**Request for information under the Freedom of Information Act – 2022.179**
**Released – 17 October 2022**

Thank you for your email received 23 September 2022 requesting information regarding the scanning of documents.

Please find detailed below a summary of your request, together with our response.

*Summary of your original request:*

1. ***Do you have a dedicated on-site scanning team for paper records?***
1. ***If so, how many FTE are within the team?***
2. ***What volumes are the team scanning on a daily / weekly / monthly / annual basis?***
3. ***Are the team scanning legacy records or day forward, or both?***
4. ***What hardware & software is used by the team?***
5. ***Is the hardware leased, rented or was it purchased outright?***
6. ***Who is responsible within the organisation for the procurement of hardware and software? Please supply contact details.***
The Trust does not have a dedicated on-site scanning team for paper records.

2. ***If you do not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?*** The provision for outsourcing document scanning is included in our contract for off-site storage
1. ***If so, who is this contract with?*** Restore PLC
2. ***What is the value of the contract?*** The value of the entire contract with Restore is currently estimated to be approximately £103,000 per annum.
3. ***When is the contract due for renewal?*** 1 August 2027 but we have the option to extend the contract by 4 years in trances of 12 months.

3. ***Do you have on-site facilities to store paper records?***
The Trust is largely paper-free but some services do have filing cabinets/tambour units/storage cupboards for storing some paper records.

4. ***Do you have contract(s) for off-site storage?*** Yes
1. ***If so, who is the contract with?*** Restore PLC
2. ***Does the contract include scan on demand or digitising services?*** Yes
3. ***If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?*** None – we have not yet utilised this part of the contract and have no immediate plans to do so.
4. ***What is the annual cost for outsourced scanning – either on-demand or scheduled?*** Not applicable, services not currently being utilised

**Chair** John Goulston **Chief Executive** Mairead McCormick
**Trust HQ** The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

(we care) Our values Compassionate Aspirational Responsive Excellent www.kentcht.nhs.uk

**5. Are there departments within the organisation that scan their own documents locally?**
Yes
**1. If so, what hardware and software is used to manage this?** We have a mix of HP and Brother multi-functional devices which use their own propriety software. These are minimal
**2. Are volumes captured? If so, what are they?** No, scanning volumes are not captured for locally connected devices
**3. What types of documents are scanned?** Items such as hard copy referral forms and other templates, patient information leaflets

**6. Who is responsible for records / document management programmes/systems? Please provide contact details**
**7. Who manages the contract(s) relationships with hardware providers and outsourced storage or scanning providers? Please provide contact details**

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

---

**Section 40 – Personal information**
*(2) Any information to which a request for information relates is also exempt information if—*
*(a) it constitutes personal data which does not fall within subsection (1), and*
*(b) either the first, second or third condition below is satisfied.*
*(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act*
  *(a)     would contravene any of the data protection principles, or*
  *(b)     would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.*

---

We can advise that the Director with overall responsibility for IT is Gordon Flack – Director of Finance and Deputy Chief Executive Officer, Gordon.Flack@nhs.net and the Executive Director with overall responsibility for outsourced storage is the Director of Corporate Services, however this post is currently vacant.