



Trust Headquarters
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Crawley
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www.secamb.nhs.uk

4th March 2026
Internal Reference: 260228
Email:

Dear ,

Thank you for your request for information, which we received on 20/02/2026.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

Your Request & Our Formal Reponse

Payroll and Pensions Outsourcing

Does your organisation outsource its payroll and pensions function? If yes, please provide:

- The name of the outsourced service provider
- The contract duration (in years)
- The contract end date

	Outsourced Payroll and Pension (yes/no)?	Name of the outsourced service provider?	Contract duration (in years)?	Contract end date?
Payroll and Pension Services	Yes	University Hospitals Birmingham	Four years (commenced October 2021)	March 2027



Workforce and HR processes

Does your organisation outsource any other workforce and HR processes? If yes, please confirm:

- Which workforce and HR services your organisation outsources, to which supplier(s)

Our organisation uses 'E-Expenses – Assure' which was previously known as Selenity.

Smartcard production and management.

Does your organisation outsource smartcard production & management?

No

If yes, please provide:

- The name of the outsourced service provider –

Not applicable to the Trust.

If no, please confirm:

- Which department is responsible for providing the service –

Currently split across three departments due to locality of the system superusers. They are based in 111, People Directorate and the Digital Directorate.

- Whether you provide this service to other organisations -

No.

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.



If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:

www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team

South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon