

Freedom of Information Request: Our Reference CTMUHB_206_21

You asked:

I'd like to request the following information please:

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?

N/A.

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

Not captured.

4. Are your signing processes primarily paper-based?

This would depend on the method of receiving a document to approve. This can vary between, electronic transfers (email) accepted, where as some request hard copy of approval.

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

- The total Health board spend on Postage & Carriage for the year ended 31 March 2021 was £976,997.
- The total Health board Spend on Stationery for the year ended 31 March 2021 was £720,568.

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

Within the Environment Waste and Fleet department, we have request via our contractors that paper invoices are sent via email and this data is saved over to our internal file share system and have been a paperless office since 2017-2018.

We also work with a local social enterprise Elite Paper Solutions and any confidential and non-confidential paper documentation across the three localities is source segregated and reused to make pet bedding and bathroom tissue.

<https://elitepapersolutions.co.uk/eco-animal-bedding/>

Any plastic lever arch files no longer in use by CTMUHB are repaired and reused via Elite.

As a NRW registered carrier we have assurances that our paper waste is securely destroyed and recycled. All non-confidential waste paper is collected free of charge.

If so, who is leading it?

The Environment Waste and Fleet Manager.

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

We do not capture this information.

9. How many employees do you have?

As at 18th May 2021, Cwm Taf Morgannwg University Health Board had the following number of employees :

Headcount	FTE
12,737	11,148.39

This figure does not include Bank or Agency Workers.

10. What percentage of employees work remotely?

All CTM Employees have the ability to access some level of work resources remotely. There is no straightforward method to totalise this.

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

- CIO / IT Director - Andrew.Nelson3@wales.nhs.uk
- Head of IT - Karen.Winder@wales.nhs.uk
- Head of Digital Transformation - TBC
- Head of Housing Operations – N/A
- Head of Legal – N/A – [Service provided by NHS Wales Shared Services Partnership.](#)
- Head of HR – N/A. [HR sits under the Executive Director of People](#)
- Head of Legal Services – N/A

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

- **O365** - Yes
- **SharePoint** - Yes
- **Teams** - Yes
- **Dynamics** - Not in Production – WCCIS is Dynamics
- **Power Automate** - Yes

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

Acrobat (Reader, Standard and Pro), Creative Cloud and Premier Pro.

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

- **Human Resources** - ESR (Oracle), national system, available to all staff. For further information please contact [Digital Health Care Wales \(DHCW\)](#) directly as they manage this system on an all Wales basis.
- **Legal Services** - N/A – [Service provided by NHS Wales Shared Services Partnership.](#)
- **Email and Collaboration** - Outlook and Teams (Microsoft), national contract, available to all staff. For further information please contact [Digital Health Care Wales \(DHCW\)](#) directly as they manage this system on an all Wales basis.

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 – Andrew Nelson – Tel: 01443 744800

Caldicott Guardian – Nick Lyons –Tel: 01443 744800

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

All staff are required to undertake the Information Governance training bi-annually as part of the core skills training framework. However an approval process would depend on the document that required approval. Some documents would require line manager approval whereas some would require Director level sign off. Approvals would fall in line with procurement processes, Standing Orders, and Standards of Behaviour where appropriate.