



Trust Headquarters
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www.secamb.nhs.uk

27 August 2026
Internal Reference: 260805
Email:

Dear ,

Thank you for your request for information, which we received on **05/08/2026**.
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

Please provide the following in relation to the patient level information and costing system (PLICS) currently used by the Trust:

1. The name of the supplier and the name of the costing software product currently in use.
2. The commencement date and the contractual expiry date of the current contract or call-off.
3. Details of any remaining extension options, including their duration.
4. The procurement route used (for example, the name of the framework and lot, or an open tender).

If the Trust does not hold a contract with an external supplier for this purpose — for example, because the costing system is developed and maintained in-house, or is provided under a shared service or collaborative arrangement with another organisation — please confirm which of these applies and, in the case of a shared arrangement, name the host organisation.

If any part of this request cannot be answered, I would be grateful if you would answer the remaining parts. Where the information is already published, a link is sufficient.



Formal Response

The Trust confirms that it does not hold a contract with an external supplier for a Patient Level Information and Costing System (PLICS). The Trust maintains its own in-house system for this purpose.

As the system is developed and maintained in-house, there is no external supplier or costing software product, no contract commencement or expiry date, no remaining extension options, and no procurement route or framework applicable to this arrangement.

The system is not provided under a shared service or collaborative arrangement with another organisation.

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,



Saving Lives,
Serving Our Communities

Chair: Colin Dennis, Interim CEO: Jen Allan



Corporate Governance Team

South East Coast Ambulance Service NHS Foundation Trust



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