



**GIG**  
CYMRU  
**NHS**  
WALES

Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University  
NHS Trust



Pencadlys Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University NHS Trust Headquarters

2 Cwrt Charnwood  
Heol Billingsley  
Parc Nantgarw  
Caerdydd/Cardiff  
CF15 7QZ

Ffôn/Phone : (029) 20196161

<https://velindre.nhs.wales>

Date: 30<sup>th</sup> March 2023

Ref: CORP 2023-037

Dear \*\*\*\*\*

### **Freedom of Information request –Scanning, Onsite and Offsite Storage of Records**

Thank you for your request for the following information which we received on the 28<sup>th</sup> of February 2023.

Your Request:

1. *Does the Trust 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.*
  
2. *If the Trust does not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?*
  1. *If so, who is this contract with?*
  2. *What is the value of the contract?*
  3. *When is the contract due for renewal?*
  
3. *Does the Trust have on-site facilities to store paper records?*
  
4. *Does the Trust have contract(s) for off-site storage?*
  1. *If so, who is the contract with?*
  2. *Does the contract include scan on demand or digitising services?*

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Velindre University NHS Trust is happy to receive communication in Welsh or English.





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3. *If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?*
4. *What is the annual cost for outsourced scanning – either on-demand or scheduled?*
5. *Are there departments within the Trust that scan their own documents locally?*
  1. *If so, what hardware and software is used to manage this?*
  2. *Are volumes captured? If so, what are they?*
  3. *What types of documents are scanned?*
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*

The Trust's response:

The Trust has reviewed your request which is correctly formatted and complies with Section 8 of the Freedom of Information Act.

The Trust has responded in full to questions 1 – 5 and those responses are contained within the Appendix to this letter.

For questions 6 and 7, the Trust does not provide individual contact details for employees as it has a legal obligation to comply with the Data Protection Act 2018 and the retained EU GDPR 679/2016 (known as UK GDPR).

Therefore, the Trust has applied an absolute exemption under Section 40 (1) and (2)(a) of the Freedom of Information Act which states:

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(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.

(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)

This is because you have requested the personal data of someone other than yourself.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review.

You should forward your complaint to:-

Mr Ian Bevan via [FOI.VUNHST@wales.nhs.uk](mailto:FOI.VUNHST@wales.nhs.uk)  
Head of Information Governance  
Velindre University NHS Trust  
2, Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff / Caerdydd  
CF15 7QZ  
Tel / Ffon - 029 20196161

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:-

Information Commissioner's Office - Wales  
2nd Floor,  
Churchill House,

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Churchill Way,  
Cardiff,  
CF10 2HH  
Telephone: 0330 414 6421  
email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

Yours sincerely,

Lauren Fear  
Director of Corporate Governance and Chief of Staff  
Velindre University NHS Trust  
2 Charnwood Court  
Heol Billingsley  
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Cardiff  
CF15 7QZ

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		Welsh Blood Service	Velindre Cancer Centre
1	<b>Does the Trust have a dedicated on-site scanning team for paper records?</b>	No	No
1	If so, how many FTE are within the team?	N/A	N/A
2	What volumes are the team scanning on a daily / weekly / monthly / annual basis?	N/A	N/A
3	Are the team scanning legacy records or day forward, or both?	N/A	N/A
4	What hardware & software is used by the team?	N/A	N/A
5	Is the hardware leased, rented or was it purchased outright?	N/A	N/A
6	Who is responsible within the organisation for the procurement of hardware and software? Please supply contact details.	N/A	N/A
2	<b>If the Trust does not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?</b>	Yes	No
1	If so, who is this contract with?	Transmedia Scanning Services	N/A
2	What is the value of the contract?	£40k	N/A
3	When is the contract due for renewal?	31/03/2024	N/A
3	<b>Does the Trust have on-site facilities to store paper records?</b>	No	Yes
4	<b>Does the Trust have contract(s) for off-site storage?</b>	Yes	Yes
1	If so, who is the contract with?	Transmedia	The Maltings
2	Does the contract include scan on demand or digitising services?	Yes	No
3	If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?	No	N/A
4	What is the annual cost for outsourced scanning – either on-demand or scheduled?		N/A
	<b>Month</b> <b>Year</b>		
	March          2021	£68,083	N/A
	April          2021	£50,633	N/A

	June 2021	£51,580	N/A
	August 2021	£80,264	N/A
	October 2021	£70,772	N/A
	December 2021	£76,009	N/A
	<b>2021 Total:</b>	<b>£510,554</b>	N/A
	March 2022	£68,364	N/A
	April 2022	£56,259	N/A
	May 2022	£69,460	N/A
	August 2022	£77,222	N/A
	October 2022	£64,862	N/A
	<b>2022 Total:</b>	<b>£336,167</b>	N/A
5.	<b>Are there departments within the Trust that scan their own documents locally?</b>	No	Yes
1	If so, what hardware and software is used to manage this?	N/A	Welsh Clinical Portal document uploader
2	Are volumes captured? If so, what are they?	N/A	When required
3	What types of documents are scanned?	N/A	Various
6	<b>Who is responsible for records / document management programmes/systems? Please provide contact details</b>	Welsh Blood Service Staff	Velindre Cancer Centre Staff
7	<b>Who manages the contract(s) relationships with hardware providers and outsourced storage or scanning providers? Please provide contact details</b>	Welsh Blood Service Staff	Velindre Cancer Centre Staff