

Finance & Resources Update – IT & Estates

14 July 2026

1 IT Department

1. The new Hospice Website which went live at the end of March 2026 has had a problem whereby some documents on the website file store had a security flaw. This has now been resolved by encrypting the storage area where these files are located, thereby protecting these files.
2. The first module of Vantage, our new incident reporting software, has now successfully gone live. Currently, configuration of the second module, Compliments and Complaints, is underway.
3. The email retention policy, which requires all emails older than 5 years to be deleted, was successfully implemented on schedule on 01 July. Mailboxes are now reviewed on a daily basis to ensure that all emails are deleted as soon as they are 5 years old.
4. A new module for our Cato firewalls has been purchased. The DLP module (“Data Loss Protection”) enables categories of data to be restricted from being exported, via emails or other means such as AI, ChatGPT, etc., thereby protecting the Hospice’s sensitive data. This facility is being rolled out slowly and carefully to gradually add more and more categories of data to be protected.

2 Facilities / Catering Department

5. To support the planning for the proposed new building for the Warehouse storage, we have undertaken an Ecological Survey and a Tree Survey of the area. This is intended to assist with the planning application which will be submitted soon.
6. Due to our recent VAT audit, we have replaced the Orangery Café till with a new EPOS system. This new system should save time when entering purchases and will automatically access whether VAT should be added to the customer’s charge.

3 Incidents / Risks

1. The latency issues which had been experienced over several weeks have finally been resolved. In addition to replacing the Core switches, it was discovered that a faulty NIC (network interface card) had been part of the cause. All latency problems now appear to have been resolved.