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13th April 2026
Internal Reference: 260413
Email:

Dear ,

Thank you for your request for information, which we received on **09/04/2026**. 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 and our Formal Response

Please could I request a list of all errors reported, identified, or logged for Avaya IX, Liquid Voice and NICE since it's implementation, including any relating meta data, via marvel or DATIX.

Under section 12 (of the Freedom of Information Act 2000 applies. We estimate that locating, retrieving and extracting the requested information would exceed the appropriate limit set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (currently 18 staff hours/35). This is because the request covers multiple call-recording and incident-reporting systems and an extended time period since implementation and would require broad searching and manual review of records to identify relevant entries and remove exempt personal and/or sensitive information. We are therefore unable to comply with this part of your request.

Please could I request any emails or teams messages from or to Critical systems Staff members in relation to issues, errors, failings, crashes, workarounds or escalated issues for the Avaya IX system, NICE and Liquid Voice, Including all relating meta data.



Under section 12 (cost of compliance) of the Freedom of Information Act 2000 applies. We estimate that locating, retrieving and extracting the requested information would exceed the appropriate limit set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (currently 18 staff hours/35). This is because the request covers multiple mailboxes and messaging channels across multiple staff members and an extended time period and would require broad searching and manual review of messages and attachments to identify relevant material and remove exempt personal and/or sensitive information. We are therefore unable to comply with this part of your request. If you would like to refine your request (for example, by limiting it to a shorter time period, specific incident references, named mailboxes, or a defined set of keywords), we will be happy to provide advice and assistance to help bring it within the cost limit.

Please could I request a copy of any escalation chains, discussions or records of escalations to external outlets regarding faults, fixes, issues, investigations or changes to the Avaya IX system, NICE, and Liquid Voice, including but not limited to, those to and from the system provider and all relating meta data.

We do not have this information readily available. In addition to this, the information being sourced and supplied would be considered commercially sensitive, and publication of such information could put the Trust at risk.

Could I request any information, policy, procedure, process, training or explanation material, capability documentation and guides or regulations on the removal and/or redaction/amendment to call recording within the call recording systems utilised by the trust, including but not limited to, liquid voice, Avaya IX and NICE, including all relating meta data.

Under section 12 (cost of compliance) of the Freedom of Information Act 2000 applies. We estimate that locating, retrieving, extracting and redacting the requested information would exceed the appropriate limit set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (currently 18 staff hours/£450). This is because the information is likely to be held across multiple documents and systems and would require manual review and significant redaction of personal and/or sensitive information. We are therefore unable to comply with this part of your request. If you would like to refine your request (for example, by specifying a particular system (Liquid Voice, Avaya IX or NICE), document type (policy/procedure/training material), and/or a shorter time period), we will be happy to provide advice and assistance to help bring it within the cost limit.

Advice and assistance (Section 16 of the Freedom of Information Act 2000)

In accordance with section 16 of the Freedom of Information Act 2000, the Trust has considered what advice and assistance it can provide to help you submit a request that may fall within the appropriate cost limit.

The primary factors contributing to the estimated cost of compliance is the timeframe requested.



To reduce the scope of the request, you may wish to consider refining it in one or more of the following ways:

- limiting the request to a single calendar or financial year
- limiting to a single county or operating unit
- limiting to Board-level discussions only

While we cannot guarantee that a refined request would fall within the cost limit, we would be happy to consider any revised request you may wish to submit

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