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17th August 2026
Internal Reference: 260739
Email:

Dear ,

Thank you for your request for information, which we received on **20/07/2026**.
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 submitting this freedom of information request to try and gather information on which NHS trusts and ICBs are using User Activity Monitoring (UAM) software to monitor staff activity. We have confirmation that a number of trusts are using this software, although very little information about it has been shared with staff.

Please could you answer the following questions:

- 1) Is this trust or ICB currently deploying UAM software? This would be any software used to automatically monitor staff activity including but not limited to software which tracks applications used, websites visited, keystroke monitoring, track AI use or compile daily metrics on the performance of individual staff members.
- 2) Please list the specific UAM software apps used and the names of the companies that supply them.
- 3) In cases where UAM software is being used, please can you supply the specific reason it is being used, the type of information/metrics it is collating and how and where this data is being stored, as well as how long it will be stored for.
- 4) If the trust/icb is using UAM software, which departments use and analysis the



outputted information.

5) If UAM software is being used, are the UAM report outputs available at the employee output.

6) If UAM software is in use, have employees been informed and if so, by what method were they informed?

7) If UAM is not already in use, is there a plan to roll it out:

- a) within the next 6 months.
- b) within the next 12 months.
- c) within a longer time frame.
- d) no plans to roll it out.

Formal Response

Southeast Coast Ambulance Service NHS Foundation Trust does not currently deploy User Activity Monitoring (UAM) software as described in your request. The Trust's Digital department has confirmed that it does not fund any specific UAM software, and we are not aware of such software being used elsewhere within the Trust.

- 1. No. The Trust is not aware of any UAM software currently being deployed.
- 2. Not applicable. As the Trust does not use any UAM software, it holds no supplier details for such software.
- 3. Not applicable, as UAM software is not in use.
- 4. Not applicable, as UAM software is not in use, and no departments analyse outputs from such software.
- 5. Not applicable, as UAM software is not in use.
- 6. Not applicable, as UAM software is not in use.
- 7. (d) — No plans. The Trust is not aware of any plans to roll out UAM software within the next 6 months, within the next 12 months, or within a longer timeframe.

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

