



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

March 2024
FOI_6442

The following information was requested on 5 March 2024:

*Under the Freedom of Information Act, I would like to request the following information:
Please provide your total spend on communications and public relations for the last three financial year's (20/21,21/22,22/23). For each year I would like a breakdown containing the following information:*

- *Spend on communications and public relations activities.*
- *Total number of communications and public relations employees.*
- *Total salary cost for all communications and public relations employees*

Our Response

1. NHS Resolution runs indemnity schemes on behalf of the NHS and Department of Health and Social Care (DHSC) with costs exceeding £2.5bn. Three schemes, Clinical Negligence Scheme for Trusts, Liabilities for Third Parties and Property Expenses Scheme, have several hundred members, and this team provides support in effective management of scheme operations, e.g. production of member communications and financial charges notices. The Communications team at NHS Resolution also supports communication activity with the network of GP practices across England that are covered by DHSC funded indemnity schemes, which were introduced in 2019. The team is also responsible for statutory and other corporate publications e.g. annual report and accounts, business plan. The team supports the production and publication of Safety and Learning products, which analyse claims experience, derive learning and which need to be communicated effectively across the membership via various mediums to support the government strategy on reducing clinical negligence costs and improving patient safety.

Financial years			
Elements	2020-2021	2021-2022	2022-2023
Non-Pay cost	32,833	89,620	203,588
Pay cost	1,052,374	1,070,863	1,011,713
Total cost (£)	1,085,207	1,160,483	1,215,300

Number of full-time equivalent (FTE)	18.6	18.6	18.3
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2. Non-pay spend increased in 2022/23 from the prior year due to the impact of the pandemic on our operations. This includes costs for the design and publication of several documents relating to our Safety and Learning function, which were held over from the pandemic, plus we hosted a national conference to promote improved patient safety in the NHS for the first time since pre-pandemic.

To learn more about NHS Resolution please visit our website: [About - NHS Resolution](#)

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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