



Resolution

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June 2021
FOI_5066

The following information was requested on 18 May 2021:

1. *Do you currently use any form of electronic signing tool?*
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?*
3. *How many documents do you send for signature / approval annually? What % are printed?*
4. *Are your signing processes primarily paper-based?*
5. *What is your current annual spend on paper, postage and document storage?*
6. *Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?*
7. *If so, who is leading it?*
8. *How much employee time is it taking to create, send, chase and store documents that require signature?*
9. *How many employees do you have?*
10. *What percentage of employees work remotely?*
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*
12. *Do you currently use any of the following Microsoft applications?*
 1. *O365*
 2. *SharePoint*
 3. *Teams*
 4. *Dynamics*
 5. *Power Automate*
13. *Do you use any Adobe products? If yes, which ones?*
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*
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.*
16. *Understanding that every member of the NHS has to be GDPR compliant, what is the current approval - signature process?*

Our Response

1. *Do you currently use any form of electronic signing tool? - **No***
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? - **Not Applicable***
3. *How many documents do you send for signature / approval annually? What % are printed? - **Not Applicable***
4. *Are your signing processes primarily paper-based? - **Not Applicable***

5. *What is your current annual spend on paper, postage and document storage?* - **Not Applicable**
6. *Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?* - **Not Applicable**
7. *If so, who is leading it?* - **Not Applicable**
8. *How much employee time is it taking to create, send, chase and store documents that require signature?* - **Not Applicable**
9. *How many employees do you have?* - **Approximately 450**
10. *What percentage of employees work remotely?* - **All employees are currently working remotely at least to some degree**
11. *Can you provide names and contact details for the following people within your organisation?*
1. CIO / IT Director - Niamh.McKenna@Resolution.nhs.uk
 2. Head of IT - Sean.walker@Resolution.nhs.uk
 3. Head of Digital Transformation - **We do not currently have this role**
 4. Head of Housing Operations - **We do not currently have this role**
 5. Head of Legal - **We do not currently have this role**
 6. Head of HR - Michael.Humpris@Resolution.nhs.uk
 7. Head of Legal Services - Simon.Hammond@Resolution.nhs.uk (Director of Claims)
12. *Do you currently use any of the following Microsoft applications?* - **Yes**
1. O365 - **yes**
 2. SharePoint - **Yes**
 3. Teams - **Yes**
 4. Dynamics - **Yes**
 5. Power Automate - **No**
13. *Do you use any Adobe products? If yes, which ones?* - Adobe Reader
- **Adobe Reader**
 - **Adobe DC**
 - **Adobe Acrobat Pro (comes with FormsCentral)**
 - **Adobe Creative Suite**
 - **Photoshop**
 - **InDesign**
 - **Premier Pro**
 - **Illustrator+**

14. *What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)*
1. Human Resources - **Electronic Staff Record, (we are a subscriber to this centrally managed system). This is not a license based system**
 2. Patient related – **Not applicable**
 3. Legal Services – **a bespoke Case Management Systems, (CMS). We hold the IP for this system and isn't license based**
 4. Email and Collaboration - **Outlook, Ms Teams and network shares (Outlook and Teams are part of our license subscription)**
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. -* **SIRO: Joanne Evans Joanne.Evans@Resolution.nhs.uk, Tel: 020 7811 2700, Caldicott Guardian: Dr. Denise Chaffer: Denise.Chaffer@Resolution.nhs.uk, Tel: 020 7811 2700**
16. *Understanding that every member of the NHS has to be GDPR compliant, what is the current approval - signature process? -* **There is no standardised process as such. There is some adhoc use of electronic signatures and use of manually signed documentation which is later scanned.**

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
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