

[REDACTED]

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**From:** Metcalfe, Alan  
**Sent:** 25 March 2024 11:07  
**To:** Edwards, Maureen  
**Subject:** RE: [REDACTED]

Maureen,

Do you have the final correspondence in relation to this one?

Thanks,

Alan

**From:** Edwards, Maureen [REDACTED]  
**Sent:** 14 December 2023 09:11  
**To:** [REDACTED]; Somerville, Gillian  
[REDACTED]; Reynolds, Kerry [REDACTED]; Metcalfe, Alan [REDACTED]  
**Subject:** Re: [REDACTED]

I don't know who it is with. Gillian's/Kerry, do you know if anyone is dealing with this complaint? Gillian, can I speak to you and Cathy about this and about next steps regarding the plaque.

Alan, I will catch up with you to remind me what the outcome of the HR investigation was.

Maureen

**From:** [REDACTED]  
**Sent:** Thursday, December 14, 2023 9:05:27 AM  
**To:** Edwards, Maureen [REDACTED]  
**Subject:** FW: [REDACTED]

Hi Maureen  
See email trail below.  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 13 December 2023 10:56  
**To:** [REDACTED]  
**Subject:** FW: [REDACTED]

[REDACTED]

In regards to this below.

Would you know who in HR is dealing with this?

Thanks

[REDACTED]

**From:** [REDACTED]  
**Sent:** 13 December 2023 10:51  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: [REDACTED]

[REDACTED], sorry, I'm not sure. Maybe check with [REDACTED] (Maureen's PA)?

Thanks  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 13 December 2023 10:49  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: [REDACTED]

Thanks [REDACTED]

Do you know who in HR?

Thanks

[REDACTED]

**From:** [REDACTED]  
**Sent:** 13 December 2023 10:47  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: [REDACTED]

Hi [REDACTED]

This complaint is being dealt with by HR.

Regards,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 06 December 2023 14:23  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** [REDACTED]

Dear all,

Please see below new correspondence. A draft response is due by 22<sup>nd</sup> December.

A TRF is attached should you be able to resolve this via a telephone call.


Further to recent Internal Audit findings, investigation of complaints must now only be undertaken by staff who have completed the Trust's complaint investigation training. Please ensure that whoever is asked to investigate the issues raised in this complaint has undertaken this training.

The link below provides access to a recorded training session (lasting approximately 90 minutes) that can be completed by any staff who have not previously completed the training.

Complaints (sharepoint.com) <https://bhsct.sharepoint.com/sites/medical/SitePages/Complaints.aspx>

Thank you

**Belfast Health & Social Care  
Trust**

 Belfast Health and  
Social Care Trust



**From:** 

**Sent:** 05 December 2023 09:45

**To:** complaints-SM <[complaints@belfasttrust.hscni.net](mailto:complaints@belfasttrust.hscni.net)>

**Subject:** Complaint Regarding Belfast City Hospital

To whom it may concern.

Following the removal of the plaque marking the opening of Belfast City Hospitals tower blocked by HRH Prince Andrew in June 1986. I note that during my regular visits to the hospital the plaque is still missing and upon researching the topic further - very little updates are available in the media regarding the fate of the plaque.

Could you please confirm the following

- Was what happened the plaque discovered and the culprit apprehended
- What plans are in place to rectify unwanted removal of the plaque
- What investigation was done on the sectarian element on the removal of the plaque? As a frequent visitor to hospital it feels like a deliberate attempt to remove a long standing marker of Royal involvement with the hospital.

Looking forward to your swift response.

Kind Regards



**Turner, Clark**

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**From:** [REDACTED]  
**Sent:** 20 March 2024 14:36  
**To:** Metcalfe, Alan  
**Subject:** RE: 30908 - FOI request: Plaque removal 2

OK, thanks

**From:** Metcalfe, Alan [REDACTED]  
**Sent:** 20 March 2024 14:35  
**To:** [REDACTED]  
**Subject:** RE: 30908 - FOI request: Plaque removal 2

No – I'll review with Damian and try to see how we respond

**From:** [REDACTED]  
**Sent:** 20 March 2024 14:34  
**To:** Metcalfe, Alan [REDACTED]  
**Subject:** FW: 30908 - FOI request: Plaque removal 2

Alan, is this still an active inquiry?

**From:** Edwards, Maureen [REDACTED]  
**Sent:** 20 March 2024 11:37  
**To:** PublicLiaison-SM <[publicliaison@belfasttrust.hscni.net](mailto:publicliaison@belfasttrust.hscni.net)>; Metcalfe, Alan [REDACTED]  
**Cc:** [REDACTED]  
[REDACTED]  
**Subject:** RE: 30908 - FOI request: Plaque removal 2

Alan

Can you please draft a response with relevant correspondence, linking in with HR re required redactions etc.

I will look to see if I have any correspondence on this.

Maureen

**From:** [REDACTED] **On Behalf Of** PublicLiaison-SM  
**Sent:** 20 March 2024 11:32  
**To:** Edwards, Maureen [REDACTED]; Metcalfe, Alan [REDACTED]  
**Cc:** [REDACTED]  
[REDACTED]  
**Subject:** 30908 - FOI request: Plaque removal 2

Hi Maureen

See below Freedom of Information (FOI) request.

We have identified you as the **lead Director**. If this is incorrect, please let us know, or make a transfer arrangement with the appropriate Director and PA, keeping us in the loop so we can update our records.

**Co Director**, this is being sent to you also, so that you may coordinate the response on behalf of your Service and return to Public Liaison in a timely manner.

- Previous related response attached

We do not have to spend more than 18 hours in locating, retrieving, and extracting information for this FOI so if you anticipate that it will take more than 18 hours in total to provide this information in full, please advise asap what information if any, you can provide within the 18 hours.

Under the legislation we have to respond to FOI requests within 20 working days, therefore an early response would be appreciated please, and **no later than 11 April 2024**.

Please keep our reference number in the subject line of all future correspondence relating to this matter.

In order to take all the precautions we possibly can to prevent any type of data breach, please always confirm that the response you are providing to Public Liaison has been checked for any hidden data and the information is definitely safe to disclose. See below guidance:

[20230929\\_GuidanceDisclosingInformationSafely\\_BT\\_V1.1\\_Final.docx \(sharepoint.com\)](#)

Under the Freedom of Information Act, I would like to request details in relation to the removal of a plaque from Belfast City Hospital.

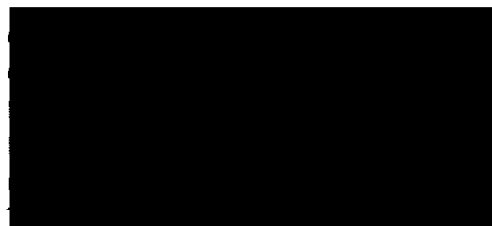
The plaque marked the official opening of the City Hospital tower by the Duke of York in 1986:

<https://www.belfastlive.co.uk/news/belfast-news/prince-andrew-plaque-belfast-city-22855969>

For the period from January 17 2022 to present, please disclose the following:

- A copy of all correspondence sent and received (redacted where appropriate if necessary) internally and externally in relation to this plaque.
- A copy of any notes or minutes of any meetings during which this plaque was discussed.

Many thanks



#### FOI Process



[Public Liaison Service - Meet the Team \(sharepoint.com\)](#)

15 February 2022

## **Duke of York plaque at Belfast City Hospital**

### **Enquiry:**

Under the Freedom of Information Act, I would like to request details in relation to the removal of a plaque from Belfast City Hospital.

The plaque marked the official opening of the City Hospital tower by the Duke of York in 1986:

<https://www.belfastlive.co.uk/news/belfast-news/prince-andrew-plaque-belfast-city-22855969>

For the period from January 17 2022 to present, please disclose the following:

- A copy of all correspondence sent and received (redacted where appropriate if necessary) internally and externally in relation to this plaque.
- A copy of any notes or minutes of any meetings during which this plaque was discussed.

### **Response:**

As the removal of the Plaque is the subject of an active inquiry, the Trust is unable to provide the requested information at this time.

This information is exempt under FOI Act Section 31 as detailed below:

31.—(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice –

(g) the exercise by any public authority of its functions for any of the purposes specified in subsection (2),

2. (b) the purpose of ascertaining whether any person is responsible for any conduct which is improper.

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 20 December 2023 12:17  
**To:** Metcalfe, Alan; [REDACTED]  
**Subject:** RE: [REDACTED]

Thanks ☺

**From:** Metcalfe, Alan [REDACTED]  
**Sent:** 20 December 2023 12:02  
**To:** [REDACTED]  
**Subject:** FW: [REDACTED]

**From:** Metcalfe, Alan  
**Sent:** 20 December 2023 12:01  
**To:** [REDACTED]  
**Cc:** [REDACTED] Edwards, Maureen  
[REDACTED]  
**Subject:** RE: [REDACTED]

[REDACTED]

Maureen is reviewing this.

Regards,

Alan

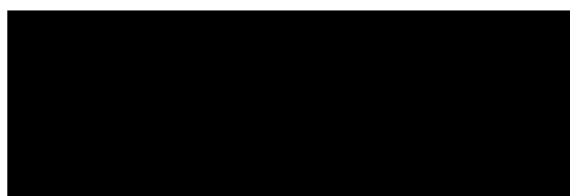
**From:** [REDACTED]  
**Sent:** 20 December 2023 11:11  
**To:** Metcalfe, Alan [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: [REDACTED]

Alan

See below

Are you aware of this?

Thanks



|

**From:** [REDACTED]  
**Sent:** 19 December 2023 16:36  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: [REDACTED]

[REDACTED]

HR advice below.

Seems alan was investigating this?

[REDACTED]

**From:** [REDACTED]  
**Sent:** 19 December 2023 13:09  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: [REDACTED]

Hi [REDACTED]

There was an investigation under HR policies into this issue which concluded quite some time ago (September 2022) but it would be for management to address the complaint below as HR only act in an advisory/support capacity within those investigations. I believe from records this was addressed by Alan Metcalfe, Co-Director for Estate Services, and believe he would be the most appropriate POC to address the queries raised below.

Kind regards,

[REDACTED]



**HSC Values**

**OUR HR**  
delivering excellence

Access the [HR Portal](#) for more information



**From:** [REDACTED]  
**Sent:** 19 December 2023 12:36  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: [REDACTED]

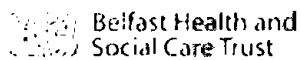
[REDACTED]

Are you aware of this complaint (bottom of email trail)

We were advised by Estates that HR were investigating?

Thanks

**Belfast Health & Social Care  
Trust**



**From:** [REDACTED]  
**Sent:** 19 December 2023 11:08  
**To:** [REDACTED]  
**Subject:** FW: [REDACTED]

Hi [REDACTED] can you confirm who in HR may be dealing with this?  
Thank you

**Belfast Health & Social Care  
Trust**



**From:** [REDACTED]  
**Sent:** 13 December 2023 10:51  
**To:** [REDACTED]  
[REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: [REDACTED]

James, sorry, I'm not sure. Maybe check with [REDACTED] (Maureen's PA)?

Thanks

[REDACTED]

**From:** [REDACTED]  
**Sent:** 13 December 2023 10:49  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: [REDACTED]

Thanks [REDACTED]

Do you know who in HR?

Thanks

[REDACTED]

**From:** [REDACTED]  
**Sent:** 13 December 2023 10:47  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
[REDACTED]  
**Subject:** FW: [REDACTED]

Hi [REDACTED]

This complaint is being dealt with by HR.

Regards,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 06 December 2023 14:23  
**To:** [REDACTED]  
[REDACTED]  
**Cc:** [REDACTED]  
**Subject:** [REDACTED]

Dear all,

Please see below new correspondence. A draft response is due by 22<sup>nd</sup> December.

A TRF is attached should you be able to resolve this via a telephone call.

Further to recent Internal Audit findings, investigation of complaints must now only be undertaken by staff who have completed the Trust's complaint investigation training. Please ensure that whoever is asked to investigate the issues raised in this complaint has undertaken this training.

The link below provides access to a recorded training session (lasting approximately 90 minutes) that can be completed by any staff who have not previously completed the training.

Complaints (sharepoint.com) <https://bhsct.sharepoint.com/sites/medical/SitePages/Complaints.aspx>

Thank you



**From:** [REDACTED]  
**Sent:** 05 December 2023 09:45  
**To:** complaints-SM <[complaints@belfasttrust.hscni.net](mailto:complaints@belfasttrust.hscni.net)>  
**Subject:** Complaint Regarding Belfast City Hospital

To whom it may concern.

Following the removal of the plaque marking the opening of Belfast City Hospitals tower blocked by HRH Prince Andrew in June 1986. I note that during my regular visits to the hospital the plaque is still missing and upon researching the topic further - very little updates are available in the media regarding the fate of the plaque.

Could you please confirm the following

- Was what happened the plaque discovered and the culprit apprehended
- What plans are in place to rectify unwanted removal of the plaque
- What investigation was done on the sectarian element on the removal of the plaque? As a frequent visitor to hospital it feels like a deliberate attempt to remove a long standing marker of Royal involvement with the hospital.

Looking forward to your swift response.

Kind Regards

[REDACTED]

---

**From:** Metcalfe, Alan  
**Sent:** 14 December 2023 09:26  
**To:** Edwards, Maureen  
**Cc:** [REDACTED]; Somerville, Gillian; Reynolds, Kerry  
**Subject:** RE: [REDACTED]

Maureen,

I should also mention that there was no indication of any sectarian motivation. It was claimed to have been removed out of sensitivities arising from allegations circulating on national media at that time.

Regards,

*Alan*

Alan Metcalfe  
Co-Director Estates Services  
[REDACTED]

***Estates EXCELLENCE through...***  
**Leading Supporting Improving**  
*Feedback on our service to [yourestates@belfasttrust.hscni.net](mailto:yourestates@belfasttrust.hscni.net)*

**From:** Metcalfe, Alan  
**Sent:** 14 December 2023 09:23  
**To:** Edwards, Maureen [REDACTED]  
**Cc:** [REDACTED]; Somerville, Gillian  
[REDACTED]; Reynolds, Kerry [REDACTED]  
**Subject:** RE: [REDACTED]

Maureen,

I think there may have been some confusion here.

The incident was thoroughly investigated by independent consultants appointed by HR and action taken to address staff behaviours in accordance with Trust Disciplinary procedures.

In my understanding, the Plaque is now in safe storage awaiting a decision as to where best to place it.

Happy to talk through when we meet.

Regards,

*Alan*

Alan Metcalfe  
Co-Director Estates Services  
[REDACTED]

**Estates EXCELLENCE through...**  
**Leading Supporting Improving**

Feedback on our service to [yourestates@belfasttrust.hscni.net](mailto:yourestates@belfasttrust.hscni.net)

**From:** Edwards, Maureen [REDACTED]  
**Sent:** 14 December 2023 09:11  
**To:** [REDACTED]; Somerville, Gillian  
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**Subject:** Re: [REDACTED]

I don't know who it is with. Gillian's/Kerry, do you know if anyone is dealing with this complaint? Gillian, can I speak to you and Cathy about this and about next steps regarding the plaque.

Alan, I will catch up with you to remind me what the outcome of the HR investigation was.

Maureen

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**Subject:** RE: [REDACTED]

[REDACTED], sorry, I'm not sure. Maybe check with [REDACTED] (Maureen's PA)?

Thanks

**From:** [REDACTED]

**Sent:** 13 December 2023 10:49

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: [REDACTED]

Thanks [REDACTED]

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Thanks

[REDACTED]

**From:** [REDACTED]

**Sent:** 13 December 2023 10:47

**To:** [REDACTED]

**Cc:** [REDACTED]

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**Cc:** [REDACTED]

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