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13th April 2026
Internal Ref: 260142
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.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request & Formal Response

Please can you answer the following questions regarding the Trust's IT set up under the Freedom of Information Act:

- 1. What was the typical average login time for staff devices, measured from power-on to a usable desktop session, during the 2025 calendar year?**

The Trust does not hold this information

- 2. How many endpoint or device-related incidents (for example PCs, laptops or tablets) were logged with the IT service desk between 1 January and 31 December 2025?**

1,027

- 3. What was the average time taken to resolve endpoint or access-related incidents (mean time to restore, in hours) during the same period?**

Seven hours



4. How many IT-related service interruptions affecting clinical or administrative workflows were recorded between 1 January and 31 December 2025?

11 (From issues impacting a subset of users to full major incident outages)

5. How many clinically significant IT outages were recorded during 2025, and what was the cumulative total duration of these outages (in hours)?

There was one clinically significant IT outages recorded during 2025 for approximately 0.25 Hours.

6. As of 31 December 2025, how many desktops and laptops were in active use within the Trust, and how many of these devices were more than five years old?

No devices were more than five years old

7. How many staff did not have a designated digital workstation as part of their role during 2025? And what percentage is this compared to the Trust's total staff number?

No staff had a designated workstation, as the Trust does not operate an assigned-desk model. All desktops are shared resources and any member of staff whose role requires a dedicated device is issued with a laptop. Therefore, while no staff have designated fixed workstations, all staff have access to appropriate digital equipment for their role. This equates to 100% of staff being without a designated workstation under the definition used in the request.

8. During 2025, did the Trust use any tools or platforms to proactively monitor staff's device health or digital workplace experience (for example endpoint management, device health monitoring or digital experience management)?

If yes, please indicate which of the following best applies:

- basic device management only (reactive / break-fix)
- proactive device health monitoring
- proactive digital experience or workforce experience monitoring

Yes, proactive device health monitoring.

I've tried to align these questions with what I assumed to be easily accessible routinely reported IT data that can be gathered within FOI time and budget limits. If for any reasons these questions can't be answered, please I would be very grateful if can you instead advise on any similar metrics reported that could be shared instead?



I would be grateful if you would acknowledge receipt of this request and I look forward to receiving your full response in 20 working days.

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**



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