

Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we partially hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

1. Do you currently use any form of electronic signing tool?
No, the CCG does not 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?
Not applicable.
3. How many documents do you send for signature / approval annually? What % are printed?

Section 12 (Cost Limit Exemption)

The CCG does hold the information in relation to question 3 however, it is not possible to provide the information without undertaking an exercise to locate, retrieve and extract records for each staff member from their individual email accounts and/or saved documentation on the network servers. This would equate to a significant amount of time to ensure the accurate extraction of information and exceed the appropriate cost limit of £450.

The Freedom of Information Act state that the appropriate limit to be applied to requests received by the CCG is £450 (equivalent to 18 hours of work at £25 per hour) in estimating the cost of complying with the request for information, the CCG can only take into account any reasonable costs incurred in:

1. Determining whether it holds the information,
 2. Locating the information, or document which may contains the information,
 3. Retrieving the information, or document which may contain the information, and
 4. Extracting the information from a document containing it.
4. Are your signing processes primarily paper-based?
No.
 5. What is your current annual spend on paper, postage and document storage?
Please see below in relation to the year ended 31 March 2021.

Paper (all stationery, not just paper)	£6,538.64
Postage & Carriage	£2,628.60
Document Storage	NIL

6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?
NHS Nottingham and Nottinghamshire CCG do not currently have any active projects or initiatives aimed at reducing the amount of paper-based processes.
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?
The CCG does not hold this information.
9. How many employees do you have?
The CCG has 504 employees.
10. What percentage of employees work remotely?
94% of employees are presently working from home where possible, in line with Government COVID-19 guidance. The CCG will be moving to a hybrid model of working from home and in the office during 2021, this will be in line with Government COVID-19 guidance.
11. Can you provide names and contact details for the following people within your organisation?
 1. CIO / IT Director
Andy Hall, Associate Director of Performance & Information
 2. Head of IT
N/A, the CCG commissions IT services from the Nottinghamshire Health Informatics Service.
 3. Head of Digital Transformation
The CCG does not employ an overall lead for Digital Transformation.
 4. Head of Housing Operations
The CCG does not employ a Head of Housing Operations.
 5. Head of Legal
The CCG does not employ a Head of Legal.
 6. Head of HR
Gemma Waring, Head of HR & OD
 7. Head of Legal Services
The CCG does not employ a Head of Legal Services.
12. Do you currently use any of the following Microsoft applications?
 1. O365 – Yes, the CCG is rolling out O365 to all CCG staff during 2021. It is currently being tested by a small number of staff.
 2. SharePoint - Yes
 3. Teams - Yes
 4. Dynamics - No
 5. Power Automate - No
13. Do you use any Adobe products? If yes, which ones?
Yes, the CCG uses Adobe Acrobat.
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

It is our opinion that the information sought regarding primary software systems used by the CCG is exempt under section 31 (1) (a) of the FOI Act. This exempts information if its disclosure is likely to prejudice the prevention or detection of crime. Release of this information would make the CCG more vulnerable to crime; namely, a malicious attack on the CCGs computer systems.

Section 31: Law Enforcement

Section 31 (1) (a) exempts information if its disclosure is likely to prejudice the prevention or detection of crime.

Section 31 is a qualified exemption and we are required to conduct a public interest test when applying any qualified exemption. This means that after it has been decided that the exemption is engaged, the public interest in releasing the information must be considered. If the public interest in disclosing the information outweighs the public interest in withholding it then the exemption does not apply and the information must be released. In the FOI Act there is a presumption that information should be released unless there are compelling reasons to withhold it.

Public Interest Test

The public interest test has now been concluded and the balance of the public interest has been found to fall in favour of withholding information covered by the section 31(1) (a) exemption. Considerations in favour of the release of the information included the principle that there is a public interest in transparency and accountability in disclosing information about our contracts.

However, release of this information would make the CCG more vulnerable to crime; namely, a malicious attack on the CCG computer systems. As such release of this information would be seen to prejudice the prevention or detection of crime by making the CCG computer systems more vulnerable to hacking therefore facilitating the possibility of a criminal offence being carried out. There is an overwhelming public interest in keeping public sector computer systems secure which would be served by non-disclosure. This would outweigh any benefits of release.

Balance Test

It is important to bear in mind that any disclosure under the FOI Act is a disclosure to the public at large and not just to the applicant. It is recognised that there is a general public interest in the CCG being open and transparent. However, it is not believed that this public interest is served in disclosure for damage that would be caused as outlined above.

It has therefore been decided that the balance of the public interest lies clearly in favour of withholding the information on this occasion.

Further guidance on section 31 can be found here:

<https://ico.org.uk/media/for-organisations/documents/1207/law-enforcement-foi-section-31.pdf>

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.

Yes.

Senior Information Risk Officer (SIRO):

Stuart Poynor, Chief Finance Officer

The Senior Information Risk Officer can be contacted by emailing ncccg.ig.greater-nottingham@nhs.net

Caldicott Guardian:

Rosa Waddingham, Chief Nurse

The Caldicott Guardian can be contacted by emailing ncccg.ig.greater-nottingham@nhs.net

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

Electronic signatures are used with the consent of the signatory or nominated signature holder on a case by case basis.

The document to be electronically signed, its purpose and the distribution list is made visible to the signatory or the nominated signature Holder.

The request for signature is made in a timely manner and the signatory and the nominated signature holder reserve the right to retain a copy of the electronically signed document for their records.

The signatory and the nominated signature holder reserve the right to refuse permission to use an electronic signature if it does not fulfill the requirements set out within this procedure.

Any document containing an electronic signature is converted to PDF prior to distribution to reduce the risk of replication and unauthorised usage.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Clinical Commissioning Group have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via lucy.branson@nhs.net or by writing to NHS Nottingham and Nottinghamshire CCG, 1 Standard Court, Park Row, Nottingham, NG1 6GN.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether the organisation has complied with its obligations under the Act, and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire Clinical Commissioning Group. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to: FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone 0303 123 1113 or report a concern: <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information Officer on behalf of *NHS Nottingham and Nottinghamshire Clinical Commissioning Group*.

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Clinical Commissioning Group. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.