



Trust Headquarters
Nexus House
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Crawley
West Sussex
RH10 9BG

Internal Ref:
Email:

Dear ,

Tel: 0300 123 0999
www.secamb.nhs.uk

The trust is in receipt of your information request, thank you. Please accept this formal response, which has been given the internal reference quoted above. Please quote this reference number in any correspondence.

Request

You asked us:

Please provide the following information where available:

- **Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?**
- **Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).**
- **Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).**

We have processed your request under the Freedom of Information Act 2000 (FOIA)

Response

The formal Trust response follows.

The Trust confirms it holds the information you requested.

- **Current IT Service Model – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?**

In House only.



- **Major IT Contracts – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).**

No IT service contracts in place.

- **Future IT Plans – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).**

Please refer to the Digital Strategy which is publicly available via Board Papers released in October 2024. Link to the Board Papers [Board-v5- 03102024.pdf](#)

Next steps

We hope you find the information provided to be of some assistance.

Should you be 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

You can ask us to review our response. If you would like us to carry out a review, please let us know within 40 working days. This will be conducted by someone who was not involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

Should you remain dissatisfied following our internal review, you can complain to the [Information Commissioner's Office](#) (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

The ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

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



Saving Lives,
Serving Our Communities

Chair: Usman Khan CEO: Simon Weldon