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23<sup>rd</sup> March 2026  
Internal Reference: 260305  
Email:

Dear ,

Thank you for your request for information, which we received on **02/03/2026**. 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

I am currently undertaking university research into the use of technology within public sector organisations, with a particular focus on Computer-Aided Facilities Management (CAFM) and Integrated Workplace Management Systems (IWMS) within emergency services.

Please could you provide the following information:

Q1. What software solutions does your organisation currently use for CAFM (Computer-Aided Facilities Management) or IWMS (Integrated Workplace Management Systems)?

If multiple solutions are in use, please list all systems, including any niche, specialist, or secondary solutions.

Q2. What are the contractual terms for each solution?

Please provide the contract start and end dates. If the contract is annual or rolling, please indicate this and include any renewal terms.

Q3. What are your organisation's plans at the end of each contract?

For example, do you intend to renew, extend, replace, or re-evaluate the software



solution?

Q4. What are the total contract values for each solution?

Please provide annual, monthly, or total lifetime costs, as applicable.

Q5. Who is responsible for managing the CAFM/IWMS system(s)?

Please provide their name, job title, and department.

### Formal Response

We currently do not have a Computer Aided Facilities Management (CAFM) system in place. As well as not having a CAFM system, we do also not have a Integrated Workplace Management System (IWMS).

### 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](mailto: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](http://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