Date:

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 241022. Please accept my sincere apologies for the delay and inconvenience you have experienced regarding this request. In this instance, the Trust has not responded to your request within the required 20 days, and for this I apologise.

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

In April-June 2024 there looks to have been a wide-ranging FOI to all Trusts around the use of RPA. We have been unable to locate a response to this FOI on your Trust website and would be grateful if you could share your response to this FOI with us to aid our work. In case it's of use to you when locating the FOI, it requested the below information:

1. **Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation (IA) technology? If yes, please answer the following questions:**
2. **Which RPA/IA technology provider does your organisation currently use?**
3. **Who would be the best point of contact within the organisation to discuss Robotic Process Automation/Intelligent Automation with, and what are their contact details?**
4. **Which Executive Board member would be responsible for RPA/IA, and what are their contact details?**
5. **How many live automations do you have?**
6. **How many departments do you have live automations in?**
7. **Please list the names of the automations your organisation has live.**
8. **Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?**
9. **Do you develop automations in-house, or do you outsource development? If outsourced, which organisation do you outsource development to?**
10. **What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?**
11. **What are the primary reasons for implementing automation within your organisation? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.**
12. **How many licences are under your contract?**

13. **What is your contract start date?**
14. **What is your contract end date?**
15. **Are your organisation's RPA/IA licences contracted directly with the technology provider, or via a 3rd party intermediary? If via an intermediary, what is the name of their organisation?**
16. **What is your current annual spend with your supplier for RPA licences?**
17. **What is your current annual spend with your supplier on external professional services to deliver RPA/IA?**

No, there are no RPA/IA processes in place within the Trust.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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

Saving Lives,
Serving Our Communities