



Trust Headquarters
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15th December 2025
Internal Ref: 251224
Email:

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

YOUR ORIGINAL REQUEST:

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 Agency/VMS 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 Agency/VMS 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 Agency/VMS 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 Agency/VMS fees in 2024 (excluding implementation)?
11. What was the Trust's total spend on Admin and Clerical Agency/VMS fees in 2025 (excluding implementation)?
12. What are the total Agency/VMS hours worked by Admin and Clerical across the Trust in the past 12 months?

Formal Response

The trust does not use Admin and Clerical or VSM systems

Next steps

Please note you will be able to source a lot of information which is made available on our website.

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

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](#) (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.

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