



Trust Headquarters  
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Crawley  
West Sussex  
RH10 9BG

13th January 2026  
Internal Ref: 251213  
Email:

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

### **FOI Request**

You asked us:

**Under the Freedom of Information Act 2000, I am writing to request the following information:**

#### **Provider 1**

- 1. What is the name of your Admin and Clerical Internal Bank software provider? (None if software not used)**
- 2. When did the contract for this provider start? (dd/mm/yyyy) (None if software not used)**
- 3. When does the contract for this provider expire? (dd/mm/yyyy) (None if software not used)**

#### **Provider 2 (If applicable)**

- 4. What is the name of your second Admin and Clerical Internal Bank software provider? (If you have more than one provider)**
- 5. When did the contract for this second provider start? (dd/mm/yyyy)**
- 6. When does the contract for this second provider expire? (dd/mm/yyyy)**

#### **Provider 3 (If applicable)**

- 7. What is the name of your third Admin and Clerical Internal Bank software provider? (If you have more than one provider)**
- 8. When did the contract for this third provider start? (dd/mm/yyyy)**
- 9. When does the contract for this third provider expire? (dd/mm/yyyy)**

#### **Additional**

- 10. What was the Trust's total spend on Admin and Clerical Internal Bank fees in 2024 (excluding implementation)?**
- 11. What was the Trust's total spend on Admin and Clerical Internal Bank fees in 2025 (excluding implementation)?**

### **Formal Response**



The Trust confirms it does not hold the information you have requested.

#### Provider 1

1. **What is the name of your Admin and Clerical Internal Bank software provider? (None if software not used)**

None – We do not have an internal bank software provider, all bank staff are managed through ESR in the same way as permanent staff, this is provided free of charge to NHS organisations (<https://www.nhsbsa.nhs.uk/electronic-staff-record-esr-workforce-services>)

2. **When did the contract for this provider start? (dd/mm/yyyy) (None if software not used)**
3. **When does the contract for this provider expire? (dd/mm/yyyy) (None if software not used)**

#### Provider 2 (If applicable)

4. **What is the name of your second Admin and Clerical Internal Bank software provider? (If you have more than one provider)**

N/A

5. **When did the contract for this second provider start? (dd/mm/yyyy)**
6. **When does the contract for this second provider expire? (dd/mm/yyyy)**

#### Provider 3 (If applicable)

7. **What is the name of your third Admin and Clerical Internal Bank software provider? (If you have more than one provider)**

N/A

8. **When did the contract for this third provider start? (dd/mm/yyyy)**
9. **When does the contract for this third provider expire? (dd/mm/yyyy)**

#### Additional

10. **What was the Trust's total spend on Admin and Clerical Internal Bank fees in 2024 (excluding implementation)?**

£0 - we do not have an internal bank provider

11. **What was the Trust's total spend on Admin and Clerical Internal Bank fees in 2025 (excluding implementation)?**

£0 - we do not have an internal bank provider

#### Next steps

We publish a variety of information which may assist future enquiries relating to our service on our website – [www.secamb.nhs.uk](http://www.secamb.nhs.uk).

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

You can ask us to review our original response. If you would like us to carry out an



internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](https://www.ico.org.uk/foicomplaints) (ICO). Complaints to the ICO should be made 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](https://www.ico.org.uk/foicomplaints).

Alternatively, 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: Michael Whitehouse CEO: Simon Weldon