Torbay and South Devon
NHS Foundation Trust

Email: foi.tsdft@nhs.net
Our Ref: TSD10398

6 November 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

Q1. What software does your Trust currently use for its CAFM (Computer Aided Facilities Management) solution?

If multiple systems are in use, please list all solutions rather than only the primary system.

- BacktraqFM
- Prime
- Shire

Q2. What is the contract expiry date for the software used?
If the contract is annual or rolling, please state this. If multiple systems are in use, please provide the known expiry date (or contract term details) for each.

- BacktraqFM – annual rolling contract; current term expires on 31 March 2027.
- Prime – contract expires on 31 October 2027.
- Shire – contract expires on 2 September 2027.

Q3. Who is the person responsible for managing this system?
Rae Cullcut.

Q4. What is that person's job title?
Associate Director Infrastructure & Compliance

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link https://ico.org.uk/global/contact-us/

Yours sincerely,

Freedom of Information Team