



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

An Oifig Ceannasáí Náisiúnta Tástála agus Rianaithe,
Foireann Bainistíocht Feidhmiúcháin, Ospidéal an Dr. Steevens, Baile Átha Cliath 8,

National Lead Testing and Tracing Office, HSE
Dr Steevens' Hospital, Steevens' Lane, Dublin 8, D08 W2A8

1st April 2021

Deputy Róisín Shortall
Dáil Éireann
Kildare Street
Dublin 2

PQ 15627/21 “To ask the Minister for Health if complaints in relation to working conditions have been received in the contact tracing centres; 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 Management Programme has developed its own workforce and has put in place sustainable and effective arrangements with other organisations (internal and external to the HSE) to support us in times of surge. Staff have been recruited by CPL Healthcare on behalf of the HSE to provide Contact Tracing services. The recruitment of this dedicated full-time workforce has allowed previously redeployed HSE to return to their substantive posts, posts which were often patient facing.

Firstly to provide some background with regards our workforce within the Contact Tracing Centres (CTCs). I wish to confirm over 800 people are working as Contact Tracers and we have a formalised relationship with the Defence Forces and our Environmental Health Service to augment our response as when needed from a capacity perspective. We continue to recruit staff to Contact Tracing Centres on an ongoing basis to deal with natural attrition etc. The majority of staff in CTCs are employees of CPL Healthcare and recruitment, on behalf of the HSE, was carried out in line with best practice, balanced against the immediate urgent need for Contact Tracers to support the management of COVID-19 in a more sustainable way.

To date we have received a total of eight complaints from Contact Tracers to HSE CTC management in relation to working conditions within the Contact Tracing Centres and a further four complaints have been made directly to CPL as the employer. These complaints have arose in the timeframe September 2020 to date. Prior to September the CTCs were staffed by re-deployed staff who would have raised any issues with their own Line Management. We are not aware of any such issues but we are noting this in the interest of completeness.

The majority of these twelve complaints have been addressed and closed (n = 10). The types of complaints made were in relation to rosters, salary, systems issues, and facilities/work environment. We are actively working with facilitates staff in the relevant centres to close out the remaining issues at present (n = 2).

I trust this addresses your question.

Yours sincerely,

Niamh O'Beirne

Niamh O'Beirne
National Lead Testing and Tracing



Seirbhís Sláinte
Níos Fearr
á Forbairt

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Better Health
Service