

FOI 3080

22nd May 2025

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Freedom of Information Request

Regarding staffing and vacancies in your non-emergency control room for your Phone First service. Specifically, I am requesting the following data for the financial years 2021/2022, 2022/2023 and 2023/2024:

- **The total number of Phone First control room staff employed broken down by: FTE/PT**
- **The total number of Phone First control room staff who left their roles**
- **The number of vacancies for Phone First control room positions**
- **How much your trust spent on recruitment for Phone First control room staff**
- **The total number of staff days lost to sickness.**

NOTE: Prior to June 2023 Phone 1st Control Room Operations was provided by Dalriada Urgent Care.

- The Phone 1st Control Room Operations were incorporated and added to the SHSCT existing Urgent Care/GPOOHs Control Room in June 2023.
- Data provided is for 1st June 2023 – 31st March 2024 period.
- Note: Call Volume to the SHSCT Phone 1st Control Room continues to be reviewed annually, with an increase of 24% trend year on year to date.

SHSCT Phone First Control Room Staff employed by SHSCT:-

Band 3 Control Room Call Handling Admin (Monday-Friday)

- 300 hours per week
- 8 WTE
- Bespoke team within the SHSCT Urgent Care Service Control Room.

Band 4 Control Room Co-ordinator Admin (Monday-Friday)

- 37.5 hours per week
- 1 WTE
- Within the SHSCT Control Room there is additional Band 4 Admin aligned within the other Urgent Care bespoke sub teams, all of whom are cross trained in Phone First

Band 3 and Band 4 Control Room activities and procedures. This provides additional support within the Control Room to deal with an unexpected surge of calls beyond normal levels. This also provides additional backfill if required for any shortfall or unplanned absence on the control room duty roster on any given day.

Number of SHSCT Phone 1st Control Room Staff who have left their role since SHSCT set up Call Centre in June 2023.

- 1 WTE Band 3 in this time

The number of vacancies for Phone First control room positions?

- Of the 300 hours funded/week the Control Room currently has approx. 20 vacant hours vacant within current rota, with plans to fill remaining vacant hours from HSCRecruit waiting list.

SHSCT spend on Phone First Control Room Recruitment.

- £310 + vat

Note: Figure includes cost of interview venue only.

Total number of sick days lost within the Phone 1st Control Room.

- 176 days

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