec. Assistant: [REDACTED] ([REDACTED])



From: [REDACTED] <[REDACTED]>
Sent: 22 June 2023 20:03
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Generator at [REDACTED]

Hi [REDACTED],

As requested, I have pulled together the information required for EMB huddle tomorrow morning. Please let me know if there is anything missed off that you need to inform Exec colleagues.

I have copied in the team in case I have misrepresented anything.

| | |
|-------------------------|--|
| <p>Situation</p> | <p>Following 2 site visits by independent contractors (Rydons and FutureTech), both have raised significant concerns on the structure and the design of the generator, with the main concerns cited; [REDACTED]. [REDACTED] has pulled together a paper based on a verbal update from Future Tech and [REDACTED] has forward an email she received from Rydons (both attached).</p> <p>DSL are aware of the concerns raised and were on site this evening (22.06.23) to review the issue concerning [REDACTED]. They were however unable to fix the problem. They are due back on site tomorrow. They have advised that the [REDACTED] is insignificant and does not pose any health and safety risk. In the interim, they have added a temporary storage solution [REDACTED].</p> |
|-------------------------|--|

| | |
|-----------------------|---|
| | <ul style="list-style-type: none"> • [REDACTED] |
| Recommendation | <ol style="list-style-type: none"> 1. Allow further investigation to take place on the morning of Friday 23rd June 2023 to enable us to understand what option should be enacted. 2. Seek confirmation from Ridge and Partners LLP that the generator is fully compliant and meets the relevant regulations. |

Kind regards,

[REDACTED]
Strategic Operations Programme Director
 South East Coast Ambulance Service NHS Foundation Trust
 Email: [REDACTED]
 Phone: [REDACTED]



██████████

From: ██████████
Sent: 29 August 2023 09:48
To: ██████████; ██████████
Cc: ██████████
Subject: RE: Generator at ██████████

Thank you for the update ██████████.

On the subject of Generators, can I suggest we issue assurance to ██████████ and ██████████ concerning the reliability and effectiveness of the generator at ██████████.

Having noted the contents of the Futuretech report, most of the issues appear to be difference of design opinion rather than actual effectiveness of the generator.

We can take forward seeking assurance on the design from DLS etc, on the points raised in the background.

Kind regards

██████████

██████████ ██████████

Head of Strategic Estates

South East Coast Ambulance Service NHS Foundation Trust

E-mail ██████████

Mobile: ██████████

Planning & Business Development Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [redacted] <[redacted]>
Sent: 29 August 2023 09:39
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Cc: [redacted] <[redacted]>
Subject: RE: Generator at [redacted]

Hi,

Just to let you both know... the generator was assessed by FT whilst running and all looked fine.

It later failed. They attended and found a minor design issue with [redacted]. They left it running a while and all looked OK. Was left on generator supply over the weekend and it subsequently failed again.

FT attended and found no active fault but could see in the logs of the generator systems that it suffered a generic error. [redacted] will be liaising in my absence to ensure they've investigated root cause.

Thanks

[redacted]

From: [redacted] <[redacted]>
Sent: 22 August 2023 14:59
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: Generator at [redacted]

Hi [redacted],

I am informed the [redacted] is running on generators following a power cut earlier and likely to be in situ until 6pm this evening – apparently there was a local power cut yesterday as well.

Typically our generators are [redacted] – the site seems to be operating ok, just wondering if we need to inform Futuretech to double check everything is ok, fuel levels etc

Kind regards

[redacted]

[redacted]

Head of Strategic Estates
South East Coast Ambulance Service NHS Foundation Trust
E-mail [redacted]

Mobile: [REDACTED]

Planning & Business Development Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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[Redacted]

From: [Redacted]
Sent: 23 August 2023 15:33
To: [Redacted]
Subject: RE: Generator at [Redacted]

Thankyou for the update [Redacted],

I assume the generator will be [Redacted]..but as [Redacted] is an early [Redacted] that may not be the case.

Would make sense to run the site on generator, as we did at [Redacted] until the external power supply has normalised

Kind regards

[Redacted]

[Redacted]

Head of Strategic Estates
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]

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From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 15:25
To: [REDACTED] <[REDACTED]>
Subject: RE: Generator at [REDACTED]

Hi [REDACTED]

Future Tech went out last night and checked the generator and it is OK. There is no [REDACTED] so the frequent short drops in power today [REDACTED] has disrupted services due to the loss of IT and phones. It also has been setting off the fire alarm.

I have spoken to [REDACTED] just now and he agreed the power should be turned off and the site runs on generator until the issues outside are resolved. Rydon were on their way to site anyway to reset the fire alarm so they will switch off the power off.

I am trying to contact Fleet to ensure they check the fuel.

I have asked the OM on site to keep everyone updated on the issues with UKPN so that we know when to switch the power back on.

Kind regards

[REDACTED]
Estates Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], **mobile:** [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 August 2023 14:59
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Generator at [REDACTED]

Hi [REDACTED],

I am informed the [REDACTED] is running on generators following a power cut earlier and likely to be in situ until 6pm this evening – apparently there was a local power cut yesterday as well.

Typically our generators are [REDACTED] – the site seems to be operating ok, just wondering if we need to inform Futuretech to double check everything is ok, fuel levels etc

Kind regards

[REDACTED]
Head of Strategic Estates
South East Coast Ambulance Service NHS Foundation Trust
E-mail [REDACTED]
Mobile: [REDACTED]

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[Redacted]

From: [Redacted]
Sent: 22 August 2023 16:40
To: [Redacted]; [Redacted]
Subject: RE: Generator at [Redacted]

Hi [Redacted],

We've arranged for FutureTech to attend tonight at 6pm to review.

Cheers

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 22 August 2023 14:59
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: Generator at [Redacted]

Hi [Redacted],

I am informed the [Redacted] is running on generators following a power cut earlier and likely to be in situ until 6pm this evening – apparently there was a local power cut yesterday as well.

Typically our generators are c [Redacted] – the site seems to be operating ok, just wondering if we need to inform Futuretech to double check everything is ok, fuel levels etc

Kind regards

[Redacted]

[Redacted] [Redacted]

Head of Strategic Estates
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]

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[REDACTED]

From: [REDACTED]
Sent: 12 June 2024 09:49
To: [REDACTED]
Subject: FW: Generator Business Case: Financial Analysis
Attachments: IB - Generator Review v3.docx

Hi [REDACTED],

I've attached the generator business case that went forward. Note that the cost is roughly half what is expected as the assessments and operations manual creations need to take place before remediations can take effect. The consultancy includes all the design elements, it is just missing the actual fix. It is feasible to cut this back depending on our ask and FutureTech are happy to have further meetings with us to look at what we should or should not consider in the mix.

Thanks,

[REDACTED]
Head of Critical Systems
South East Coast Ambulance Service
Mob: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, February 28, 2024 9:50 PM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: [REDACTED] Generator

[REDACTED]

We took a paper on generators to EMB. [REDACTED] will be reaching out to you and [REDACTED] about this particular generator to understand what Chawton Hill's responsibilities are as we are having to spend funds on remediation. The Trust is looking not to incur costs but to get our agent to pick up these costs.

Thanks.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Monday, February 26, 2024 8:25 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: Generator Business Case: Financial Analysis

[REDACTED],

I have updated it all to be shown in 2024/25, hope this is now okay to process.

[REDACTED].

From: [REDACTED] <[REDACTED]>
Sent: Sunday, February 25, 2024 6:16 PM

To: [redacted] <[redacted]>
 Cc: [redacted] <[redacted]>
 Subject: Generator Business Case: Financial Analysis

I've been looking at the generator paper that [redacted] has shared with me.

I have spoken with [redacted] and I understand there are no costs [redacted] which will 'hit' in FY23/24 so I don't understand why we are showing these costs in the business case as such (extract below). It's also a lot of money to spend in the last 6 weeks of the financial year (which isn't going to happen). Why has this been presented as such as all of the generator costs will 'hit' in FY24/25? Please advise urgently on Monday morning as I was hoping to get this paper off my desk today (Sunday).

Thanks.

| 4. Financial Analysis | | | |
|---|-----------------------------|-----------------------------|--------------|
| <i>a) Costs of the preferred option,</i> | | | |
| | Year 1 (2023/24) | Year 2 (2024/25) | Total |
| Capital | [redacted] | | |
| [redacted] Consultancy | | | |
| [redacted] Consultancy | | | |
| Remote monitoring of generators | | | |
| Total Capital | | | |
| All the above has been confirmed by: | | | |
| <i>b) How will the improvement be funded?</i> | | | |
| This has partially been funded within the 2023/24 capital plan, the remaining value will need to be included within the 2024/25 capital plan. | | | |

██████████

From: ██████████
Sent: 15 January 2024 13:29
To: ██████████
Subject: FW: Generator ██████ at ██████████ - planning
Attachments: MC_20_0816-FULL_APPROVAL_WITH_CONDITIONS-5602057.pdf; 717 PL10 P2 PROPOSED OUTBUILDINGS.pdf; Annex_flexible_options.pdf; Fee_Calculation_mma.pdf; Fee_Calculation_nma.pdf

Hi ██████,

As discussed, I have requested early planning advice.

If a drawing of the new ██████ could be provided, we will be able to establish which type of application to submit, these are very minor modifications so we do not anticipate a problem and do not require the full planning application process

Kind regards

██████

████████████████████

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail ██████████
Mobile: ██████████

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From: [redacted] <[redacted]>
Sent: Monday, January 15, 2024 1:12 PM
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: Re: Generator [redacted] at [redacted] - planning

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon [redacted]

I have attached the approved plans for the generator outbuilding and the decision notice with the condition.

You will see from the drawings that the generator outbuilding does not actually have a [redacted], so technically, there is no planning permission for one. However, subject to the length and location of the [redacted], it can be dealt with by either a Non Material Amendment to the approved plans (NMA) or a Minor Material Amendment to the approved plans (MMA). Please see attached for a summary table of the differences between the applications (downloaded from the Gov.uk website) and the fee calculator- the fees are the same for either type of application, and there will need to be a set of forms completed and a covering letter submitted with the amended drawings for the Council to consider.

It would be worth having a discussion with the Council before submitting- I would need to see a drawing of the proposed works before offering a view as to which type of application would be most appropriate, but I suspect in the context of the development overall, a NMA should be appropriate.

Please feel free to call to discuss if necessary.

Regards

[redacted]
Consultant
[redacted]

[redacted] | [redacted]
[redacted] |
www.maddoxplanning.com
[redacted]
[redacted]
[redacted] [redacted]

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Maddox & Associates Ltd Registered in England no. 6375151 Registered Office: [REDACTED], [REDACTED]
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 15 January 2024 12:40
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Generator [REDACTED] at [REDACTED] - planning

Hi [REDACTED], hope all is well, a quick query please,

We need to increase the length of the generator [REDACTED] at [REDACTED] to [REDACTED]
[REDACTED] whenever we test run the generator.

So will we require any planning consent, the [REDACTED] will not extent [REDACTED].

Your advice would be most welcome

Kind regards

[REDACTED]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail: [REDACTED]
Mobile: [REDACTED]

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██████████

From: ██████████
Sent: 15 January 2024 13:29
To: ██████████
Subject: FW: Generator ██████ at ██████████ - planning
Attachments: MC_20_0816-FULL_APPROVAL_WITH_CONDITIONS-5602057.pdf; 717 PL10 P2 PROPOSED OUTBUILDINGS.pdf; Annex_flexible_options.pdf; Fee_Calculation_mma.pdf; Fee_Calculation_nma.pdf

Hi ██████,

As discussed, I have requested early planning advice.

If a drawing of the new ██████ could be provided, we will be able to establish which type of application to submit, these are very minor modifications so we do not anticipate a problem and do not require the full planning application process

Kind regards

██████

████████████████████

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail ██████████
Mobile: ██████████

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From: [redacted] <[redacted]>
Sent: Monday, January 15, 2024 1:12 PM
To: [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: Re: Generator [redacted] at [redacted] - planning

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon [redacted]

I have attached the approved plans for the generator outbuilding and the decision notice with the condition.

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It would be worth having a discussion with the Council before submitting- I would need to see a drawing of the proposed works before offering a view as to which type of application would be most appropriate, but I suspect in the context of the development overall, a NMA should be appropriate.

Please feel free to call to discuss if necessary.

Regards

[redacted]
Consultant

[redacted] | [redacted]
[redacted] |
www.maddoxplanning.com
[redacted]
[redacted]

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Maddox & Associates Ltd Registered in England no. 6375151 Registered Office: [REDACTED], [REDACTED]
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 15 January 2024 12:40
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Generator [REDACTED] at [REDACTED] - planning

Hi [REDACTED], hope all is well, a quick query please,

We need to increase the length of the generator [REDACTED] at [REDACTED] to [REDACTED] whenever we test run the generator.

So will we require any planning consent, the [REDACTED] will not extent [REDACTED].

Your advice would be most welcome

Kind regards

[REDACTED]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail: [REDACTED]
Mobile: [REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 22 June 2023 18:59
To: [REDACTED]
Subject: RE: Generator Issues

Thank you!!!

Kind regards,

[REDACTED]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [REDACTED]
Phone: [REDACTED]



From: [REDACTED] <[REDACTED]>
Sent: 22 June 2023 18:58
To: [REDACTED] <[REDACTED]>
Subject: Generator Issues

Dear [REDACTED],

Following on from the conversations earlier regarding the generator issues at [REDACTED].

- I support the switching off of the current generator until it can be made safe
- [REDACTED]
- We will be no worse off than we currently are at [REDACTED] as there is no generator currently
- [REDACTED] will remain in place at [REDACTED] giving [REDACTED], allowing time to arrange National Contingency and close calls

I would suggest a back up generator is sourced. [REDACTED]
[REDACTED].

Regards

[REDACTED]

Head of Operations Integrated Care
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], **mobile:** [REDACTED]
E-Mail: [REDACTED]

[Redacted]

From: [Redacted]
Sent: 12 July 2023 14:53
To: [Redacted]; [Redacted]; [Redacted]
Subject: Generator issues at [Redacted]

Hi All,

DSL are reviewing the external reports relating to the generator at [Redacted].

We are expecting [Redacted] from Ridge & Partners, our M&E Consultant, to confirm (or not) if the generator is fit for purpose by end of the week.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



[REDACTED]

From: [REDACTED]
Sent: 04 July 2023 09:23
To: [REDACTED]
Cc: [REDACTED]
Subject: Generator maintenance

Hi [REDACTED]

Can you get FutureTech to come back with some dates next week when we could meet to discuss the generator maintenance and reporting of issues?

Times that work for all of us:

Monday 10th 1030-1130; 1300-1430
Tuesday 11th 1300-1400
Thursday 13th 1300-1400
Monday 17th 1030-1130; 1300-1430
Thursday 20th 1300-1400

Thanks,

[REDACTED]
Head of Critical Systems
[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 05 December 2023 17:12
To: [REDACTED]
Subject: Generator questions

how many generators per site
are they a trio?
do we have single generator [REDACTED] site?
have they had any generator failures?

[Redacted]

From: [Redacted]
Sent: 06 November 2023 12:57
To: [Redacted]
Subject: Re: Generator storage

That's an idea - I'll get dimensions and feedback to you

From: [Redacted] <[Redacted]>
Sent: 06 November 2023 12:57
To: [Redacted] <[Redacted]>
Subject: RE: Generator storage

We could maybe store at one of our existing sites, [Redacted] if it would fit.

[Redacted] was [Redacted] so I would be surprised if no generator

Kind regards

[Redacted]

[Redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail: [Redacted]
Mobile: [Redacted]
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From: [redacted] <[redacted]>
Sent: Monday, November 6, 2023 12:38 PM
To: [redacted] <[redacted]>
Subject: Re: Generator storage

Ok, we could look at those sites then? I didn't think [redacted] did have one but I might be having a moment!!

Either way we need to find somewhere to put it until we can come back and have a think about what to do with it. I assume we'll need planning etc so won't be possible to just put somewhere straight away?

Thanks

[redacted]
Acting Associate Director of IT
[redacted]
Tel: [redacted]
South East Coast Ambulance Service NHS Foundation Trust

From: [redacted] <[redacted]>
Sent: 06 November 2023 12:37
To: [redacted] <[redacted]>
Subject: RE: Generator storage

Hi [redacted], Im not aware of any but will ask the team.

As I recall [redacted] MR has a generator.. [redacted] doesn't have a gen nor [redacted]

Kind regards

[redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail: [redacted]
Mobile: [redacted]
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From: [REDACTED] <[REDACTED]>

Sent: Monday, November 6, 2023 12:33 PM

To: [REDACTED] <[REDACTED]>

Subject: Generator storage

Hi [REDACTED],

Do you have any companies we could go to for storage of the [REDACTED] generator? We have arranged for it to be decommissioned and removed from site to a location of our choosing.

We then need to look at where we can put it - [REDACTED] may be an obvious one given it has [REDACTED].

Thanks

[REDACTED]
Acting Associate Director of IT

Tel: [REDACTED]

South East Coast Ambulance Service NHS Foundation Trust

██████████

From: ██████████
Sent: 30 June 2023 14:15
To: ██████████
Subject: RE: generator work

Hi ██████, Marlin did a number of call outs but the main replacement works of ██████ was via Rydons, I'll find the ██████

Kind regards

██████

██████████ ██████

Head of Strategic Estates
South East Coast Ambulance Service NHS Foundation Trust
E-mail ████████████████████
Mobile: ██████████

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From: ██████████ <██████████>
Sent: 30 June 2023 13:51
To: ██████████ <██████████>
Subject: generator work

[REDACTED]

From: [REDACTED]
Sent: 01 December 2023 15:51
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]
Subject: Re: Generator Works [REDACTED]

Hi [REDACTED],

Understood, thanks. I'd be supportive of all sites not having any prep prior to a cold start. The rooms that they refer to as hubs have probably been mis-sold. [REDACTED]

[REDACTED].

That said, even at [REDACTED], I understand we can get the power back on well within [REDACTED] in the event the generators failed to start and this would evidence an issue for us.

[REDACTED] is going to organise [REDACTED] across the estate for some of the more important end points on the premises.

Hope this helps clarify.

Best wishes,

[REDACTED]
Head of Critical Systems

[REDACTED]
Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 01 December 2023 14:09
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Generator Works [REDACTED]

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED], I agree with you and this is noted for any future black tests. This is outside of our standard practice for doing Black tests as you have correctly pointed out.

Typically, in live critical facilities black tests, before we proceed on the day, we check that the critical equipment is ready to proceed with the test. This usually includes ensuring maintenance is up to date without any reported issues. This is to de-risk the test and have confidence with the systems to ensure a positive outcome, rather than a test to destruction approach. If we find a problem, its standard practice for us to err on the side of caution.

To provide some context, we made a decision based upon the fact there were emergency calls ongoing and were working in conjunction with the local managers to initiate the test at an appropriate moment, as there was [REDACTED]. After the Black Test [REDACTED] and a decision will have to be made if further protection is required.

On our pre start checks, the Generator [REDACTED] was found to be [REDACTED] prior to the test. [REDACTED]
[REDACTED]. In order to limit [REDACTED] we did [REDACTED] on the generator. [REDACTED]. The generator was [REDACTED]. We followed this with the Black test with everything in normal standby mode. Everything [REDACTED] successfully.

It should also be noted at [REDACTED], we also have a generator fault, [REDACTED] however we proceeded with the black test without any pre start. This was successful although the fault still remains and can be seen on the BMS panel. Similarly [REDACTED], and again a decision will have to be made if further protection is required or [REDACTED] can be utilised.

Moving forward we shall implement the Black tests, without any prestart etc. and report our findings. I'm happy to discuss this further with you and amend our RAMs and or procedures accordingly to suit your requirements.

Kind regards,

[REDACTED]
Data Centre Design Engineer

[REDACTED]

t +44 (0) [REDACTED]
f +44 (0) [REDACTED]
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From: [REDACTED] <[REDACTED]>
Sent: Wednesday, November 29, 2023 2:09 PM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: Generator Works [REDACTED]

For reference, we do not want this to happen on future tests please.

We believe this defeats the purpose of the black test.

Thanks,

[REDACTED]
Head of Critical Systems
[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>

Sent: 29 November 2023 14:04

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: Generator Works [REDACTED]

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Good Afternoon,

We sent a quotation in October regarding generator works for [REDACTED] Secamb.

Please see the quotation attached.

At the site today, the generator was very cold so they had to start and run it to see if it would function when the black test was carried out.

These works need to be carried out ASAP.

Please issue a purchase order for the works and I can arrange a date to get this carried out, hopefully before Christmas.

Kind regards,

[REDACTED]
Service Administrator

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[REDACTED]

From: [REDACTED]
Sent: 29 November 2023 15:51
To: [REDACTED]; [REDACTED]
Subject: Re: Generator Works [REDACTED]

Yup agreed. [REDACTED] has arranged for [REDACTED] at [REDACTED] as a matter of urgency. He will review other sites asap with them.

[REDACTED]
Head of Critical Systems

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 29 November 2023 14:19
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Generator Works [REDACTED]

[REDACTED],

Can I suggest that we get them to include an assessment of the fuel condition while they're at it with these other tasks. As [REDACTED] and I discussed the other day, if [REDACTED] (which we strongly suspect [REDACTED]), then there's every likelihood that [REDACTED]. If it is [REDACTED], then they'll need to [REDACTED]

[REDACTED]
Snr Infrastructure Engineer

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, November 29, 2023 2:05 PM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Generator Works [REDACTED]

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good Afternoon,

We sent a quotation in October regarding generator works for [REDACTED] Secamb.
Please see the quotation attached.
At the site today, the generator was very cold so they had to start and run it to see if it would function when the black test was carried out.
These works need to be carried out ASAP.
Please issue a purchase order for the works and I can arrange a date to get this carried out, hopefully before Christmas.

Kind regards,
[REDACTED]
Service Administrator

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[REDACTED]

From: [REDACTED]
Sent: 29 November 2023 14:09
To: [REDACTED]; [REDACTED]; [REDACTED]
Subject: Re: Generator Works [REDACTED]

For reference, we do not want this to happen on future tests please.

We believe this defeats the purpose of the black test.

Thanks,

[REDACTED]
Head of Critical Systems

[REDACTED]
Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 29 November 2023 14:04
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Generator Works [REDACTED]

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good Afternoon,

We sent a quotation in October regarding generator works for [REDACTED] Secamb.
Please see the quotation attached.
At the site today, the generator was very cold so they had to start and run it to see if it would function when the black test was carried out.
These works need to be carried out ASAP.
Please issue a purchase order for the works and I can arrange a date to get this carried out, hopefully before Christmas.

Kind regards,
[REDACTED]
Service Administrator

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[REDACTED]

From: [REDACTED]
Sent: 12 June 2024 11:23
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Generators

Hi [REDACTED],

I have cc'd [REDACTED] as generators are owned by the digital directorate and we have just had a discussion between us on these elements yesterday.

Our contractor, FutureTech, is responsible for the maintenance and testing of the generators at [REDACTED] sites. In February, a business case was submitted to address [REDACTED] with the generator at [REDACTED] and [REDACTED] at [REDACTED]. However, the business case was not supported, and [REDACTED] instructed a pause on further actions until additional discussions could take place. I have yet to receive feedback from [REDACTED] despite follow-ups. With [REDACTED] now serving as the Executive Lead for Digital, we are reviewing the situation to determine how we can proceed.

The [REDACTED] generator is of particular concern as [REDACTED]. While the generator is operational, any outage exceeding an hour would [REDACTED].

At [REDACTED], we have two generators installed per FutureTech's recommendation, acknowledging that generators can fail to start or fail during operation. This was evidenced in November 2023 when only one of the two generators started during a test, and rectifying the fault took nearly two weeks and with 2 instances of a generator failing while in operation at [REDACTED] during 2023. Cost-cutting measures at [REDACTED] led to the installation of a single generator, against recommendations. Evaluating the installation of a second generator was part of the aforementioned business case to resolve this issue. Notably, the [REDACTED] generator has failed to start on two occasions during tests. Thankfully, these failures occurred during testing, so the [REDACTED] were not at risk of power failure, as mains power remained available, but the system was none the less non-operational while services were live without any persons being aware until testing took place.

[REDACTED] support at [REDACTED]. If a single generator fails to start at [REDACTED], operations can continue due to the presence of two generators. However, if both generators fail, no backup generator can be connected. At [REDACTED], the failure of the single generator would be identified within [REDACTED] of a power outage. While operations would not cease immediately [REDACTED].

I believe it is crucial to have the capability to connect a backup generator. This is currently impossible at [REDACTED] sites due to a lack of connections, and while theoretically feasible at [REDACTED], practical challenges exist. The connection point at [REDACTED] is situated above the tyre store, and FutureTech has indicated that lifting the cables and connecting them safely is nearly impossible due to their weight and the connection's location. Additionally, the [REDACTED] backup connection [REDACTED] backup generator. This undermines [REDACTED] and was caused again through cost-cutting. Furthermore, securing a backup generator requires a pre-existing contract. FutureTech is willing to support us with this, given their existing maintenance and support roles, but they cannot proceed without complete operations and maintenance manuals. [REDACTED] incorrect at [REDACTED], an issue highlighted in the business case for rectification.

In summary, it is clear that establishing a backup generator contract is essential. However, several preliminary issues need to be resolved before this can be achieved.

Thanks,

██████████
Head of Critical Systems
South East Coast Ambulance Service
Mob: ██████████

From: ██████████ <██████████>
Sent: Monday, June 10, 2024 1:29 PM
To: ██████████ <██████████>
Subject: Fw: Generators

Hi ██████████

Can you please offer me a draft response to ██████████'s enquiry about generators.

Please outline what arrangements are currently in place at ██████████, and, your view on whether this provides sufficient resilience.

Thank you

██████████
Associate Director of Procurement
South East Coast Ambulance Service NHS Foundation Trust

From: ██████████ <██████████>
Sent: 10 June 2024 10:17 AM
To: ██████████ <██████████>
Subject: Generators

Hi ██████████,

I don't think we have one, but can you check whether or not we have a contract with any generator suppliers for providing emergency generator cover if any of our backup generators go kaput in the event of a power outage at ██████████ I'm thinking of something like a call off contract where we'd put in place an arrangement to, e.g.

supply mobile backup generators and connect them within [REDACTED] anywhere on patch, but only in the event that they were needed. And of course we hope they never would be needed. Not sure how such a thing would be priced but I guess companies who supply backup generators are well used to such requests?

Thanks.

Best,

■

[REDACTED]

Chief Finance Officer

South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]



██████████

From: ██████████
Sent: 10 June 2024 13:47
To: ██████████
Subject: Re: Generators

Hi ██████████,

Can I ask what led you to come to me?

██████████ is already aware of the answers to the below questions as he has read a previous business case I submitted on this and nothing has changed. I will however summarise and get back to you.

Thanks,

██████████
Head of Critical Systems
South East Coast Ambulance Service
Mob: ██████████

From: ██████████ <██████████>
Sent: 10 June 2024 13:29
To: ██████████ <██████████>
Subject: Fw: Generators

Hi ██████████

Can you please offer me a draft response to ██████████'s enquiry about generators.

Please outline what arrangements are currently in place at ██████████, and, your view on whether this provides sufficient resilience.

Thank you

██████████
Associate Director of Procurement
South East Coast Ambulance Service NHS Foundation Trust

From: ██████████ <██████████>
Sent: 10 June 2024 10:17 AM
To: ██████████ <██████████>
Subject: Generators

Hi ██████████,

I don't think we have one, but can you check whether or not we have a contract with any generator suppliers for providing emergency generator cover if any of our backup generators go kaput in the event of a power outage at ██████████? I'm thinking of something like a call off contract where we'd put in place an arrangement to, e.g. supply mobile backup generators and connect them within ██████████ anywhere on patch, but only in the event that

they were needed. And of course we hope they never would be needed. Not sure how such a thing would be priced but I guess companies who supply backup generators are well used to such requests?

Thanks.

Best,

■

██████████
Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: ██████████ Mobile: ██████████ Email: ██████████



[Redacted]

From: [Redacted]
Sent: 31 August 2023 16:49
To: [Redacted]
Cc: [Redacted]; [Redacted]
Subject: Re: Generators

Just gen

Sent from [Outlook for Android](#)

From: [Redacted] <[Redacted]>
Sent: Thursday, August 31, 2023 4:29:53 PM
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: Generators

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Hi [Redacted],

Is it just Gen sets on both sites or other equipment? Do you have an asset list for both?

Kind Regards

[Redacted]

Director of Operational Infrastructure

M: [Redacted]
T: [Redacted]
E: [Redacted]
Skype: [Redacted]

From: [Redacted] <[Redacted]>
Sent: Thursday, August 31, 2023 4:21 PM
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: Generators

Hi [Redacted],

[Redacted] and [Redacted]

Can you quote add in servicing and maintenance as with the other sites for these please?

Asap if possible as [Redacted] leaves next Friday so anything we could do to get it quoted before she leaves will make it easier to process.

Thanks

[Redacted]

Sent from [Outlook for Android](#)

██████████

From: ██████████
Sent: 08 December 2023 09:00
To: ██████████
Cc: ██████████; ██████████
Subject: RE: Generators and budget

Hi ██████,

The decision to move the generator repair and maintenance from Estates to IT was made by ██████ ██████ and ██████, which I did not support at the time. As I understand a PO was raised to Futuretech c£90k for the contract – ██████ will be able to confirm.

We removed the cost from our FM budget.

Kind regards

██████

████████████████████

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail ████████████████████
Mobile: ██████████
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>

Sent: Thursday, December 7, 2023 11:07 PM

To: [REDACTED] <[REDACTED]>

Cc: [REDACTED] <[REDACTED]>; [REDACTED]

<[REDACTED]>

Subject: Generators and budget

[REDACTED]

I am in meetings tomorrow for most of the day so apologies in advance for the late night email.

Thanks for letting me know that you are content that IT look after our generators. I would have preferred it if Estates had retained this responsibility (but recognise that this was a decision made before I arrived in post which I am willing to honour). The budget currently for this work is in Estates. Can you please let me know what the budget is and when this will be transferred across to IT as there is a quotation that will turn into an invoice shortly so IT will need the funds to pay the invoice(s). If the costs are not separately identifiable then I will put forward a methodology to calculate the budget.

Thanks.

[REDACTED]

██████████

From: ██████████
Sent: 03 October 2023 11:27
To: ██████████
Subject: Re: ██████████ Generator

Hi ██████████,

Very happy to include and was working on it with ██████████. However, before ██████████ left, FutureTech (the new provider) asked for the O+Ms for the non-included generators, so they could provide a suitable quote. ██████████ wrote back and said she had sent them to ██████████.

Unfortunately, ██████████ is off long-term sick, ██████████ has gone and we still need a copy to send forward. Could you get them for the missing generators so we can arrange a final quote?

The budget for these will still be from your side, which ██████████ was aware of. Now you have taken over from ██████████, it would be good to get you into the meetings with FutureTech, as although we are holding the contract, we did recognise that these affect you as much as us, so it should be a joint process.

Hope this works for you.

Best wishes,

██████████
Acting Associate Director of IT
██████████
Tel: ██████████
South East Coast Ambulance Service NHS Foundation Trust

From: ██████████ <██████████>
Sent: 02 October 2023 16:42
To: ██████████ <██████████>
Subject: RE: ██████████ Generator

Hello ██████████
Hope all is well ?
As you're aware I have just taken over from ██████████ today, and I'm just trying to get up to speed with bits and pieces. I was wondering looking at this email, if it would be possible for you to take on this additional generator at ██████████ as well as the existing portfolio?
To me it makes sense to be part of critical systems rather than for us to source a contractor just for the one unit, and I don't think many contractors would be interested. In addition I believe the ppm contract has already been sent out to Rydon removing any maintenance liability of their schedules.
If you could let me know either way.
Kind Regards
██████████

██████████
Health & Safety Manager (Central)
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: ██████████ Mobile: ██████████
E-Mail : ██████████

From: [REDACTED] <[REDACTED]>
Sent: Monday, October 2, 2023 12:51 PM
To: [REDACTED] <[REDACTED]>
Subject: [REDACTED] Generator

Hi [REDACTED]

I had an email this morning concerning the generator at [REDACTED] from [REDACTED]. A Rydon engineer informed [REDACTED] that the generator is no longer in automatic mode, so would be needed to be started manually in the event of a power failure, which is my understanding of what [REDACTED] said.

I responded to [REDACTED] saying that the generators are now under IT's control and not estates. [REDACTED] emailed [REDACTED] concerning this. [REDACTED] replied stating that the [REDACTED] one is not covered, at this time, under the new contract. Email trail attached

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

The above are the locations currently covered by the agreement with whoever they have employed under contract.

I have a feeling that if [REDACTED] reports this to Rydon they will come back and say that generators are not their responsibility and push it back to estates.

I am going to ask [REDACTED] to push this one through Rydon, just to see what the response is for now.

Please do not hesitate to contact me should you have any queries.

Regards

[REDACTED]

[REDACTED]
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED] **Mobile:** [REDACTED]

[Redacted]

From: [Redacted]
Sent: 02 October 2023 11:18
To: [Redacted]
Subject: Re: [Redacted] Generator

Hi [Redacted],

[Redacted] isn't a generator supported by the IT contract yet. We are working to get it added, at the request of estates. Presently we are only covering:

- [Redacted]

So it'll need to go back to estates for now I'm afraid.

Thanks,

[Redacted]
Acting Associate Director of IT
[Redacted]
Tel: [Redacted]
South East Coast Ambulance Service NHS Foundation Trust

From: [Redacted] <[Redacted]>
Sent: 02 October 2023 11:16
To: [Redacted] <[Redacted]>
Subject: [Redacted] Generator

Good morning [Redacted],

I have been informed this morning by a Rydon's engineer that our station generator is no longer on Auto. Is this something you are able to rectify for me?

Thank you.

Kind Regards,
[Redacted]
Make Ready Centre Manager

South East Coast Ambulance Service NHS Foundation Trust

[Redacted]
Switchboard: [Redacted] **Mobile:** [Redacted]
Email: [Redacted]



[Redacted]

From: [Redacted]
Sent: 15 January 2024 12:45
To: [Redacted]; [Redacted]
Subject: Main incoming power supply at [Redacted]

Hi [Redacted], hope all is well,

I am advised that we cannot isolate the power supply at our new site at [Redacted] from within the building or site, and we need to request for the provider to action.

Therefore, for example, we cannot 'black out' test the generator, as we can't turn off the power supply.

This sounds a strange set up, are either of you able to comment please

Kind regards
[Redacted]

[Redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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[Redacted]

From: [Redacted]
Sent: 01 May 2024 09:45
To: [Redacted]
Subject: RE: [Redacted] - options [Redacted] during generator testing

Hi [Redacted], happy to investigate switching off the air intake and will advise.

We are working with the relevant manufacturer to establish [Redacted] on the generator can be [Redacted] albeit it is currently in compliant and secondly to [Redacted]

Kind regards
[Redacted]

[Redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail: [Redacted]
Mobile: [Redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [Redacted] <[Redacted]>
Sent: Wednesday, May 1, 2024 9:34 AM

To: [REDACTED] <[REDACTED]>

Subject: [REDACTED] - options [REDACTED] during generator testing

Hello [REDACTED],

I think [REDACTED] has updated you on this but recently we've run the generator twice for less than 2 minutes and [REDACTED] almost instantly complain about [REDACTED]. Are you/can you investigate if we can turn off [REDACTED] temporarily during these works (unless you feel [REDACTED], this is not my area of expertise?). If you were happy with this approach we could get Future-Tech to do this as part of their visit to do this or do it ourselves, whatever you'd be happy with.

Regards,

[REDACTED]
Head of IT Service Delivery
South East Coast Ambulance Service NHS Foundation Trust
Mobile: [REDACTED]

Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], mobile: [REDACTED]



[Redacted]

From: [Redacted]
Sent: 15 March 2024 09:59
To: [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]
Cc: [Redacted]; [Redacted]; [Redacted]
Subject: Re: [Redacted] Dark Site Test - 18th March

This was done at the point of floor boxes being locked.

Thanks

[Redacted]

Head of Critical Systems

[Redacted]

Tel: [Redacted]
South East Coast Ambulance Service NHS Foundation Trust

From: [Redacted] <[Redacted]>
Sent: 15 March 2024 09:58
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: [Redacted] Dark Site Test - 18th March

Hi [Redacted],

Just to confirm, someone has checked all Pods have been connected to the correct power sockets [Redacted] [Redacted], on [Redacted] floors.

Regards

[Redacted]

Head of Operations Integrated Care
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [Redacted], **mobile:** [Redacted]
E-Mail: [Redacted]

From: [Redacted] <[Redacted]>
Sent: Friday, March 15, 2024 9:47 AM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: [Redacted] Dark Site Test - 18th March

Thanks [Redacted],

[Redacted]

There isn't expected to be any impact to systems so everything on site should continue as normal.

Kind regards,

[Redacted]
IT Manager – Service Desk

IT Service Desk: [Redacted] / email: [Redacted]
Main Switchboard: [Redacted] / Mobile: [Redacted]



From: [Redacted] <[Redacted]>
Sent: Friday, March 15, 2024 9:42 AM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: [Redacted] Dark Site Test - 18th March

Hi [Redacted]

I've included [Redacted] and [Redacted] as the managers for [Redacted] so they are sighted

Can you just let us know what it entails? so [Redacted] know what to expect please

Thanks

[Redacted]
[Redacted]
[Redacted]
[Redacted]

From: [Redacted] <[Redacted]>
Sent: Friday, March 15, 2024 9:37 AM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: [Redacted] Dark Site Test - 18th March

Hi all,

We have a dark site test planned for [REDACTED] from 6am on Monday the 18th of March.

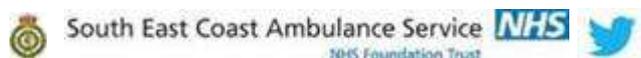
Our third parties (Future-Tech and LastMile) will be on site from 6am along with [REDACTED] from IT. The dark site testing is due to start around 6:30am and should last around [REDACTED]. [REDACTED] should there be any issues with the generator, so we are not expecting any issues and it is deemed low risk.

If you have any concerns or questions, please feel free to contact me.

Kind regards,

[REDACTED]
IT Manager – Service Desk

IT Service Desk: [REDACTED] / email: [REDACTED]
Main Switchboard: [REDACTED] / Mobile: [REDACTED]



██████████

From: ██████████
Sent: 17 August 2023 15:30
To: ██████████; ██████████
Subject: ██████████ Estates related issues

Hi ██████ / ██████,

Can I please ask you to take the lead on the following items:

- **Accessibility parking at ██████████** – I understand from ██████████ that a couple of options have been sent to ██████████ to review/comment.
- **BREEAM application**– ██████████ and ██████████ to ensure that the necessary information is completed to enable us to submit our application.
- **Generator** – A report produced by Ridge sent to ██████████ / ██████████ to review and take forward.

Kind regards,

██████████
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: ██████████
Phone: ██████████



██████████

From: ██████████
Sent: 10 June 2024 10:13
To: ██████████
Subject: ██████████ Generator

Hi ██████████,

Did the issues about reported ██████████ get resolved? Was it a ██████████ issue or ██████████ issue in the end?

Was the hookup point for an external generator checked?

Best,

■

██████████

Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: ██████████ **Mobile:** ██████████ **Email:** ██████████



[Redacted]

From: [Redacted]
Sent: 29 February 2024 09:05
To: [Redacted]; [Redacted]
Subject: RE: [Redacted] Generator

Hi [Redacted], as [Redacted] is on A/L til next week, any chance you could send me a copy of the paper that went to EMB so I can review please,

Kind regards

[Redacted]

[Redacted]

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [Redacted] <[Redacted]>
Sent: Wednesday, February 28, 2024 9:50 PM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: [Redacted] Generator

[Redacted]

We took a paper on generators to EMB. [REDACTED] will be reaching out to you and [REDACTED] about this particular generator to understand what Chawton Hill's responsibilities are as we are having to spend funds on remediation. The Trust is looking not to incur costs but to get our agent to pick up these costs.

Thanks.

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 29 February 2024 07:55
To: [REDACTED]
Subject: Re: [REDACTED] Generator

Thanks. Was the rest agreed?

Sent from [Outlook for Android](#)

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, February 28, 2024 9:50:04 PM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: [REDACTED] Generator

[REDACTED]

We took a paper on generators to EMB. [REDACTED] will be reaching out to you and [REDACTED] about this particular generator to understand what Chawton Hill's responsibilities are as we are having to spend funds on remediation. The Trust is looking not to incur costs but to get our agent to pick up these costs.

Thanks.

[REDACTED]

[Redacted]

From: [Redacted]
Sent: 29 February 2024 07:47
To: [Redacted]; [Redacted]
Subject: RE: [Redacted] Generator

Hi [Redacted],

Ok will pick up with [Redacted], however if there are remediations works, the 'cause' sits with the M&E consultant and main contractor, the EA (Chawton Hill) role does not design nor approve designs as fit-for-purpose.

Our first challenge must be to the M&E consultant Ridge and to Westridge (obviously now in liquidation) the EA/CHA can support us in the process and our contractual position.

Kind regards
[Redacted]

[Redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>

Sent: Wednesday, February 28, 2024 9:50 PM

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: [REDACTED] Generator

[REDACTED]

We took a paper on generators to EMB. [REDACTED] will be reaching out to you and [REDACTED] about this particular generator to understand what Chawton Hill's responsibilities are as we are having to spend funds on remediation. The Trust is looking not to incur costs but to get our agent to pick up these costs.

Thanks.

[REDACTED]

[Redacted]

From: [Redacted]
Sent: 19 March 2024 09:19
To: [Redacted]
Subject: RE: [Redacted]

Thank you [Redacted]

Kind regards
[Redacted]

[Redacted]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [Redacted] <[Redacted]>
Sent: Tuesday, March 19, 2024 8:26 AM
To: [Redacted] <[Redacted]>
Subject: RE: [Redacted]

If it makes you feel any better [Redacted]

From: [REDACTED] <[REDACTED]>

Sent: Monday, March 11, 2024 3:12 PM

To: [REDACTED] <[REDACTED]>

Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: RE: [REDACTED]

Having just reviewed the attached paper, if I may say it's disappointing this was not shared with Estates prior to going to EMB to allow comment against some of the statements.

Kind regards

[REDACTED]

[REDACTED]

Head of Strategic Estates & Facilities

South East Coast Ambulance Service NHS Foundation Trust

E-mail [REDACTED]

Mobile: [REDACTED]

Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>

Sent: Friday, March 8, 2024 3:26 PM

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Cc: [REDACTED] <[REDACTED]>; [REDACTED]

<[REDACTED]>

Subject: [REDACTED]

Hi [REDACTED],

Hope you had a good break?

EMB has asked us to meet with Chorlton Hill to discuss options for remedying various generator (and other) issues at [REDACTED]. [REDACTED], [REDACTED] and I met to discuss today (Friday). The context on this is a more constrained capital plan (than expected) next year, and a request from EMB to be clear on how we're prioritising the long list of schemes into a capital plan for 24/25. The generator at [REDACTED] has a CO and external power hookup issue which will be a priority to address, but how this is made good is the question we need to ask Chorlton Hill. In the next week or so.

[REDACTED] can make the necessary arrangements, but would you advise on who we ought to be meeting with please?

Best,

■

[REDACTED]
Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED] **Mobile:** [REDACTED]



[REDACTED]

From: [REDACTED]
Sent: 22 June 2023 17:29
To: [REDACTED]
Subject: FW: [REDACTED] Generator issues

Hi [REDACTED]

Please see below the information from Rydon I sent onto [REDACTED]. Quite basic information and not as much as Futuretec

Kind regards

[REDACTED]
Estates Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], **mobile:** [REDACTED]

From: [REDACTED]
Sent: 21 June 2023 12:53
To: [REDACTED] <[REDACTED]>
Subject: FW: [REDACTED] Generator issues

FYI
These are the notes from Rydon about the generator at [REDACTED]. I am reporting [REDACTED] but would be grateful for an opinion from your contractor on the rest.

Thanks

[REDACTED]
Estates Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], **mobile:** [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 June 2023 12:52
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: [REDACTED] Generator issues

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Hi [REDACTED],

Following our meeting yesterday please see below the details for all issues which have been flagged on the Generator.

[Redacted]

From: [Redacted]
Sent: 14 March 2024 15:36
To: [Redacted]
Subject: RE: Meeting: Chawton Hill Associates/SECAMb - [Redacted] generator issues

Works for me

Kind regards,

[Redacted]

Chief of Staff
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted] <[Redacted]>
Sent: Thursday, March 14, 2024 3:22 PM
To: [Redacted] <[Redacted]>
Subject: FW: Meeting: Chawton Hill Associates/SECAMb - [Redacted] generator issues

FYI – [Redacted] has asked you join this meeting too please [Redacted]. No response as yet but the times offered are below. Thank you. L

From: [Redacted] <[Redacted]>
Sent: Thursday, March 14, 2024 1:52 PM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
[Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: Meeting: Chawton Hill Associates/SECAMb - [Redacted] generator issues

Dear [Redacted],

I've been asked to arrange a priority meeting between yourselves, and anyone else you see fit to be invited i.e. M&E Consultant, [REDACTED] our CFO and [REDACTED] - Head of Estates, as soon as possible.

[REDACTED] have availability on Tuesday 19th March between 10-13.30 if this works for you? If not please advise some options?

Many thanks.

[REDACTED]

[REDACTED]
Executive Assistant to [REDACTED]
Interim Chief Financial Officer

Executive Assistant to [REDACTED]
Executive Director Strategic Planning & Transformation

South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [REDACTED], mobile: [REDACTED]



[Redacted]

From: [Redacted]
Sent: 27 June 2023 16:10
To: [Redacted]
Subject: RE: New Risk and Issues

Hi [Redacted],

Thanks for this – I have updated the risk. I think the issue identified is no longer required as this is being progressed as part of defects.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted] <[Redacted]>
Sent: 27 June 2023 13:09
To: [Redacted] <[Redacted]>
Subject: New Risk and Issues

Hey,

As we have discussed previously can you review the below and let me know if you are happy with the wording, happy if you just want to edit the below then I can transfer back to the logs and Datix where required.

New Risk

| Risk no | Committee | Area | Subject | Date raised | Description |
|---------|--------------------------|----------------------------|-------------------------|-------------|---|
| 403 | [Redacted] Project Board | [Redacted] Decommissioning | Avaya kit in [Redacted] | 21.06.23 | There is a risk that the decommissioning of [Redacted] by 31 December 2023 may be tight due to the Avaya telephony kit needing to remain in place until November 2023 when the current telephony platform upgrade has been completed. This will have an impact on the Trust's |

[Redacted]

From: [Redacted]
Sent: 09 January 2024 11:44
To: [Redacted]
Cc: [Redacted]
Subject: Fw: [Redacted] Generator

Hi [Redacted],

Cc'd [Redacted] who can give you an update. Though note that there is a [Redacted]. We are looking with the supplier on a solution to this.

Thanks,

[Redacted]
Head of Critical Systems

Tel: [Redacted]
South East Coast Ambulance Service NHS Foundation Trust

From: [Redacted] <[Redacted]>
Sent: 09 January 2024 08:45
To: [Redacted] <[Redacted]>
Subject: [Redacted] Generator

Morning [Redacted]

I hope your well.

Can you tell me if the [Redacted] Generator has now been fixed?

Many Thanks

[Redacted]

[Redacted]

Make Ready Centre Manager [Redacted]
South East Coast Ambulance Service NHS foundation Trust
Eldon Way, [Redacted], Tonbridge, TN12 6BE
Contact Number: [Redacted]

[REDACTED]

From: [REDACTED]
Sent: 25 August 2023 09:02
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] generator

Hi [REDACTED],

It occurred to me, we should add whatever else you think we are missing for this generator whilst we are looking at it.

We did discuss remote monitoring of fuel levels in the day tank, fuel levels in the main tank (there is already a sensor, so probably just needs a second feed running?), generator faults and current status and setting up alerting from the monitoring tool.

We assume it is fully health checked now given the situation but if there is anything else you think we need to bring this one up to scratch, that would be handy.

Separately, we would also like you to quote for a [REDACTED] (appreciate there would be electrical costs from someone else [REDACTED]) and one of the IT kit (so we can compare costs). I know we have a [REDACTED] there already, it may be that is fine, but if we have other kit uncovered by it then we would want [REDACTED] to cover the lot.

Thanks

From: [REDACTED]
Sent: 24 August 2023 12:29
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: [REDACTED] generator

Hi [REDACTED],

We discussed the [REDACTED] generator and there was a potential issue surrounding the design of the switching?

Could you get someone out to quote for fixing this?

We'd also like to add to that getting an emergency connection point for a backup generator added, again with suitable switching so we don't encounter the issue we have at [REDACTED]?

[REDACTED] will look after this with you whilst I am away. But if you come back to me before the 1st, I can still help.

Best wishes,

[REDACTED]
Acting Associate Director of IT

[REDACTED]
Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

[REDACTED]

From: [REDACTED]
Sent: 14 November 2023 16:36
To: [REDACTED]
Subject: Re: [REDACTED] Generator Repair

All done, ty

[REDACTED]

Head of Critical Systems

[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 14 November 2023 16:32
To: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] Generator Repair

Added to SBS for your review and approval. It is the expected coolant and fuel filter replacement.

Regards,

[REDACTED]

Head of IT Service Delivery
South East Coast Ambulance Service NHS Foundation Trust
mobile: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Tuesday, November 14, 2023 2:22 PM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: [REDACTED] Generator Repair

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Good Afternoon,

I have provisionally booked in the Generator Repairs for 1st December.
Please see the attached quote for the works.
Please could you confirm that this date will be convenient, and I will forward the RAMS and the details of the Engineer's attending.

If you have any questions, please do not hesitate to contact me.
Kind Regards,

[REDACTED]

Service Administrator

T +44 (0) [REDACTED]
www.future-tech.co.uk



[WEB](#) | [BLOG](#) | [VIDEO](#) | [FACEBOOK](#) | [LINKEDIN](#)

[Redacted]

From: [Redacted]
Sent: 24 August 2023 09:09
To: [Redacted]; Duty Tactical; [Redacted]; [Redacted]; [Redacted]; [Redacted]
Cc: [Redacted]; [Redacted]; [Redacted]; [Redacted]
Subject: Re: [Redacted] Power Outage

Hi

That is correct. We have requested FT to reattend. Will update when we hear more then they can establish the cause of the generator failure.

Rydons are able to turn the power back on, not FT. It is currently isolated to enable the site to run on generator only.

Thanks

[Redacted]

Sent from [Outlook for Android](#)

From: [Redacted] <[Redacted]>
Sent: Thursday, August 24, 2023 8:14:36 AM
To: Duty Tactical <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: [Redacted] Power Outage

Morning All,

Plan has been shared with [Redacted].

Due to earlier issues in the week with power, I've been advised that FutureTech are now responsible for generators, [Redacted] and [Redacted] will be able to confirm on this.

Kind regards

[Redacted]
EPRR Manager
South East Coast Ambulance Service NHS Foundation Trust
Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG
Switchboard: [Redacted], **mobile:** [Redacted]





From: Duty Tactical <[REDACTED]>

Sent: 24 August 2023 07:29

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; Duty Tactical <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: RE: [REDACTED] Power Outage

Good morning all,

An update this morning, I've just received an update from [REDACTED] OTL at [REDACTED] who has advised the generator [REDACTED].

They have reported to Rydons and request urgent on-site assistance.

[REDACTED] I have no access to the local BC Plans, something we have discussed previously; can you look at this please.

Greg is moving over to manual access for CDs and temperature monitoring.

Kind Regards

[REDACTED]

From: [REDACTED] <[REDACTED]>

Sent: 23 August 2023 17:48

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; Duty Tactical <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: RE: [REDACTED] Power Outage

Hi [REDACTED],

Thanks for providing the update.

- IT Connectivity – Site still have no internet connection and has not despite stable power for a while now [redacted] does anything else need resetting / looking into? Causing OTLs some issues given ipad usage for command is difficult.
I don't believe anyone is aware that there are still issues. I have logged an on-call ticket with the team to review and get back to you. They may ring on your mobile.

From: [redacted] <[redacted]>

Sent: 23 August 2023 16:43

To: [redacted] <[redacted]>; Duty Tactical <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>

Cc: [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>

Subject: RE: [redacted] Power Outage

1630 update:

- Rydons are on site and I have spoken to him as the duty team raised some concerns rightly
- Rydons have put the site purely onto our Secamb generator which should ensure stability going forward – [redacted]
- Should UKPN have more outages or their generator fails then [redacted] should still function correctly
- IT Connectivity – Site still have no internet connection and has not despite stable power for a while now [redacted] does anything else need resetting / looking into? Causing OTLs some issues given ipad usage for command is difficult.
- As running purely on generator, [redacted] advised earlier that [redacted] but might be worth estates reviewing if they can remotely?
- Agreed to keep the teams chat open and add in the night staff as required to have one informal log alongside what the ladies are documenting on site – advised to Datix post incident to highlight any concerns and areas for improvement

Many Thanks

[redacted]
Acting Operations Manager
[redacted]
[redacted]

South East Coast Ambulance Service NHS Foundation Trust

Thanet Operating Unit, Haine Road, Ramsgate Kent. CT12 5AB

Direct Line: [redacted] **Mobile:** [redacted]

From: [redacted]

Sent: 23 August 2023 14:43

To: [redacted] <[redacted]>; Duty Tactical <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>; IT Critical Systems Team <[redacted]>

Cc: [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>

Subject: RE: [redacted] Power Outage

Apologies for another email:

Power came back for a bit and has since gone out but this time set off the fire alarms and the internet connectivity which is now making the command function hard.

I have advised that if the OTLs are happy and comfortable to, to silence the fire alarm for their own sanity as likely to be an electrical fault and that for one of the 3 Commanders to relocate to [redacted] ACRP to utilise the PC there to allow effective command overview of the OU.

Critical systems are aware and looking into it – possibly a reset required but unsure.

Many Thanks

[redacted]
Acting Operations Manager
[redacted]
[redacted]

South East Coast Ambulance Service NHS Foundation Trust
Thanet Operating Unit, Haine Road, Ramsgate Kent. CT12 5AB
Direct Line: [redacted] Mobile: [redacted]

From: [redacted]
Sent: 23 August 2023 13:33
To: [redacted] <[redacted]>; Duty Tactical <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>
Cc: Make Ready Centre Managers <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>
Subject: RE: [redacted] Power Outage

Apologies – another update from [redacted]:

[13:29] [redacted]

power update: [redacted] from Power networks on site from 13:00 – advised that it will be approximately 4 days until the issue is resolved. [redacted] will be digging a hole further down Eldon way to do some repairs.

So this will drag on for a bit longer

Many Thanks

[redacted]
Acting Operations Manager
[redacted]
[redacted]

South East Coast Ambulance Service NHS Foundation Trust
Thanet Operating Unit, Haine Road, Ramsgate Kent. CT12 5AB

Direct Line: [REDACTED] Mobile: [REDACTED]

From: [REDACTED]

Sent: 23 August 2023 13:21

To: [REDACTED] <[REDACTED]>; Duty Tactical <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Cc: Make Ready Centre Managers <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: [REDACTED] Power Outage

Good afternoon all,

Just had an update call with [REDACTED] at [REDACTED] regarding the current power outage. So for awareness the main points are:

- Wider outage affecting the TN12 6 post code area
- [REDACTED] has been on generator [REDACTED]
- Local crews are being [REDACTED] where possible
- No senior management on site today but the OTLs are comfortable with this
- Fleet are reporting being [REDACTED] [REDACTED] may be an issue requiring sending trucks to other OUs or relocating DCAs to [REDACTED].
- EOC have been asked by the local team [REDACTED] the generator.

[REDACTED] is the OTL with [REDACTED] in the office and are feeling confident with the situation at the moment

Many Thanks

[REDACTED]
Acting Operations Manager
[REDACTED]
[REDACTED]

South East Coast Ambulance Service NHS Foundation Trust
Thanet Operating Unit, Haine Road, Ramsgate Kent. CT12 5AB
Direct Line: [REDACTED] Mobile: [REDACTED]

From: [REDACTED]
Sent: 04 September 2023 18:00
To: [REDACTED]
Subject: Potential Handover items
Attachments: Strategic Operations Team Structure v0.1.pptx

Hi [REDACTED],

I spoke to [REDACTED] earlier today and we are looking for me to start my new role on Monday 2 October 2023, pending your agreement. I have started to pull together the outstanding items for [REDACTED] – see table below (still in draft).

| | Responsible Lead(s) |
|---|--|
| Contract Variations / Extension of Time / Final Accounts | Estates ([REDACTED]) |
| Accessibility Parking | Estates ([REDACTED]) |
| Commissioning Plan | To be completed w/c 18 September 2023 |
| Defects (formal process in place to raise concerns to WCL) | Estates Team |
| Rectification period – outstanding issues | Estates / Chawton Hill |
| BREEAM application/submission | Estates ([REDACTED]) / Chawton Hill |
| Generator concerns | Estates ([REDACTED]) and IT ([REDACTED]) |
| Project Board / Ops Readiness / IT Subgroup | To be closed down post EOC go live – 19 September 2023 Last Project Board – 28 September 2023 |
| Budget | To be finalised by Project Board 28 September 2023 |
| Benefits Realisation | Ongoing – see Benefit Tracker for nominated leads |
| Lesson Learnt | To be gathered and reviewed by end of September 2023 |

Below is my current thinking of what will require some senior oversight for the Ops Portfolio (still in draft). We both acknowledge we need to do perhaps doing something different as we don't appear to be gaining traction in some areas so hopefully we can tease this out at tomorrow's Portfolio Board.

| | Responsible Lead(s) |
|--|---|
| Policies and Procedures | [REDACTED] |
| Governance meetings (Portfolio Board, Steering Group) | [REDACTED] |
| Benefits Management | Portfolio Managers / Ops |
| Lessons Learnt | Portfolio Managers |
| Portfolio Timeline | Portfolio Managers |
| Task and Finish groups | [REDACTED] / [REDACTED] supported by Portfolio Managers |

Recruitment

I have shared with you MLC Partners details as I think we need to explore a different approach to find someone to fill my post opposed to relying on the usual recruitment platforms. My secondment was due to come to an end in June 2024 so we could advertise for 6 months in the interim until funding is secured longer term. As discussed before you went on leave, I have attached the draft structure I think is needed going forward.

In relation to the Portfolio Manager, I will continue to interview suitable candidates for [REDACTED]'s replacement.

Can you confirm if you are happy for me to start my new role in 2nd October 2023 which will enable me to commence formal discussions with [REDACTED] and [REDACTED] relating to issues for [REDACTED] in particular?

██████████

From: ██████████
Sent: 16 December 2023 17:53
To: ██████████
Subject: Re: Q9956 SECamb Electrical Consultancy Proposal Iss01.pdf

More than happy to use his expertise.

Not worried about cost as we have that covered.

Happy to see this as a partnership with ██████.

Sent from [Outlook for Android](#)

From: ██████████ <██████████>
Sent: Saturday, December 16, 2023 5:32:13 PM
To: ██████████ <██████████>
Subject: RE: Q9956 SECamb Electrical Consultancy Proposal Iss01.pdf

Hello ██████,

Talking to ██████████ the other day he says he proposed 2 solutions to resolve the generator ██████████ issue, when they were responsible for them. Both were rejected as too expensive. He seems very knowledgeable in such things and I wonder if you would be happy with his involvement reviewing this work?

Regards,

██████████
Head of IT Service Delivery
South East Coast Ambulance Service NHS Foundation Trust
mobile: ██████████

From: ██████████ <██████████>
Sent: Thursday, December 14, 2023 5:23 PM
To: ██████████ <██████████>; ██████████ <██████████>
Cc: ██████████ <██████████>; ██████████ <██████████>; ██████████ <██████████>
Subject: Q9956 SECamb Electrical Consultancy Proposal Iss01.pdf

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi ██████████,

Please find attached a copy of the quote for electrical consultancy and temporary generator works on ██████████, ██████████ and ██████████.

Once you have had a chance to review the proposal, I'll be happy to set up a call to discuss any queries around the options and deliverables.

Please let me know a time that works for you, and I'll be happy to accommodate.

That's it for quotes this week!! We have two more to issue to you early next week, but we are waiting on 3rd parties.

Kind Regards

[REDACTED]

Director of Operational Infrastructure

M: [REDACTED]

T: [REDACTED]

E: [REDACTED]

W: www.future-tech.co.uk

Skype: [REDACTED]

Future-Tech S.C.I. Ltd, [REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 19 January 2024 11:09
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: Resolution to [REDACTED]

Hi [REDACTED],

When we come to sort out all the [REDACTED] issues, including electrical supply into the building, can I make a bold assumption...

If we are having to lift the existing generator up and move it about... and we need to install [REDACTED] that is [REDACTED] [REDACTED]r than the current situation.

If we choose to come back and install a 2nd generator later, this would be considerably more expensive than combining the process?

Thanks

[REDACTED]

██████████

From: ██████████
Sent: 11 April 2024 15:01
To: ██████████
Subject: RE: RYD - WESTRIDGE CONSTRUCTION LTD Letter

I've heard ██████ talk about the retention before. Not the other (bigger) bit. We are using some of the retention to rectify some of the ██████████ generator issues.

Best,

■

██████████

Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

Nexus House, 4 Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: ██████████ **Mobile:** ██████████ **Email:** ██████████



From: ██████████ <██████████>
Sent: Thursday, April 11, 2024 1:52 PM
To: ██████████ <██████████>; ██████████ <██████████>
Cc: ██████████ <██████████>; ██████████ <██████████>; ██████████ <██████████>
Subject: RE: RYD - WESTRIDGE CONSTRUCTION LTD Letter

Hello ██████ and Justine

Do you know, if there was a formal response sent to the above? I cannot see any outstanding invoices on the Oracle system for this company.

Thank you,

██████████

Deputy Chief Finance Officer
South East Coast Ambulance Service NHS Foundation Trust

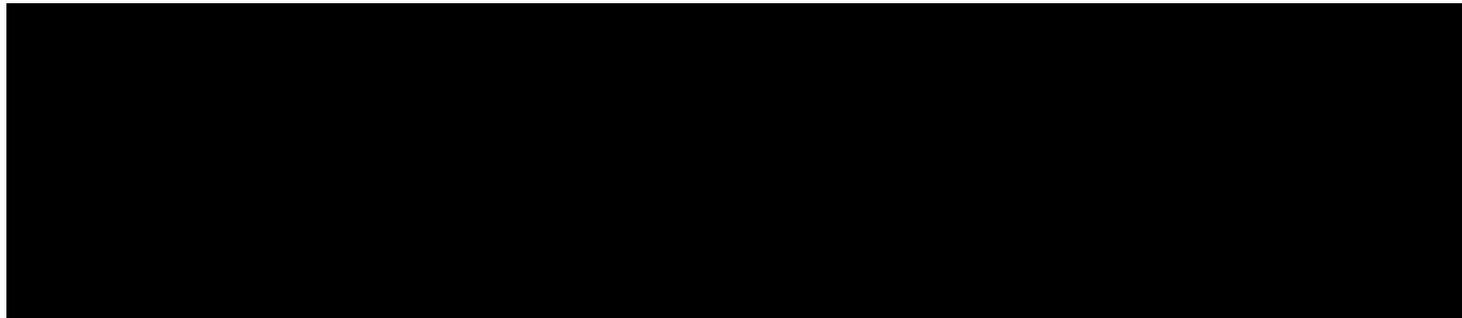
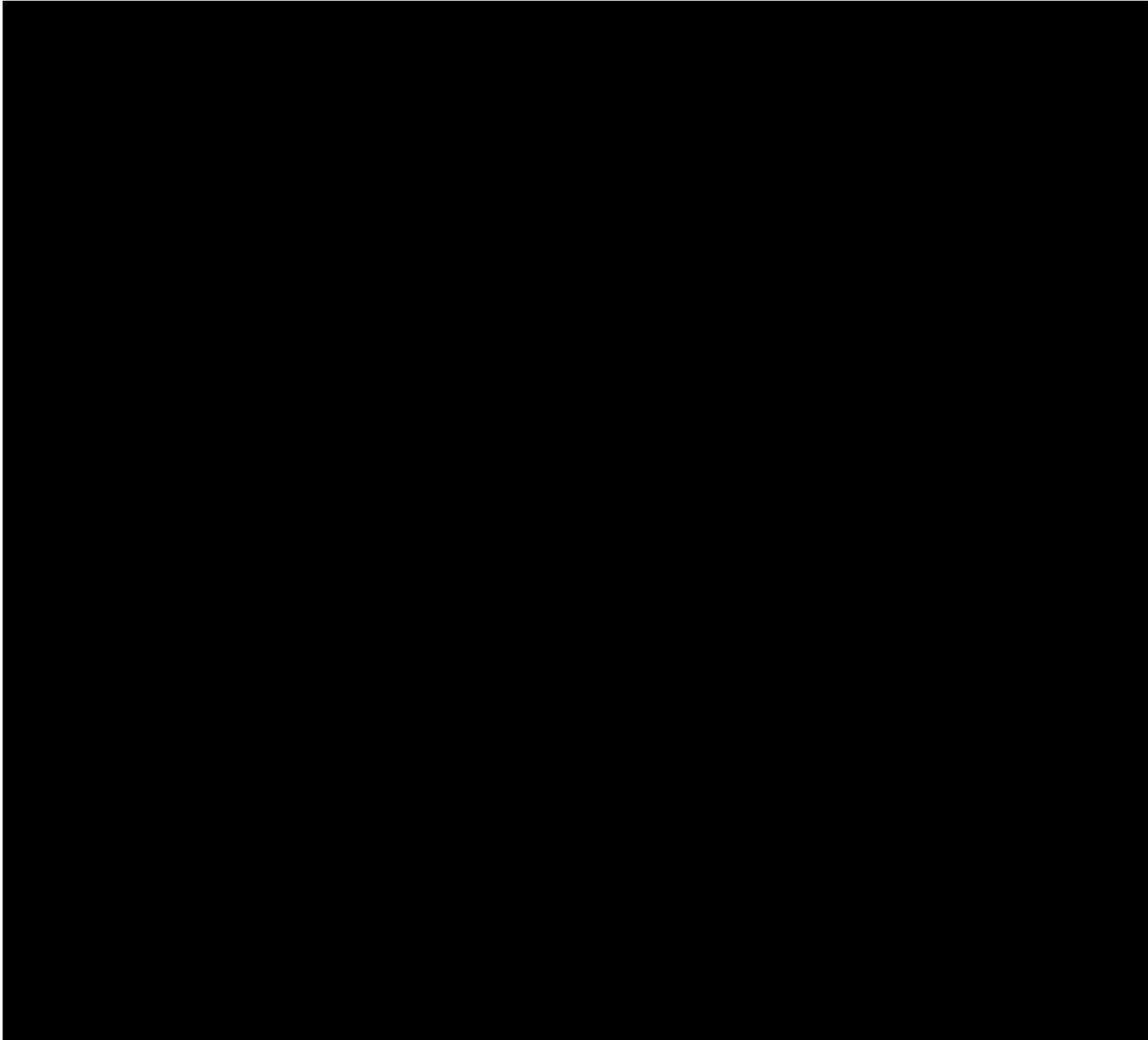
Email: [REDACTED]

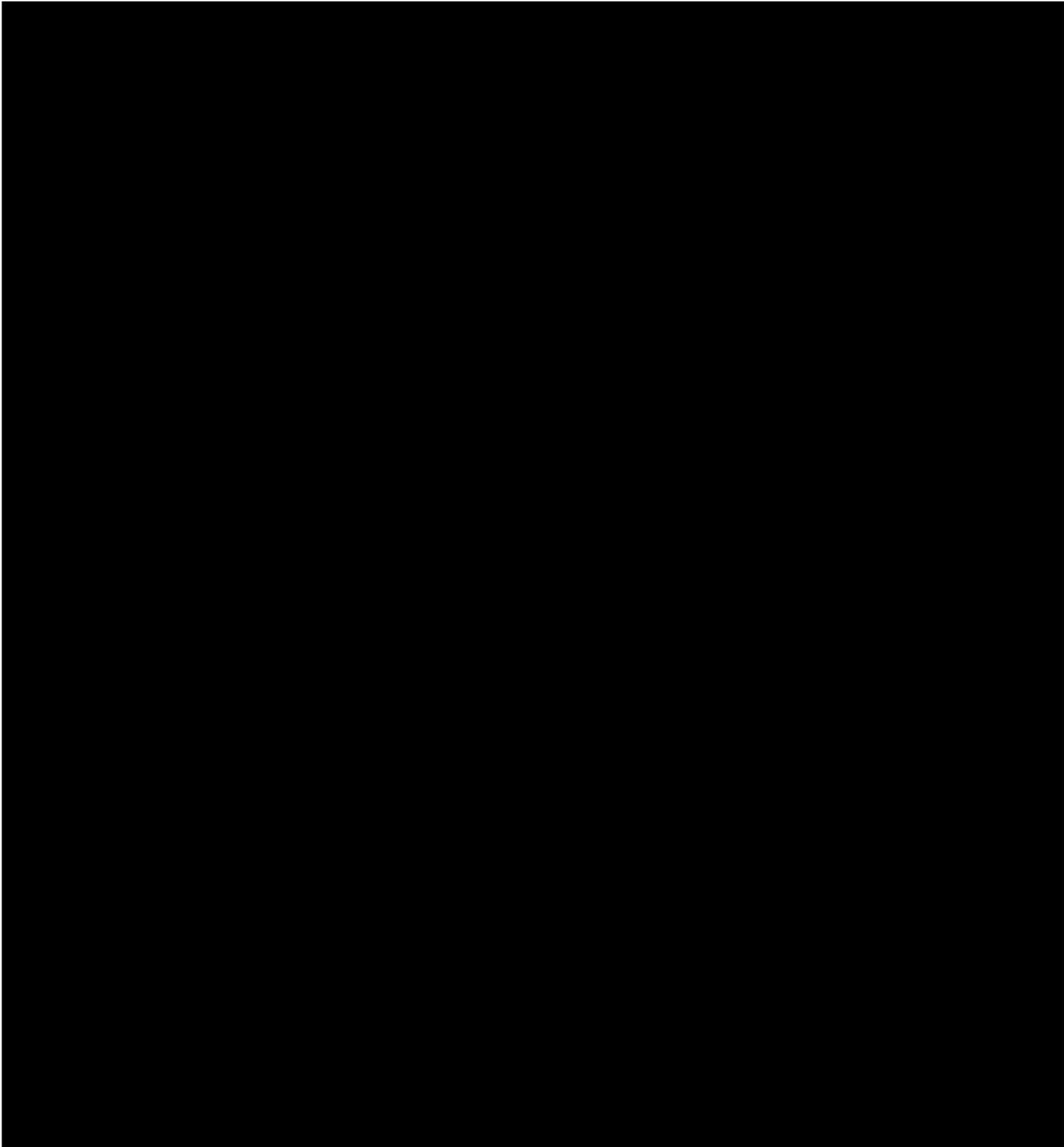
[REDACTED]

Switch board: [REDACTED]

Direct line: [REDACTED]

[REDACTED]





[REDACTED]

From: [REDACTED]
Sent: 21 February 2024 12:55
To: [REDACTED]
Subject: Fw: SECamb - Future-tech Operations Meeting
Attachments: Q9960 SECamb [REDACTED] Generator & Switchgear Improvements - Scope of Works & Pricing Document Iss 01 07.02.2023.pdf

[REDACTED]

From: [REDACTED]
Sent: 16 February 2024 14:12
To: [REDACTED]
Subject: Fw: SECamb - Future-tech Operations Meeting
Attachments: Q9960 SECamb [REDACTED] Generator & Switchgear Improvements - Scope of Works & Pricing Document Iss 01 07.02.2023.pdf

[REDACTED]
Head of Critical Systems
[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 15 February 2024 13:23
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: SECamb - Future-tech Operations Meeting

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED],

Please find attached the quote for the [REDACTED] Remedial repairs as discussed on today's call.

Once you have had a chance to review, [REDACTED] and myself will be happy to jump on a call with you, 1400hrs 16/02/24, if suitable?

I'll send a meeting invite to you shortly.

Kind Regards

[REDACTED]
[Director of Operational Infrastructure](#)

M: [REDACTED]
T: [REDACTED]
E: [REDACTED]
Skype: [REDACTED]

-----Original Appointment-----

From: [REDACTED] <[REDACTED]>
Sent: Thursday, February 15, 2024 11:03 AM
To: [REDACTED]
Subject: Accepted: SECamb - Future-tech Operations Meeting
When: 15 February 2024 12:00-13:00 (UTC+00:00) [REDACTED], [REDACTED], [REDACTED], [REDACTED].
Where: Microsoft Teams Meeting

<[REDACTED]>

Subject: RE: SECamb - Future-tech Operations Meeting

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon,

My apologies, I have just realised that I did not send the attached Monthly Report last week.

If I can be of any further assistance, then please do not hesitate to contact me.

Kind regards,

[REDACTED]
Service Administrator

T [REDACTED]
www.future-tech.co.uk



[WEB](#) | [BLOG](#) | [VIDEO](#) | [FACEBOOK](#) | [LINKEDIN](#)

From: [REDACTED] <[REDACTED]>
Sent: Thursday, November 16, 2023 11:07 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: SECamb - Future-tech Operations Meeting

Hi [REDACTED],

[REDACTED] is out of the office today and [REDACTED] is currently off so it may be best to postpone this meeting?

Kind regards,

[REDACTED]
IT Manager – Service Desk

IT Service Desk: [REDACTED] / email: [REDACTED]
Main Switchboard: [REDACTED] / Mobile: [REDACTED]



-----Original Appointment-----

From: [REDACTED] <[REDACTED]>
Sent: Monday, February 7, 2022 11:35 AM
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: SECamb - Future-tech Operations Meeting
When: 16 November 2023 12:00-13:00 (UTC+00:00) [REDACTED], [REDACTED], [REDACTED], [REDACTED].
Where: Microsoft Teams Meeting

1. General catch up
2. Operations report

3. Maintenance visits
 4. Small works quotes
 5. Issues and escalation
 6. AOB
-

Microsoft Teams meeting

Join on your computer or mobile app

████████████████████

████████████████████

[REDACTED]

From: [REDACTED]
Sent: 22 November 2023 18:21
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: Re: SECamb - Future-tech Operations Meeting

Can I please be sent these recurring invites, along with [REDACTED]

[REDACTED]

[REDACTED] is in estates so will be interested in confirmation of maintenance in the datacentres, but won't be interested in anything more than the fact it has happened. He will have a keen interest in all related to the generators.

Thanks,

[REDACTED]
Head of Critical Systems
[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 22 November 2023 16:00
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: SECamb - Future-tech Operations Meeting

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon,

My apologies, I have just realised that I did not send the attached Monthly Report last week.

If I can be of any further assistance, then please do not hesitate to contact me.

Kind regards,

[REDACTED]
Service Administrator

T [REDACTED]
www.future-tech.co.uk



[WEB](#) | [BLOG](#) | [VIDEO](#) | [FACEBOOK](#) | [LINKEDIN](#)

From: [REDACTED] <[REDACTED]>
Sent: Thursday, November 16, 2023 11:07 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED]

<[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>;
[REDACTED] <[REDACTED]>

Subject: RE: SECamb - Future-tech Operations Meeting

Hi [REDACTED],

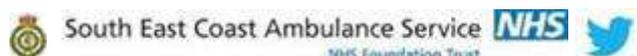
[REDACTED] is out of the office today and [REDACTED] is currently off so it may be best to postpone this meeting?

Kind regards,

[REDACTED]
IT Manager – Service Desk

IT Service Desk: [REDACTED] / email: [REDACTED]

Main Switchboard: [REDACTED] / Mobile: [REDACTED]



-----Original Appointment-----

From: [REDACTED] <[REDACTED]>

Sent: Monday, February 7, 2022 11:35 AM

To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]

Subject: SECamb - Future-tech Operations Meeting

When: 16 November 2023 12:00-13:00 (UTC+00:00) [REDACTED], [REDACTED], [REDACTED], [REDACTED].

Where: Microsoft Teams Meeting

1. General catch up
2. Operations report
3. Maintenance visits
4. Small works quotes
5. Issues and escalation
6. AOB

Microsoft Teams meeting

Join on your computer or mobile app

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 29 November 2023 20:52
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: Re: SECAmb [REDACTED] Generator

[REDACTED],

Thanks to you and your teams for your efforts in sorting this.

Best wishes,

[REDACTED]
Head of Critical Systems

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 29 November 2023 15:42
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: SECAmb [REDACTED] Generator

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Hi [REDACTED],
The generator and fuel system have been delivered to [REDACTED] as requested. It includes the generator & close fit canopy, fuel tank & stand, pump set and cover along with the interconnecting pipework.

Two sets of keys were handed over to [REDACTED] to bring back to [REDACTED]. Pics are below.

Regards



[Redacted]

From: [Redacted]
Sent: 13 November 2023 13:32
To: [Redacted]
Subject: Re: Secamb [Redacted] Generator Issue

Hi [Redacted],

Can you check with [Redacted] whether we can progress this with the provider directly? If we cannot, we must consider just paying to resolve.

Thanks,

[Redacted]
Head of Critical Systems
[Redacted]

Tel: [Redacted]
South East Coast Ambulance Service NHS Foundation Trust

From: [Redacted] <[Redacted]>
Sent: 13 November 2023 11:05
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: Secamb [Redacted] Generator Issue

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [Redacted],

Thanks for the email. SECamb [Redacted] has been a hot topic on the engineering call this morning.

I'm afraid I must defer to whoever your warranty is with, the original installer. We have raised several issues regarding the generator power supply before this, please see attached report, and we will be doing some onsite testing today to help diagnose the issue and the points of demarcation.

I will come back to you later with some feedback on today's findings.

Kind Regards

[Redacted]
[Director of Operational Infrastructure](#)

M: [Redacted]
T: [Redacted]
E: [Redacted]
Skype: [Redacted]

From: [Redacted] <[Redacted]>
Sent: Monday, November 13, 2023 10:58 AM
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>

[REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Secamb [REDACTED] Generator Issue

Hello [REDACTED],

I have spoken to [REDACTED] and [REDACTED] will be monitoring the battery level until the cause can be found. Obviously we need to proceed with this. Are these batteries covered by any warranty as the whole site is less than a year old?

Regards,

[REDACTED]
Head of IT Service Delivery
South East Coast Ambulance Service NHS Foundation Trust
mobile: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Monday, November 13, 2023 10:37 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>;
[REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Secamb [REDACTED] Generator Issue

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

The Generator Batteries need to be replaced urgently. Please see attached quotation to have this carried out today whilst the engineers are onsite. Please could you confirm if you wish to proceed. We can carry this out with and email response whilst you raise the Purchase Order for the works.

If I can be of any further assistance, then please do not hesitate to contact me.

Kind regards,

[REDACTED]
Service Administrator

T [REDACTED]
www.future-tech.co.uk



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From: [REDACTED]
Sent: Monday, November 13, 2023 10:25 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Secamb [REDACTED] Generator Issue

Good morning [REDACTED],

Our engineer is onsite at the moment and is trying to get in contact with you regarding an issue with the Generator. Please could you give him a call back ASAP, [REDACTED], Tel: [REDACTED]

Many thanks,

[REDACTED]
Service Administrator

T [REDACTED]
www.future-tech.co.uk



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[REDACTED]

From: [REDACTED]
Sent: 13 November 2023 15:40
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: Re: Secamb [REDACTED] Generator Issue

Approved this end

Thanks

[REDACTED]
Head of Critical Systems

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 13 November 2023 13:49
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Secamb [REDACTED] Generator Issue

Hello [REDACTED],

We have discussed and we'd like you to replace the batteries and we will pay the invoice. I am raising it now.

Regards,

[REDACTED]
Head of IT Service Delivery
South East Coast Ambulance Service NHS Foundation Trust
mobile: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Monday, November 13, 2023 11:06 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Secamb [REDACTED] Generator Issue

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Hi [REDACTED],

Thanks for the email. SECamb [REDACTED] has been a hot topic on the engineering call this morning.

I'm afraid I must defer to whoever your warranty is with, the original installer. We have raised several issues regarding the generator power supply before this, please see attached report, and we will be doing some onsite testing today to help diagnose the issue and the points of demarcation.

I will come back to you later with some feedback on todays findings.

Kind Regards

[Redacted]

Director of Operational Infrastructure

M: [Redacted]

T: [Redacted]

E: [Redacted]

Skype: [Redacted]

From: [Redacted] <[Redacted]>

Sent: Monday, November 13, 2023 10:58 AM

To: [Redacted] <[Redacted]>

Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>;

[Redacted] <[Redacted]>; [Redacted] <[Redacted]>

Subject: RE: Secamb [Redacted] Generator Issue

Hello [Redacted],

I have spoken to [Redacted] and [Redacted] will be monitoring the battery level until the cause can be found. Obviously we need to proceed with this. Are these batteries covered by any warranty as the whole site is less than a year old?

Regards,

[Redacted]

Head of IT Service Delivery

South East Coast Ambulance Service NHS Foundation Trust

mobile: [Redacted]

From: [Redacted] <[Redacted]>

Sent: Monday, November 13, 2023 10:37 AM

To: [Redacted] <[Redacted]>

Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>;

[Redacted] <[Redacted]>; [Redacted] <[Redacted]>

Subject: RE: Secamb [Redacted] Generator Issue

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

The Generator Batteries need to be replaced urgently. Please see attached quotation to have this carried out today whilst the engineers are onsite. Please could you confirm if you wish to proceed. We can carry this out with and email response whilst you raise the Purchase Order for the works.

If I can be of any further assistance, then please do not hesitate to contact me.

Kind regards,

[Redacted]

Service Administrator

T [Redacted]

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From: [REDACTED]
Sent: Monday, November 13, 2023 10:25 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Secamb [REDACTED] Generator Issue

Good morning [REDACTED],

Our engineer is onsite at the moment and is trying to get in contact with you regarding an issue with the Generator. Please could you give him a call back ASAP, [REDACTED], Tel: [REDACTED]

Many thanks,

[REDACTED]
Service Administrator

T [REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 02 January 2024 20:43
To: [REDACTED]
Subject: Re: Secamb [REDACTED] generator.

Hi [REDACTED]

Can you find out what the reason is that FT is dealing direct with our 'customer'? We should be maintaining this relationship, not putting it on third parties.

Thanks

[REDACTED]
Head of Critical Systems
[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 02 January 2024 19:14
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED]
Tapley <[REDACTED]>; [REDACTED] <[REDACTED]>; Maintenance
<[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: Secamb [REDACTED] generator.

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED],

As discussed I have just spoken with [REDACTED] at [REDACTED]. She has advised that they have lost partial power to site(phase L3)a few hours ago with the Generator failing to start. This is affecting mainly the workshop(shutters/barriers and the building heating system. However all IT equipment appears ok and they are still operational. I offered to attend site advising that I'm approximately 2- 2.5 hours away to look at enabling the Generator and wait for power to return. [REDACTED] advised that as she has been told that power will return between 10-11pm we are to stand down for now. I have given her my contact details for he to call later this evening if our assistance is required. Following on from this we will contact you tomorrow morning regarding attending to investigate why the Generator failed to start.

Regards [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, October 18, 2023 11:21:26 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; Maintenance <[REDACTED]>
Subject: Re: Secamb [REDACTED]

Hi [REDACTED]

We did complete initial inspections a few months ago and bought it up on our initial RAID logs. This has been noted in the report.

All PPM works are now complete and systems [REDACTED] are running as per normal.

We are now making our way to the [REDACTED] site.

[REDACTED]
Service Engineer/Site Manager

M: [REDACTED]
E: [REDACTED]

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From: [REDACTED] <[REDACTED]>
Sent: Wednesday, October 18, 2023 9:25:42 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; Maintenance <[REDACTED]>
Subject: RE: Secamb [REDACTED]

Ok, we'll probably need an explanation of what that means. Will there be a report issued once all the sites have been inspected?

[REDACTED]
Snr Infrastructure Engineer

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, October 18, 2023 8:36 AM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; Maintenance <[REDACTED]>
Subject: Secamb [REDACTED]

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning all

Future tech and 3rd parties are on site for PPM works.

Please note [REDACTED] at [REDACTED] is fully isolated and PPM works cannot be completed if [REDACTED] has been isolated. All the 3rd party engineer can do is note down the details.

Regards

[REDACTED]
Service Engineer/Site Manager

M: [REDACTED]
E: [REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 08 February 2024 13:23
To: [REDACTED]; [REDACTED]
Subject: Re: Secamb, [REDACTED] Generator Spares Quotation

Further to this, what is the expectation re where this would be stored? Our side or yours?

If ours, what size are we looking at for it all?

[REDACTED]

Head of Critical Systems

[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 08 February 2024 13:22
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Secamb, [REDACTED] Generator Spares Quotation

Hello [REDACTED],

Thank you for sending this though, I have a few questions.

- I know a lot of our generators are the same type, will these parts cover all generators or just some?
 - If some can you list the sites?
- Fuel injectors, how did you get to the number 8 as all the other parts are just 1 each?
 - is it because these are 8 different types that we use between our different generator models we have or they are a particularly unreliable part?

Regards,

[REDACTED]

Head of IT Service Delivery
South East Coast Ambulance Service NHS Foundation Trust
mobile: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Thursday, February 8, 2024 1:08 PM
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Secamb, [REDACTED] Generator Spares Quotation

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED]

I hope you are both well. Further to a conversation I have had with [REDACTED], please see attached quotation for the OEM Generator Spares for Secamb [REDACTED]. The cost for the proposed spares for this site is a lot more palatable than the quote for the [REDACTED] Generator Spares.

Depending on if you wish to proceed, I can confirm that Future-tech will only put our standard 12% management fee on the total.

Please let me know if you would like me to raise a quotation for these parts.

If I can be of any further assistance, then please do not hesitate to contact me.

Kind regards,

██████████

Service Manager

T ██████████

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[REDACTED]

From: [REDACTED]
Sent: 12 December 2023 12:12
To: [REDACTED]
Subject: Re: Secamb, [REDACTED] - Replace Generator [REDACTED]

Supportive of this going ahead, pending any concerns from you

[REDACTED]
Head of Critical Systems
[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 12 December 2023 12:07
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Secamb, [REDACTED] - Replace Generator [REDACTED]

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Good afternoon [REDACTED],

I hope you are well. Would it be possible to schedule these works for Friday 22nd December? As per the below, we recommend that this part is replaced urgently. There has been a slight delay in obtaining the part required, our engineer [REDACTED] would be in attendance to supervise the works. Please could you confirm that his date will be convenient for you. Once confirmed we will issue the RAMS and the details of the generator engineer attending.

Kind regards,

[REDACTED]
Service Manager

T [REDACTED]
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From: [REDACTED]
Sent: Tuesday, December 5, 2023 11:35 AM

To: [REDACTED] <[REDACTED]>

Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: Secamb, [REDACTED] - Replace Generator [REDACTED]

Good morning,

Further to the visit to site on Friday 1st December, please see attached quotation for the Replacement Generator [REDACTED]. We recommend that this is replaced urgently. If you would like to proceed with the works, please issue a Purchase Order and we can get the works scheduled in the diary.

If I can be of any further assistance, then please do not hesitate to contact me.

Kind regards,

[REDACTED]
Service Manager

T [REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 05 December 2023 11:44
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]
Subject: Fw: Secamb, [REDACTED] - Replace Generator [REDACTED]
Attachments: 278-SWQ-Q609 - Replace Generator [REDACTED].pdf

Hi [REDACTED]

Please can you raise?

Thanks,

[REDACTED]
Head of Critical Systems
[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 05 December 2023 11:35
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Secamb, [REDACTED] - Replace Generator [REDACTED]

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

Further to the visit to site on Friday 1st December, please see attached quotation for the Replacement Generator [REDACTED]. We recommend that this is replaced urgently. If you would like to proceed with the works, please issue a Purchase Order and we can get the works scheduled in the diary.

If I can be of any further assistance, then please do not hesitate to contact me.

Kind regards,

[REDACTED]
Service Manager

T [REDACTED]
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[Redacted]

From: [Redacted]
Sent: 24 April 2023 14:00
To: [Redacted]; [Redacted]; [Redacted]
Subject: RE: Second Generator

We'll need to have that conversation with Estates and Finance as IT have not previously had budget for generator testing as that has sat with Estates through Rydons (and their sub-contractor). If the proportionate Estates budget has been / is being transferred to IT then I'm sure we can find a way to fit this in.

Thanks
[Redacted]

From: [Redacted] <[Redacted]>
Sent: Monday, April 24, 2023 9:32 AM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>
Subject: RE: Second Generator

Hi [Redacted],

[Redacted] has confirmed that additional costs for additional maintenance of the generator at [Redacted] can not be capitalised so can these costs be absorbed within your revenue budget? If not, we may need to think about what we can do to build resilience which doesn't involve increasing maintenance checks.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted] <[Redacted]>
Sent: 21 April 2023 10:31
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted]

<[REDACTED]>

Subject: Re: Second Generator

This is my understanding.

We are going to get a quote to increase assessments of the generator to 4 per year from 2. As per [REDACTED]'s request.

On 21 Apr 2023 10:13, [REDACTED] <[REDACTED]> wrote:

Hey [REDACTED],

Just to confirm the conversations over the last couple of days, which is to agree that we longer required the second generator.

If you can both reply to say you are happy as per our verbal conversations, then I believe next steps will be to take to project board to confirm that we can de-scope this from the project.

Any questions or concerns let me know.

Kind Regards

[REDACTED]

[REDACTED]

Portfolio Manager, Operations

South East Coast Ambulance Service NHS Foundation Trust

Email: [REDACTED]

Phone: [REDACTED]

[Redacted]

From: [Redacted]
Sent: 24 April 2023 12:36
To: [Redacted]
Subject: FW: Second Generator

FYI

Kind regards,

[Redacted]

Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted]
Sent: 24 April 2023 09:32
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>
Subject: RE: Second Generator

Hi [Redacted],

[Redacted] has confirmed that additional costs for additional maintenance of the generator at [Redacted] can not be capitalised so can these costs be absorbed within your revenue budget? If not, we may need to think about what we can do to build resilience which doesn't involve increasing maintenance checks.

Kind regards,

[Redacted]

Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]





From: [REDACTED] <[REDACTED]>
Sent: 21 April 2023 10:31
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>
Subject: Re: Second Generator

This is my understanding.

We are going to get a quote to increase assessments of the generator to 4 per year from 2. As per [REDACTED]'s request.

On 21 Apr 2023 10:13, [REDACTED] <[REDACTED]> wrote:
Hey [REDACTED],

Just to confirm the conversations over the last couple of days, which is to agree that we no longer required the second generator.

If you can both reply to say you are happy as per our verbal conversations, then I believe next steps will be to take to project board to confirm that we can de-scope this from the project.

Any questions or concerns let me know.

Kind Regards

[REDACTED]
[REDACTED]

Portfolio Manager, Operations

South East Coast Ambulance Service NHS Foundation Trust

Email: [REDACTED]

Phone: [REDACTED]

[Redacted]

From: [Redacted]
Sent: 21 April 2023 13:35
To: [Redacted]; [Redacted]
Cc: [Redacted]; [Redacted]
Subject: RE: Second Generator

Thanks. I have made the request so will update in due course.

From: [Redacted] <[Redacted]>
Sent: 21 April 2023 13:30
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: Second Generator

Thanks [Redacted] for the confirming the position on the generator i.e. we will proceed with the original plan to have one on site but we will look to have regular maintenance in the first year to provide additional resilience. There is an open risk on Datix (368) which we will propose to close at Project Board next week.

[Redacted] – once you obtain the cost from FT to increase the number of maintenance/testing visits from 2 to 4 in the first year, please let [Redacted] know so we can incorporate this within the budget.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted] <[Redacted]>
Sent: 21 April 2023 10:31
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: Re: Second Generator

This is my understanding.

We are going to get a quote to increase assessments of the generator to 4 per year from 2. As per [REDACTED]'s request.

On 21 Apr 2023 10:13, [REDACTED] <[REDACTED]> wrote:

Hey [REDACTED],

Just to confirm the conversations over the last couple of days, which is to agree that we longer required the second generator.

If you can both reply to say you are happy as per our verbal conversations, then I believe next steps will be to take to project board to confirm that we can de-scope this from the project.

Any questions or concerns let me know.

Kind Regards

[REDACTED]
[REDACTED]

Portfolio Manager, Operations

South East Coast Ambulance Service NHS Foundation Trust

Email: [REDACTED]

Phone: [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 21 April 2023 11:16
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: RE: Second Generator

Yes, all fine with me.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Friday, April 21, 2023 10:31 AM
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>
Subject: Re: Second Generator

This is my understanding.

We are going to get a quote to increase assessments of the generator to 4 per year from 2. As per [REDACTED]'s request.

On 21 Apr 2023 10:13, [REDACTED] <[REDACTED]> wrote:
Hey [REDACTED],

Just to confirm the conversations over the last couple of days, which is to agree that we longer required the second generator.

If you can both reply to say you are happy as per our verbal conversations, then I believe next steps will be to take to project board to confirm that we can de-scope this from the project.

Any questions or concerns let me know.

Kind Regards

[REDACTED]

[REDACTED]

Portfolio Manager, Operations
South East Coast Ambulance Service NHS Foundation Trust
Email: [REDACTED]
Phone: [REDACTED]

[Redacted]

From: [Redacted]
Sent: 14 November 2023 14:43
To: [Redacted]; [Redacted]; [Redacted]
Subject: RE: Storage of the [Redacted] Generator

Ok great, decision made!

Thank you all 😊

Kind regards

[Redacted]

[Redacted]

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]

Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [Redacted] <[Redacted]>
Sent: Tuesday, November 14, 2023 2:39 PM
To: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: Storage of the [Redacted] Generator

Out of courtesy, yes. They don't use the garage at all. [REDACTED] occasionally uses the parking there.

Kind regards.

[REDACTED]

Estates Property Services Manager
South East Coast Ambulance Service NHS Foundation Trust

Mob: [REDACTED]

Email: [REDACTED]

Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>

Sent: Tuesday, November 14, 2023 2:38 PM

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: RE: Storage of the [REDACTED] Generator

So... where is best, as [REDACTED] suggested [REDACTED] is closest...do we need to inform [REDACTED] at [REDACTED]

Kind regards

[REDACTED]

[REDACTED]

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [REDACTED]

Mobile: [REDACTED]

Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [REDACTED] <[REDACTED]>

Sent: Tuesday, November 14, 2023 2:35 PM

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; EstatesTeam <[REDACTED]>

Subject: RE: Storage of the [REDACTED] Generator

[REDACTED] is now empty

[REDACTED]
Estates Manager (Working hours Mon to Fri 8am-4pm)

South East Coast Ambulance Service NHS Foundation Trust

Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: [REDACTED] Mobile: [REDACTED]

E-Mail : [REDACTED]





From: [redacted] <[redacted]>

Sent: Tuesday, November 14, 2023 2:34 PM

To: [redacted] <[redacted]>; [redacted] <[redacted]>; EstatesTeam <[redacted]>

Subject: RE: Storage of the [redacted] Generator

Hello [redacted]

A couple of suggestions

[redacted] where it could be stored on the grass area to the rear of the site where it will not be seen
[redacted] can be stored within the garage but we must ensure that it is completely clear of any oils, or diesel
[redacted] can be stored within the garage but we must ensure that it is completely clear of any oils, or diesel

Please do not hesitate to contact me should you have any queries.

Regards

[redacted]

[redacted]

Estates Technical Manager

South East Coast Ambulance Service NHS Foundation Trust

Nexus House, Gatwick Road, Crawley, West Sussex, RH10 9BG

Switchboard: [redacted] **Mobile:** [redacted]

From: [redacted] <[redacted]>

Sent: Tuesday, November 14, 2023 2:21 PM

To: [redacted] <[redacted]>; EstatesTeam <[redacted]>

Subject: RE: Storage of the [redacted] Generator

Hi [redacted],

I'd say not [redacted], as they're used stations.

[redacted] station garage is empty, and is closer to [redacted] too.

Kind regards.

South East Coast Ambulance Service NHS Foundation Trust

E-mail [REDACTED]

Mobile: [REDACTED]

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[Redacted]

From: [Redacted]
Sent: 11 December 2023 09:12
To: [Redacted]; [Redacted]
Subject: FW: Survey of Generator at [Redacted] Make Ready Site
Attachments: SECAmb [Redacted] Electrical Supply - DG Fee Proposal - P01 (10.12.23).pdf

FYI

Kind regards

[Redacted]

[Redacted]

Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [Redacted]
Mobile: [Redacted]

Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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From: [Redacted] <[Redacted]>
Sent: Sunday, December 10, 2023 7:47 PM
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>
Subject: RE: Survey of Generator at [Redacted] Make Ready Site

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Hi [REDACTED],

Thank you for your email. We would be pleased to take a look at this for you.

Please find attached our proposal for the scheme. Let me know if you have any queries or comments.

Best Regards



Delta Green Environmental Design | [REDACTED]
[REDACTED] | www.deltagreen.co.uk



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From: [REDACTED] <[REDACTED]>
Date: 23 November 2023 at 13:12:22 GMT
To: [REDACTED]
Subject: Survey of Generator at [REDACTED] Make Ready Site

Dear sirs,

You have recently completed a survey of our generators at a number of our Make Ready sites, appointed by Sunninghill.

We would like to engage your services direct to also produce a survey/ report on our recently designed and installed generator at our [REDACTED] site. Westridge Construction were our main contractor [REDACTED] we have some concerns about the design/ construction.

Happy to discuss further, look forward to hearing back from you in due course

Kind regards

[REDACTED]
Head of Strategic Estates & Facilities
South East Coast Ambulance Service NHS Foundation Trust
E-mail [REDACTED]
Mobile: [REDACTED]
Finance Directorate | Nexus House | 4 Gatwick Road | Crawley | RH10 9BG

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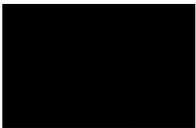


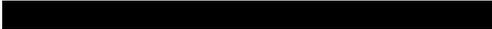
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[Redacted]

From: [Redacted]
Sent: 23 June 2023 16:19
To: [Redacted]
Cc: [Redacted]
Subject: RE: Temporary Generator Hire

Thanks [Redacted].

I have copied in [Redacted] who is processing the generator issues via the defects process.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



From: [Redacted] <[Redacted]>
Sent: 23 June 2023 16:11
To: [Redacted] <[Redacted]>
Subject: FW: Temporary Generator Hire
Importance: High

FYI.

From: [Redacted] <[Redacted]>
Sent: Friday, June 23, 2023 3:50 PM
To: [Redacted] <[Redacted]>
Cc: [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>; [Redacted] <[Redacted]>
Subject: RE: Temporary Generator Hire
Importance: High

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good Afternoon,

As requested please find our quotation for the hire of a Genset to be delivered and installed on site. At this stage we are only able to provide a budgetary quotation as we don't know the configuration or set up of the existing generator.

| TEMPORARY GENERATOR HIRE | £ |
|--|------------|
| GENSET WEEKLY HIRE – EXCLUDING FUEL | ██████████ |
| INSTALLATION AND TRANSPORT | ██████████ |

If you require the assistance of a Future-tech engineer or Senior Electrical Engineer then please find our rates shown below;

| FUTURE-TECH RATES | COST PER HOUR |
|---|---------------|
| DATA CENTRE ENGINEER - NWS | ██████████ |
| DATA CENTRE ENGINEER – SAT HOURS | ██████████ |
| DATA CENTRE ENGINEER – SUN HOURS | ██████████ |
| SENIOR ELECTRICAL ENGINEER - NWS | ██████████ |
| SENIOR ELECTRICAL ENGINEER – SAT HOURS | ██████████ |
| SENIOR ELECTRICAL ENGINEER – SUN HOURS | ██████████ |

If you have any further questions, please do not hesitate to get in touch.

Kind Regards,

██████████

T +44 (0) ██████████

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[Redacted]

From: [Redacted]
Sent: 22 June 2023 14:49
To: [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]
Subject: RE: Urgent : Generator at [Redacted]

Hi All,

The Project Board will finish at 4.45pm to allow this meeting to take place.

Kind regards,

[Redacted]
Strategic Operations Programme Director
South East Coast Ambulance Service NHS Foundation Trust
Email: [Redacted]
Phone: [Redacted]



-----Original Appointment-----

From: [Redacted] <[Redacted]>
Sent: 22 June 2023 14:46
To: [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted]
Subject: Urgent : Generator at [Redacted]
When: 22 June 2023 16:45-17:00 (UTC+00:00) [Redacted], [Redacted], [Redacted], [Redacted].
Where: Microsoft Teams Meeting

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Redacted]
[Redacted]
[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 14 December 2023 13:26
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: Re: [REDACTED] - generator

Hi [REDACTED]

[REDACTED] is the local OUM so can facilitate access on dates that work for you. Do you want to drop some dates back here to proceed?

I have BCC'd [REDACTED] now so he knows this is progressing but to avoid future flooding his emails with this! :)

Thanks

[REDACTED]

Sent from [Outlook for Android](#)

From: [REDACTED] <[REDACTED]>
Sent: Thursday, December 14, 2023 1:17:32 pm
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] - generator

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED],

Thanks for the email.

We are very happy to have a look at this. Myself and [REDACTED] will be happy to attend in the new year. Are you able to arrange access for us?

I'll send you across some dates.

Kind Regards

[REDACTED]

Director of Operational Infrastructure

M: [REDACTED]
T: [REDACTED]
E: [REDACTED]
Skype: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, December 13, 2023 9:08 PM
To: [REDACTED] <[REDACTED]>

Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: [REDACTED] - generator

Hi [REDACTED],

We have identified [REDACTED] as a potential site for the generator. Is it possible to arrange a site visit to assess? Similar issues with regards to funding.

There is also a comms cupboard (quite literally a cupboard!) that would be worth you having a look at. It may be a candidate for one of the air conditioning units from [REDACTED]. It has two heating pipes running through the cupboard and was quite toasty when I went in there today combined with the classic hot electrical smell. It's currently 34c.

We have separately asked estates if there is any possibility of moving the pipes out, but my initial observations are that this will not be possible without significant and costly work which we will not have the funds left over to cover.

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 01 December 2023 17:26
To: [REDACTED]; [REDACTED]
Subject: Fw: Your risk has been submitted

fyi

[REDACTED]
Head of Critical Systems
[REDACTED]

Tel: [REDACTED]
South East Coast Ambulance Service NHS Foundation Trust

From: [REDACTED] <[REDACTED]>
Sent: 01 December 2023 17:24
To: [REDACTED] <[REDACTED]>
Subject: Your risk has been submitted

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Datix Risk Record Number 475

Thank You for reporting a risk.

The details are:

Record number: 475

Risk Title: Potential for [REDACTED] at [REDACTED] due to [REDACTED] generator arrangements

Description: As a result of [REDACTED] at our [REDACTED] site, in the event that the [REDACTED] generator, which serves as the [REDACTED], there is a risk that [REDACTED] may occur with [REDACTED]. This situation could have [REDACTED] impact on [REDACTED].

Initial Grading: 12

Please go to [\[link to record\]](#) to view the new risk.