

Information Governance

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Website: <https://www.elft.nhs.uk>

22 December 2021

Our reference: FOI DA3811

I am responding to your request for information received 18 May 2021 which you clarified on 19 May 2021. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Chair: Mark Lam

Chief Executive: Paul Calaminus

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Request:

Hi there,

I'd like to request the following information please:

Question 1. Do you currently use any form of electronic signing tool?

Answer: Section 1(1) of the FOI Act states:
Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to him.

East London NHS Foundation Trust does not use a form of electronic signing tool. The information is not held and therefore not disclosable.

Question 2. If yes, who is your current provider? When does the contract expire? How much does it cost per year? How many licences (users or transactions) do you have?

Answer: Section 1(1) of the FOI Act states:
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(b) if that is the case, to have that information communicated to him.

East London NHS Foundation Trust does not use a form of electronic signing tool. The information is not held and therefore not disclosable.

Question 3. How many documents do you send for signature / approval annually? What % are printed?

Answer: Section 1(1) of the FOI Act states:
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(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to him.

East London NHS Foundation Trust does not use a form of electronic signing tool. The information is not held and therefore not disclosable.

Question 4. Are your signing processes primarily paper-based?

Answer: Yes.

Question 5. What is your current annual spend on paper, postage and document storage?

Answer: Document storage = £183,415
Mail & postage = £412,156. Please note that this cost consists of the paper for the printed letters, envelope and postage. We are not able to separate out the individual components.
Printing = £487,602. Please note that this includes the cost of running a print managed system which includes the running costs of printers,

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software, print consumables such as toner and waste retainers plus standard printer paper.

Question 6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?

Answer: Yes.

Question 7. If so, who is leading it?

Answer: This project is led jointly by Trust-wide Financial Viability Groups, Digital Strategy Board and local Directorate Management Teams

Question 8. How much employee time is it taking to create, send, chase and store documents that require signature?

Answer: The Trust has reviewed question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the FOI Act states:

Any person making a request for information to a public authority is entitled—

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to him.*

The information is not recorded and therefore not disclosable.

Question 9. How many employees do you have?

Answer: The Trust has 6430 employees.

Question 10. What percentage of employees work remotely?

Answer: The Trust has reviewed question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the FOI Act states:

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*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to him.*

The Trust has 3820 licenses for remote working, however, it is not recorded how many of those are regularly used for remote working. The information is not held and therefore not disclosable.

Question 11. Can you provide names and contact details for the following people within your organisation?

1. CIO / IT Director
2. Head of IT
3. Head of Digital Transformation
4. Head of Housing Operations
5. Head of Legal
6. Head of HR
7. Head of Legal Services

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Answer: The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/uploads/files/1/FOI/ANON%20Response%20-%20FOI%20DA3591.pdf>

<https://www.elft.nhs.uk/Professionals/Information-for-Court-Services>

Question 12. Do you currently use any of the following Microsoft applications?

1. O365
2. SharePoint
3. Teams
4. Dynamics
5. Power Automate

Answer: The Trust uses O365, SharePoint, Teams and Power Automate.

Question 13. Do you use any Adobe products? If yes, which ones?

Answer: The Trust uses Adobe reader and have Creative Cloud licences for specialist teams.

Question 14. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)

1. Human Resources
2. Patient related
3. Legal Services
4. Email and Collaboration

Answer: The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Patient related:

<https://www.elft.nhs.uk/uploads/files/1/FOI/ANON%20Response%20-%20FOI%20DA3596.pdf>

Legal Services:

<https://www.elft.nhs.uk/uploads/files/1/FOI/ANON%20Response%20-%20FOI%20DA3534.pdf>

Email is NHS Mail (no end date) and Office 365 (end date May 2022).

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Patient related:

Question 15. Do you have a Senior Information Risk Officer (SIRO) and Caldicott Guardian? If so, can you please share their contact name, email and phone number.

Answer: The Trust's Senior Information Risk Officer (SIRO) is Dr Amar Shah, Chief Quality Officer, amarshah@nhs.net

The Trust's Caldicott Guardian is Dr Paul Gilluley, Chief Medical Officer, paul.gilluley@nhs.net

Question 16. Understanding that every member of the NHS has to be GDPR compliant, what is the current approval - signature process?

Clarification: Please disregard this question.