



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Internal Ref:
Email:

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

Dear,

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:

I am writing to submit a Freedom of Information request regarding the management of policies and standard operating procedures (SOPs) within your organisation. I would be grateful if you could provide the following information:

- 1. The total number of policies currently held by your organisation (if available/known).**
- 2. The number of standard operating procedures (SOPs) and guidelines, broken down by category.**
- 3. The percentage of policies that are currently in date.**
- 4. The percentage of processes / SOPs / Guidelines that are currently in date.**
- 5. The system or platform used to store, manage and access policies, SOPs and guidelines.**
- 6. Whether your organisation has a method in place to track the usage and access of policies, SOPs and guidelines.**

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.



1. **The total number of policies currently held by your organisation (if available/known).**

138

2. **The number of standard operating procedures (SOPs) and guidelines, broken down by category.**

112

3. **The percentage of policies that are currently in date.**

89% in date.

4. **The percentage of processes / SOPs / Guidelines that are currently in date.**

80% in date

5. **The system or platform used to store, manage and access policies, SOPs and guidelines.**

MS Excel.

6. **Whether your organisation has a method in place to track the usage and access of policies, SOPs and guidelines.**

A process for tracking the usage and access to policies is under development.

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.



Saving Lives,
Serving Our Communities

Chair: Usman Khan CEO: Simon Weldon

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