

FOI 3865

28th July 2026

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Under the Freedom of Information Act 2000, I request the following recorded information about how the Trust dispatches and manages portering tasks, and about any systems used to track the real-time location of staff, patients, or assets.

1. Does the Trust use any software system or mobile application to dispatch, manage, or track the real-time tasks of porters (for example TeleTracking, MyPorter, Navenio, or similar)? If so, please give the system name and the supplier.

Response:

Yes, in Southern Health and Social Care Trust we use a system to dispatch, manage, or track the real-time tasks of porters.

In accordance with Section 31 (1) (a) of the Freedom of Information Act 2000 - Law enforcement – the prevention or detection of crime, such information is exempt from disclosure.

We believe that putting this information into the public domain would make the Trust more vulnerable to cyber-attacks. The public interest in maintaining the security of our systems and providing safe health and social care to our patients/clients outweighs the public interest in disclosure of this information.

2. Does the Trust use any Real-Time Location System (RTLS) or indoor-positioning technology — including GPS, Bluetooth/BLE, Wi-Fi, RFID, or infrared — to track the real-time location of staff, patients, or assets/equipment? If so, please give the system name and the supplier.

Response:

Yes, in Southern Health and Social Care Trust we use RTLS to track assets/equipment.

In accordance with Section 31 (1) (a) of the Freedom of Information Act 2000 - Law enforcement – the prevention or detection of crime, such information is exempt from disclosure.

We believe that putting this information into the public domain would make the Trust more vulnerable to cyber-attacks. The public interest in maintaining the security of our systems and providing safe health and social care to our patients/clients outweighs the public interest in disclosure of this information.

3. Regardless of any system named above, how are portering tasks currently requested and allocated to porters day to day — for example paper/job sheets, telephone, two-way radio, pager/bleep, or a software application?

Response:

All Portering requests come via mobile device except for emergency calls which come via bleep and a small number of requests via telephone and job sheet. Porters use radio handsets to communicate with each other.

4. For each system named in response to questions 1 or 2, please provide: the total contract value or annual spend; the contract start and expiry dates, including any extension or break options; and the procurement framework or contract reference used (for example NHS SBS or Crown Commercial Service).

Response:

Contract Framework: Crown Commercial Services: Vertical Application Solutions

Contract Start Date 29th September 2025 for 3 years.

- Year 1 - £47,187.88
- Year 2 - £100,525.90
- Year 3 - £92,251.42

5. Are portering services delivered in-house or outsourced? If outsourced, please give the provider's name and the current contract expiry date.

Response:

Yes, in Southern Health & Social Care Trust portering services are delivered in-house.

6. If held in an easily retrievable form, please also provide the number of porters employed or contracted (in WTE) and the approximate number of portering tasks handled per day or per month.

Response:

On the two Acute hospital sites (Craigavon Area Hospital and Daisy Hill Hospital) circa. 72.48 Band 2 WTE Porters are employed.

The average number of tasks per day via the mobile device at Craigavon Area Hospital is 546 and at Daisy Hill Hospital it is 370.

7. The department and the job title (not the name of any individual) responsible for portering services and for any systems identified above.

Response:

Within Southern Health and Social Care Trust the Functional Support Services Division is responsible for portering services. Functional Support Services are responsible for any systems identified above.

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