



Reference: FOI3887

**Request:**

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?

**Information not held**

4. Are your signing processes primarily paper-based?

**Yes**

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

**Spend during FY02019-20 : -**

**Postage £139,402**

**Paper £20,074**

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

**No**

7. If so, who is leading it?

**n/a**

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

**Information not held**

9. How many employees do you have?

**Permanent workforce - headcount 3229 - FTE 2550**

**Temporary workforce - headcount 200 - FTE 166**

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10. What percentage of employees work remotely?

**there are currently 27.07% employees working from home as a result of the COVID pandemic.**

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

12. CIO / IT Director

13. Head of IT

14. Head of Digital Transformation

15. Head of Housing Operations

16. Head of Legal

17. Head of HR

18. Head of Legal Services

**<https://my.northtyneside.gov.uk/category/457/council-structure>**

**<https://my.northtyneside.gov.uk/category/308/contact-council>**

**Head of Resources - includes responsibility for Finance, Human Resources, ICT/Digital**  
**Head of Law & Governance - includes responsibility for Legal Services**  
**Head of Environment Housing & Leisure - includes responsibility for Housing**

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

13. O365 - **Yes**

14. SharePoint - **Yes**

15. Teams - **Yes**

16. Dynamics - **Yes**

17. Power Automate - **Yes**

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

**Reader DC, Acrobat XI PRO, InDesign, Captivate & Connect**

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

15. Human Resources

**Oracle E Business suite, version 12.1.3., 9,300 perpetual licences, support and maintenance contract for two years to 31-Mar-2023.**

2. Patient related

**Our social care system is Liquidlogic LAS for adults and LCS/EHM for children's services. We also use HAS Technology CM2000 for scheduling of re-ablement services.**

3. Legal Services

**A Contract Procured via GCloud for Electronic Court Bundling was procured in 2017 with Bundledocs for 2 years with the option to extend for up to a further 2.**

**This has expired, however the Legal Service department renew their access to the system direct with the supplier (Meditati Ltd) at a cost of £4,800 per annum. On other parts of this request which may be relevant the Authority subscribed to DocuSign in July 2020 for 1 year at a cost of £1,500 including support covered 500 e-signed documents.**

**The Authority is exploring areas where AI may help to reduce paper/print whilst creating more efficient processes. Potentially a trial may be carried out under our Contract for Managed Print Solutions to look at the benefits of OCR (optical character recognition ) in certain areas before any decisions to roll out further or build into future requirements are made.**

4. Email and Collaboration

**Microsoft Office 365; current version as evergreen; 3-year enterprise select agreement terminates 31/12/2022; total number of end user licenses currently 3379**