

1 February 2017

Wellington House
133-155 Waterloo Road
London SE1 8UG

T: 020 3747 0000
E: nhsi.enquiries@nhs.net
W: improvement.nhs.uk

By email [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your emails of 2 January 2017 and your email of 5 January 2017 clarifying your second email, in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority (“NHS TDA”) are operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and NHS TDA.

Your request

You made the following requests:

Total number of staff on your organisation’s payroll in 2013/2014

Total number of staff on your organisation’s payroll in 2014/2015

Total number of staff on your organisation’s payroll in 2015/2016

Salary and any other benefits of highest paid official 2013/14 - with job title

Salary and any other benefits of highest paid official 2014/15 - with job title

Salary and any other benefits of highest paid official 2015/16 - with job title

Total number of staff earning more than £100,000 2013/14

Total number of staff earning more than £150,000 2013/14

Total number of staff earning more than £100,000 2014/15

Total number of staff earning more than £150,000 2014/15

Total number of staff earning more than £100,000 2015/16

Total number of staff earning more than £150,000 2015/16”

And

Total number of people employed in communications by your organisation 2013/2014

Total number of people employed in communications by your organisation 2014/2015

Total number of people employed in communications by your organisation 2015/2016

Total spending on communications by your organisation in 2013/14

Total spending on communications by your organisation in 2014/15

Total spending on communications by your organisation in 2015/16

Salary and any other benefits of highest paid communications official 2013/14

Salary and any other benefits of highest paid communications official 2014/15

Salary and any other benefits of highest paid communications official 2015/16

Total cost of any external contracts held by your organisation for communications in each of the years 2013/14, 2014/15 and 2015/16. Plus name of company holding contract, and what it covers.

Decision

NHS Improvement holds the information that you have requested and has decided to release this information.

We have interpreted your request for information on “people employed in communications” broadly to cover the following:

- Press and PR;
- Stakeholder relations;
- Campaigns (including marketing and strategic communications);
- Digital Communications (not IT/digital service teams); and
- Internal Communications.

Our staff are paid in line with the NHS and other public sector bodies and work hard to help the NHS every day. Our digital communications team shares resources with providers to help them learn, for example on patient safety improvements. They do this via our website, social media and newsletters which regularly scale up and spread learning between trusts.

Our marketing and events team brings people together from all over the NHS in improvement events and webinars; in 2016 we delivered nearly 50 events and over 30 webinars, for example an event on digital solutions to improve patient care, and one which developed a tool to improve staff culture in the NHS.

Our internal communications team helps our staff do their jobs effectively to support providers and stay up-to-date, whilst our stakeholder team listens to expert groups from the NHS such as the Royal Colleges or Healthwatch, making sure their views inform our actions. When introducing controls on agency costs which have saved over £900m, we worked in partnership with health and patient groups so that the rules were tested for unintended consequences, well communicated and understood.

Our media team has helped promote awareness of these and other new rules or guidance to the sector, including sharing tools which help to spot signs of deteriorating health in children or promoting patient safety alerts to reduce incidents.

We have responded to each part of your request following the order of your request and have provided this data in the table below. As explained, this response is on behalf of NHS Improvement, which is made up of Monitor and NHS TDA. As the request relates to a time period before the integration to become NHS Improvement took effect from 1 April 2016, the

data is separated by organisation. The data in the first column relates to Monitor and in the second relates to NHS TDA. The figures are accurate at 31 March of each year period i.e. 31 March 2014 for 2013/14, 31 March 2015 for 2014/15 and 31 March 2016 for 2015/16.

	Monitor	NHS TDA	
1.	Total number of staff on payroll		Year
	365	223	2013/14
	468	308	2014/15
	583	323	2015/16
2.	Salary (£000) and benefits of highest paid official with job title		
	Please refer to the annual report available (here)	Please refer to the annual report available (here)	2013/14
	Please refer to the annual report available (here)	Please refer to the annual report available (here)	2014/15
	Please refer to the annual report available (here)	Please refer to the annual report available (here)	2015/16
3.	Total number of staff earning more than £100,000		
	35	34	2013/14
	39	36	2014/15
	45	34	2015/16
4.	Total number of staff earning more than £150,000		
	3	8	2013/14
	5	7	2014/15
	5	5	2015/16
5.	Total number of people employed in communications by your organisation		
	14	8	2013/14
	24	7	2014/15
	26	9	2015/16
6.	Total spending on communications by your organisation		
	£1,811,000 (non-staff costs 238,000)	£862,851 (non-staff costs £170,611)	2013/14
	£2,109,000 (non-staff costs £271,000)	£1,122,756 (non-staff costs £397,310)	2014/15
	£2,069,000 (non-staff costs £271,000)	£869,387 (non-staff costs £167,406)	2015/16
7.	Salary and any other benefits of highest paid communications official		
	£105,570	£111,100	2013/14
	£127,750	£111,100	2014/15

	£127,750	£57,069	2015/16
8.	Total cost of any external contracts held by your organisation for communications with company name¹		
	Cision £4,000 Total £4,000	Precise Media Monitoring Ltd (media monitoring service) £31,850 Dextrous Web Ltd (hosting service) £9,486 Total £41,336	2013/14
	DeHavilland £7,500 Dods £31,500 The Profile Group (UK) Ltd £3,720 Total £42,720	NLA Media Access Ltd (license for the re-use of publishers' content) £20,083; Precise Media Monitoring Ltd (media monitoring service) £31,800; Dextrous Web Ltd (hosting website) £5,538 Total £57,421	2014/15
	Ipsos MORI £67,000 Gorkana £66,502 Ubiquis £2.40 excl. VAT p/min recording Dormarn Group £2,640 Total £136,142	Precise Media Monitoring Ltd (media monitoring service) £35,460; Dextrous Web Ltd (hosting website) £3,120 Total £38,580	2015/16

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

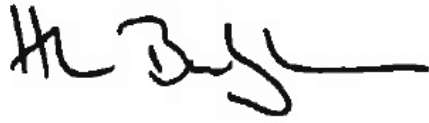
Publication

Please note that this letter and the enclosed information will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and

¹ We have included details of contracts which were let in each year, taken from our Procurement Team's database.

contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'H. Buckingham', with a long horizontal line extending to the right.

Helen Buckingham
Executive Director of Corporate Affairs