



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

7th July 2026
Internal Reference: 260625
Email:

Dear ,

Thank you for your request for information, which we received on **10/06/2026**.
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 making a formal request for all information Secamb hold relating to the request for digital signatures outlined in the email below from Julie Caddick.

I am requesting all information relating to the decision-making process which lead to the email sent to me by JC.
Plus, any other documentation relating to that email since its sending.

'Hi all,

Hope all is well.

Please could I trouble you all for an electronic signature? Email it through when you can. If you're not sure how to do this, I can just grab it from you from you on Monday 8th at the standards meeting.

Thanks very much.'

Formal Response



The request for electronic signatures from Driving Instructors was made by Julie Caddick following a Microsoft Teams meeting with a Driver Training Manager on 27 May 2026. The request formed part of work to support the transition from paper-based records to digital records.

During the meeting, a range of options was discussed, including how instructor and student signatures could be incorporated into a digital process. Following detailed consideration, and after attempts to use Adobe Acrobat Sign, it was identified that the process was not sufficiently user-friendly in practice. As an interim solution, it was proposed that each instructor would have an individual folder containing templates with their signature already embedded.

The e-mail you have referenced was subsequently issued to all Driver Instructors requesting that they provide their electronic signatures. This was intended as an initial step and not as a formal requirement. It was also understood that the matter would be discussed further at the Standards Meeting on 08 June, providing an opportunity for any concerns to be raised and, where appropriate, for signatures to be collected in person.

Please see attached the redacted minutes of Driver Training department meeting which was held on 08 June 2026.

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 Interim CEO: Jen Allan