

## Freedom of Information request 234-20

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### Request

1. The number of COVID-19 contact tracers the Board had in place, trained and working or available to work on 1 June 2020. Please do not include individuals who were hired but were yet to complete training or paperwork or security checks which were a precondition to them actively starting work.
2. The previous job title and department/team of every person within the health board area who has been seconded/transferred/redeployed/rehired as a COVID-19 contact tracer since 1 March 2020. If the person has retained their previous job title, please state this but still provide their job title.
3. A breakdown of salaries within the Board's contact tracing team, including the number of people on each salary or salary band, including contact tracers, managers, any other staff and the person in the Board with named responsibility for contact tracing.
4. A breakdown of responsibilities within the Board's contact tracing team, for instance the number actively phoning people and the number providing admin support. Please be as specific as possible.
5. The number of contact tracers within the Board working from home.
6. The number of phones, laptops and any other equipment issued to contact tracers within the Board to facilitate working from home, broken down by model if possible, and any available costings attached to this.
7. The number of contact tracers within the Board who have not been supplied with a work phone and are therefore using their personal phone for work.
8. The content and length of training for new contact tracers (hired/seconded/transferred after 1 May 2020) within the Board area before they began work, including any materials such as powerpoints, handbooks or documents used for training. Please also state whether any new contact tracers received no specific training before their first day ie. they learned on the job.
9. Any records of any complaints from new contact tracers (hired/seconded/transferred after 1 May 2020) about the training they had or had not received.
10. The date on which the first new contact tracer (after 1 May 2020) was hired externally within the Board area.
11. Any record of the interview process (or processes if there were multiple routes) used within the Board area to hire new contact tracers, including format, length of interview(s) and number of rounds.
12. Details of any security checks undertaken on contact tracers hire within the Board area after 1 May 2020.
13. The total spend for advertising roles involving contact tracing for COVID-19 in the Board area.

### Response

1. As at the 1 June 2020 NHS Borders had 19 individuals in place as contact tracers.

2. The following individuals have been seconded to the contact tracing team since 1 March 2020, note that some members of staff have since returned to their substantive post or have left the organisation. There are also some members of staff who are on the “reserve” list who are trained to undertake the role but are currently not on the active rota. All staff who are currently or have previously been part of the team, including those in reserve, are included in the list below.
3. All staff who are currently or have previously been a contact tracer since 1 March 2020 are included in the list below.

Substantive Job Title / Role	Substantive Directorate	Number
Health Improvement Practitioner	Public Health	3
Secretarial	Public Health	2
Health Improvement Specialist	Public Health	2
Midwife	Nursing, Midwifery and Acute Services	2
Maternity Care Assistant	Nursing, Midwifery and Acute Services	1
Registered Nurse	Nursing, Midwifery and Acute Services	1
Healthcare Support Worker	Nursing, Midwifery and Acute Services	1
Secretarial	Nursing, Midwifery and Acute Services	2
Registered Nurse	Mental Health and Learning Disability Services	1
Registered Nurse	Primary and Community Services	1
Dental Nurse	Primary and Community Services	2
Healthcare Support Worker	Primary and Community Services	1
Secretarial	Primary and Community Services	2
Secretarial	Admin & Clerical	7

4. The following table shows the number of individuals within each NHS Agenda for Change salary band who are part of or have been part of NHS Borders Contact Tracing Team.

NHS Agenda for Change Band	No. of Staff
8D	<5
7	<5
6	5
5	9
4	<5
3	14
2	5

5. The NHS Borders Contact Tracing Team is made up of the following roles;

#### **Duty Consultant**

- Provides the professional leadership for the service.
- Point of escalation for complex cases and health protection issues.

#### **Team Lead**

- Provides day to day leadership and operational management for the service.
- Each shift has a designated Team Lead Shift Lead.
- Act as a point of escalation for queries or concerns.
- Management of service rotas and staffing issues.
- Leads the continuous training of staff.
- Undertakes case interviews of positive cases where appropriate.

#### **Case Interviewers**

- Undertake the initial call to the known positive case to identify all known contacts within the relevant timeframe.
- Categorise contacts of case, identify complex settings and risk assess to prioritise order in which to call close contacts.
- Identify issues/red flags for escalation.
- Accurately document interview and relevant data in the database.

- Identify whether additional support is required.
- Provide information to the case on isolation and signpost to further guidance and information.
- Support contact tracers in undertaking role, acting as a point of escalation.

### Contact Tracers

- Undertake calls to the identified close contacts of positive cases and inform them they are a close contact.
- Provide information and guidance about self-isolation, signposting to additional guidance and support.
- Identify whether an individual may require additional support to self-isolate.
- Ascertain whether the contact is symptomatic and arrange a test.
- Provide guidance on how they can access a test if they later become symptomatic.
- Accurately record information from the interview using the required database.
- Escalate any issues or concern to Case Interviewer or Team Lead.

### Admin

- Support the administration related to contact tracing.
- Answer the main phone number into the service and direct calls as appropriate.

6. A total of 17 staff are working from home.

7. The following equipment has been provided to members of staff involved with the contact tracing service;

Equipment	Number	Approx Cost (ex. VAT)
Laptops, inc software. Model: HP EliteBook 840, Approx £700 each	27	£18,900
Mouse Model: HP QY777AA Approx £10 each	27	£270
Headsets Model: Jabra HSC016 Approx £25 each	34	£850
Mobile phones & SIMS Model: Nokia 105 4 <sup>th</sup> edition Approx £20 each	22	£440
	TOTAL	£20,460

8. All members of staff who have been required to make phone calls as part of their role have been issued with either a mobile phone or access to a softphone telephony system. No personal mobiles or home phones are used in the provision of the service.

9. All contact tracers receive training prior to undertaking the role, this is then complemented by continual training on shift as the service develops and as individual training needs are identified.

The initial training provided to the contact tracers was a six hour programme which was a mix of didactic and application and role play format. This was focused on the new local system of contact tracing which was established in May 2020. This training covered the following (a copy of this training is provided in the attached presentation);

- Introduction to Covid-19
- Approaches to controlling Covid-19
- Theory of contact tracing
- Tools for tracing
- Practice session/role play

In addition to this, each contact tracer has been provided with an induction pack to support them in undertaking their role in the service. Whilst contact tracers are required to undertake the specific training on contact tracing, the team are also ensuring that all statutory and mandatory training is up to date, this includes Information Governance training. A copy of the induction pack is attached.

The local service has recently joined with the National Contact Tracing Service. This has come with a requirement to complete nationally provided contact tracing training prior to use of the national system. This is self-directed learning provided through TURAS. The training consists of a series of user guides for the national Case Management System, workbook exercises and scenarios to practice using the system and instructional videos. The video content of the national training alone is over four hours. All members of staff have completed this training. Information on the national training requirements is attached.

10. No complaints have been received from contact tracers regarding training provided.
11. There has been no external recruitment of contact tracers or any other role within the contact tracing service. All staffing resource has been sourced internally from NHS Borders with individuals deployed into the role on a temporary basis.
12. No external recruitment to the contact tracing service has taken place, therefore no interviews have been undertaken.
13. All contact tracers were existing members of staff within the organisation and would have completed pre employment checks at the time of their employment.
14. No advertising for contact tracing has been undertaken, therefore no spend incurred.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **234-20** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.