



Resolution

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December 2021
FOI_5246

The following information was requested on 11 November 2021:

[Follow up to FOI_5208]

Thank you for your response to the FOI request. However, it is incorrect that there were 3 deputy teams leaders recruited in claims. As far as I am aware there were none. There was a deputy director of claims recruited and 2 deputy heads of claims, perhaps this is what led to the confusion?

Can I also request the following information:

How many of the following positions within the claims teams across CNST, RPS and GPI have been recruited within the past 2 years:-

Team Leader

Deputy Team Leader

Senior Case Manager

Case Manager

Junior Case Manager

Claims Assistant

Our Response

Please note the information provided covers the period April 2019 – September 2021.

In terms of your query regarding the 3 deputy team leaders recruited in this period:

The Claims Management function recruited 3 x Deputy Team Leaders in November 2019, 2 x in CNST and 1 x in LTPS.

In addition the following roles mentioned below were recruited to during this period:

- 1 x Deputy Director of Claims
- 2 x Deputy Heads of Operations

We hope this clarifies the query.

In terms of your additional request for a breakdown by Claims teams of the information previously provided please find attached the requested information. Please note the attached includes new appointments and replacement of existing posts where the post has become vacant.

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](#), Head 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

<https://ico.org.uk/>

April 2019 - September 2021

		Permanent	Temporary (Secondments/ FTC)	CNST	GPI	LTPS	CNSC	*Other	Total
8b	Team Leader	15	1	7	6	0	1	2	16
	Training Team Manager	1	2	0	0	0	0	3	3
8a	Deputy Team Leader	3	0	2	0	1	0	0	3
8a	Senior Case Manager	22	1	11	11	0	1	0	39
	Senior Service Improvement Manager	5	0	0	0	0	0	5	
	Senior Strategic Intervention Manager	3	1	0	0	0	0	4	
	Audit and Service Improvement Manager	5	0	0	0	0	0	5	
	Training and Recruitment Manager	1	0	0	0	0	0	1	
	Claims Governance Manager	1	0	0	0	0	0	1	
7	Case Manager	74	2	34	36	0	6	0	93
	Claims Intervention Manager	7	0	0	0	0	0	7	
	Complaints and Learning Manager	1	0	0	0	0	0	1	
	Contract Support Manager	2	0	0	0	0	0	2	
	Change Manager	1	0	0	0	0	0	1	
	Claims Validation Manager	2	0	0	0	0	0	2	
	Claims Handler Skills Trainer	0	1	0	0	0	0	1	
	Training and Recruitment Manager	0	1	0	0	0	0	1	
	Education Content Officer	0	1	0	0	0	0	1	
	Training Team Support Manager	0	1	0	0	0	0	1	
6	Case Manager	3	0	0	0	3	0	0	3
5	Junior Case Manager	15	0	0	0	0	0	15	15
4	Claims Assistant	15	0	2	9	1	1	2	15
	Total	176	11						187

London	110
Leeds	71
Home	3

***Other** - refers to roles in the following support functions:

Service Improvement

Strategic Intervention

Audit and Service Improvement

Training and Recruitment

Claims Governance

Claims Validation

Training Team

LTPS – Non-clinical