



9<sup>th</sup> April 2021

Deputy Róisín Shortall  
Dáil Éireann  
Kildare Street  
Dublin 2

**PQ 15626/21 “To ask the Minister for Health the figure for contact tracer staff retention since the Covid-19 contact tracing centres opened; and if he will make a statement on the matter.”**

Dear Deputy Shortall,

I refer to the above Parliamentary Question which has been referred by the Minister for Health to the Health Service Executive for direct response.

The HSE's Contact Tracing Centres are located in Dublin, Limerick, Galway and Cork. The HSE developed an Operating Model for the National Testing and Tracing function during the summer of 2020. A key component of this was to recruit a dedicated workforce for testing and contact tracing.

The HSE commenced working with third party suppliers for Contact Tracing resources during the course of Q3, 2020. Contact Tracers hired through this process are employees of the agencies. The majority of staff have been recruited via CPL Healthcare. All Contact Tracers are employed on specified purpose contracts and are contracted to work 37 hours per week.

As at the 5 April 2021 there is a total of c.850 staff working in the HSE Contact Management Programme. Since the engagement of third party resource suppliers, approximately 245 staff (29%) have left the programme and have been replaced. The attrition rate is broadly in line with industry standards for contact centres. We continue to recruit and train contact tracers to keep our staffing between 800 and 900.

I trust this addresses your question.

Yours sincerely,

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**Niamh O'Beirne**  
**National Lead Testing and Tracing**