

02 July 2021

**Our Ref:** RFI 39055

Dear

**Freedom of Information Act 2000  
Information in relation to Electronic Signing Tools**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 18 May 2021. Please accept our sincere apologies for the delay in responding to you. Thank you for your patience.

A response to each of the questions raised has been provided by the Planning, Performance & Informatics Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Rebecca Manning**  
**Information Governance Assistant**

**Q1. Do you currently use any form of electronic signing tool?**

A1. No, the Trust do not use any form of signing tool.

**Q2. 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?**

A2. I refer you to Answer 1.

**Q3. How many documents do you send for signature / approval annually? What % are printed?**

A3. The Trust is unable able to provide this level of detail as we have no insight into the number of paper based documents signed/approved annually and/or printed.

**Q4. Are your signing processes primarily paper-based?**

A4. The Trust utilises a paper based signing process with the opportunity to scan and send via corporate email, should this be required.

**Q5. What is your current annual spend on paper, postage and document storage?**

A5. Please see Table 1.

Table 1

Areas	Spend for 2020
Paper & Card	£125,733
Postage	£487,955
Storage/Retrieval of Records	£623,057

**Q6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?**

A6. The Trust has a number of regional and local sponsored projects/programmes to maximise the digitalisation of processes across the Trust.

**Q7. If so, who is leading it?**

A7. The Technology & Telecommunication Assistant Director is Darren Henderson who is leading the projects.

**Q8. How much employee time is it taking to create, send, chase and store documents that require signature?**

A8. The Trust is unable to provide this level of detail as we have no insight into the number of paper based documents signed/approved annually and/or printed.

**Q9. How many employees do you have?**

A9. As of the 30<sup>th</sup> April 2021 the Trust employs 11548 substantive employees.

Many of these staff also hold a second “Bank” contract which allows them to undertake additional hours in locations across the Trust on an “As and When” basis, should they wish to.  
Including these staff the Trust employs 20938 staff.

**Q10. What percentage of employees work remotely?**

A10. Circa 37% of Trust staff retains remote access.

**Q11. Can you provide names and contact details for the following people within your organisation?**

- a. **CIO / IT Director**
- b. **Head of IT**
- c. **Head of Digital Transformation**
- d. **Head of Housing Operations**
- e. **Head of Legal**
- f. **Head of HR**
- g. **Head of Legal Services**

A11. Please see Table 1.

Table 1

Head of Service/Director	Contact Name & Details
Director of Planning, Performance & Informatics	Roisin Coulter Email: <a href="mailto:Roisin.Coulter@setrust.hscni.net">Roisin.Coulter@setrust.hscni.net</a> Contact No: 02890553143
IT Assistant Director/Head of IT	Darren Henderson Email: <a href="mailto:Darren.Henderson@setrust.hscni.net">Darren.Henderson@setrust.hscni.net</a> Contact No: 02890561404
Head of Digital Transformation	Stephen Powell Email: <a href="mailto:Stephen.Powell@setrust.hscni.net">Stephen.Powell@setrust.hscni.net</a> Contact No: 02890553165
Head of HR	Claire Smyth Email: <a href="mailto:Claire.Smyth4@setrust.hscni.net">Claire.Smyth4@setrust.hscni.net</a> Contact No: 02890553145

Please note, there is no Housing Operations or Legal Department based within the Trust, therefore there is no information to provide.

In relation to the Head of Legal Services, this service is provided by the Business Service Organisation (BSO) therefore the information you request may be held by BSO. If you wish to pursue this request I would suggest to contact BSO on [foi.bso@hscni.net](mailto:foi.bso@hscni.net)

**Q12. Do you currently use any of the following Microsoft applications?**

- a. O365**
- b. SharePoint**
- c. Teams**
- d. Dynamics**
- e. Power Automate**

A12. The Trust currently uses Sharepoint.

**Q13. Do you use any Adobe products? If yes, which ones?**

A13. The Trust uses the following listed Adobe products:

- Adobe Acrobat Reader 2017
- Adobe AIR
- Adobe Shockwave Player 12.0

**Q14. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)**

- a. Human Resources**
- b. Patient related**
- c. Legal Services**
- d. Email and Collaboration**

A14. As part of Trust Cyber Security strategy we are not disclosing details in relation to incumbent systems as this information could be used by external agent's intent on initiating malicious cyber-attacks.

**Q15. 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.**

A15. The Trust SIRO is:

Claire Smyth  
Email: [Claire.Smyth4@setrust.hscni.net](mailto:Claire.Smyth4@setrust.hscni.net)  
Contact No: 02890553145

Northern Ireland does not have Caldicott Guardians, however NI does have Personal Data Guardians and for the Trust, the contacts are:

Charlie Martyn  
Email: [Charlie.Martyn@setrust.hscni.net](mailto:Charlie.Martyn@setrust.hscni.net)  
Contact No: 02890550488

Barbara Campbell  
Email: [Barbara.CampbellAD@setrust.hscni.net](mailto:Barbara.CampbellAD@setrust.hscni.net)  
Contact No: 02890653142

**Q16. Understanding that every member of the NHS has to be GDPR compliant, what is the current approval - signature process?**

A16. All Trust staff must successfully complete a mandatory Information Governance Awareness training course which encompasses GDPR.