

16 September 2021

## **Out of Hours Communications Provision & Expenditure**

### **1) Can you confirm if the Trust operates an “Out Of Hours” Communications/ Media response service?**

Yes, the Trust operates an ‘Out of Hours’ Communications/Media response service.

### **2) If yes, when was this service first initiated?**

This service has been provided since the formation of the Belfast HSC Trust in April 2007.

### **3) Can you provide me with a definitive list of the activities for which payments are administered under the scope of “Out of Hours” Communications provision within the Trust?**

Health and social care services operate 24 hours a day, 7 days a week, 365 days a year. The out of hours communications service operates outside of normal working hours i.e. 5pm to 9am weekdays and 24 hours at weekends/public holidays.

A range of activities are provided – this includes, but is not limited to:

- Manage and respond to media enquiries, draft/issues responses, brief senior team, facilitate interviews/filming
- Member of Major incident response team
- Management of Trust’s internal and external communications channels; to include website, Twitter, Facebook, Instagram to inform public health messaging
- Supporting on call Senior Management Team out of hours

### **4) Can you provide me with an itemised list of rates of pay for these activities and/or established hourly rates, including evenings, weekends and holidays?**

While on call, staff are entitled to a regional on-call payment to be available out of hours. Any work undertaken out of hours is paid at standard regional rate. Agenda for Change terms and conditions apply. Payment for work done will be in line with the NHS Terms and Conditions of Handbook; time plus a half with the exception of work done on general public holidays, which will be at double time.

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Staff who are called into work during a period of on-call will receive a minimum payment of 2 hours, including travelling time, for the first call out. For subsequent calls (outside this two hour period) and within the same period of on-call, staff will be paid for the actual call out time rounded up to the nearest 15 minutes.

Staff who do work off site (by telephone or other electronic means) will be paid a minimum payment of 1 hour for the first call. Actual time will be paid for subsequent calls, outside the 1 hour period and within the same period of on-call, rounded up to the nearest 15 minutes.

**5) From the date the Trust first became operational, or April 1st 2007, whichever is the earlier, can you provide (broken down per financial year) the total expenditure paid by the Trust in relation to “Out Of Hours” Communications services?**

	1 November 2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021 – end of July
£ On Call Expense per year	9,118.76	32,824.40	23,159.15	27,568.15	21,311.52	22,432.95	23,560.03	22,895.27	6,804.01
£ On Call cost per day	60.39	89.93	63.45	75.53	58.39	61.46	64.55	62.73	55.77

Unfortunately, the Trust does not maintain records in a format, which would enable this information to be provided from April 1st 2007 to 31 October 2013.

**6) From the date the Trust first became operational, or April 1st 2007, whichever is the earlier, can you provide (broken down per financial year) how many Trust Employees were in receipt of payments in relation to “Out of Hours” Communications provision?**

	1 November 2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021 – end of July
Employees in receipt of payments	7	10	8	9	9	8	9	9	9

Unfortunately, the Trust does not maintain records in a format, which would enable this information to be provided from April 1st 2007 to 31 October 2013.