



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

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

23<sup>rd</sup> June 2026  
Internal Reference: 260639  
Email:

Dear ,

Thank you for your request for information, which we received on **19/06/2026**.  
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 writing to submit a Freedom of Information request under the Freedom of Information Act 2000. I would like to request information about: 1) provider name, 2) contract start and end dates including any extensions and 3) annual contract spend for the third-party software and service providers currently contracted by your Trust for these workforce management functions:

1. rostering for nurses
2. rostering for medics
3. rostering for allied health professionals
4. bank service for medics
5. bank service for nurses
6. bank service for allied health professionals
7. appraisals for medics
8. job planning for medics
9. bank technology for allied health professionals
10. bank technology for medics
11. multi-source feedback for medics



## Formal Response

The Trust confirms it holds information within the scope of your request. Please find the Trust's response below, based on the workforce systems and arrangements currently identified from information held by the Trust.

| <b>Workforce management function</b>            | <b>Provider / system</b>                                                                                                   | <b>Contract start date</b> | <b>Contract end date / arrangement</b> | <b>Annual contract spend</b> |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------------|------------------------------|
| 1. Rostering for nurses                         | Global Rostering System (GRS), provided by Totalmobile Ltd. The Trust does not have a separate nurses' e-rostering system. | 01/05/2025                 | 30/04/2029                             | £172,156                     |
| 2. Rostering for medics                         | Global Rostering System (GRS), provided by Totalmobile Ltd. The Trust does not have a separate nurses' e-rostering system  | 01/05/2025                 | 30/04/2029                             | £172,156                     |
| 3. Rostering for allied health professionals    | Global Rostering System (GRS), provided by Totalmobile Ltd. The Trust does not have a separate nurses' e-rostering system  | 01/05/2025                 | 30/04/2029.                            | £172,156                     |
| 4. Bank service for medics                      | The Trust does not use a separate medics collaborative bank software provider.                                             | Not applicable             | Not applicable                         | None                         |
| 5. Bank service for nurses                      | The Trust does not currently use a separate software or service provider for this function.                                | Not applicable             | Not applicable                         | None                         |
| 6. Bank service for allied health professionals | The Trust does not currently use a separate software or service provider for this function.                                | Not applicable             | Not applicable                         | None                         |





|                                                    |                                                                                             |                |                                                |                                 |
|----------------------------------------------------|---------------------------------------------------------------------------------------------|----------------|------------------------------------------------|---------------------------------|
| 7. Appraisals for medics                           | Electronic Staff Record (ESR).                                                              | 01/05/2025     | Ongoing contract                               | £15,352                         |
| 8. Job planning for medics                         | The Trust does not currently use a separate software or service provider for this function. | Not applicable | Not applicable basis.                          | None                            |
| 9. Bank technology for allied health professionals | The Trust does not currently use a separate software or service provider for this function. | Not applicable | Not applicable                                 | None                            |
| 10. Bank technology for medics                     | RLDatix, provided on a Software as a Service (SaaS) basis.                                  | 10/04/2022     | 09/04/2026, renewed on a yearly rolling basis. | £14,095 excluding VAT per annum |
| 11. Multi-source feedback for medics               | RLDatix, provided on a Software as a Service (SaaS) basis.                                  | 10/04/2022     | 09/04/2026, renewed on a yearly rolling basis. | £14,095 excluding VAT per annum |

Please note that, where the same system is used for more than one workforce function, the annual spend listed above relates to the overall system cost previously confirmed by the Trust and should not be read as a separate annual cost for each individual function.

### Next steps

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

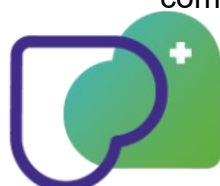
If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

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

