



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

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

16th July 2026
Internal Reference: 260652

Email:

Dear ,

Thank you for your request for information, which we received on **29/06/2026**.
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

Under the Freedom of Information Act 2000, I request the following recorded information about how the Trust dispatches and manages portering tasks, and about any systems used to track the real-time location of staff, patients, or assets.

1. Does the Trust use any software system or mobile application to dispatch, manage, or track the real-time tasks of porters (for example TeleTracking, MyPorter, Navenio, or similar)? If so, please give the system name and the supplier.
2. Does the Trust use any Real-Time Location System (RTLS) or indoor-positioning technology — including GPS, Bluetooth/BLE, Wi-Fi, RFID, or infrared — to track the real-time location of staff, patients, or assets/equipment? If so, please give the system name and the supplier.
3. Regardless of any system named above, how are portering tasks currently requested and allocated to porters day to day — for example paper/job sheets, telephone, two-way radio, pager/bleep, or a software application?
4. For each system named in response to questions 1 or 2, please provide: the total



contract value or annual spend; the contract start and expiry dates, including any extension or break options; and the procurement framework or contract reference used (for example NHS SBS or Crown Commercial Service).

5. Are portering services delivered in-house or outsourced? If outsourced, please give the provider's name and the current contract expiry date.

6. If held in an easily retrievable form, please also provide the number of porters employed or contracted (in WTE) and the approximate number of portering tasks handled per day or per month.

7. The department and the job title (not the name of any individual) responsible for portering services and for any systems identified above.

Formal Response

The Trust confirms that it does not hold the requested information. South East Coast Ambulance Service NHS Foundation Trust is an ambulance service provider and does not employ or contract porters, nor does it operate a portering service. Accordingly, the Trust does not hold recorded information relating to portering task management systems, portering allocation processes, portering contract arrangements, portering staffing levels, or portering task volumes.

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

