

From: [REDACTED]
To: [REDACTED]
Cc: [Lee Neary](#); [REDACTED]
Subject: Re: NCC Commercial contractor
Date: 06 December 2022 12:19:56
Attachments: [NCC and GoCentric OandA 06122022 RP.docx](#)
[Outlook-t0eplvxz.png](#)

Q&A attached for review.

[@Martin Morrison](#), expanded upon areas we had already discussed but let me know if there are any key points I haven't covered.

[REDACTED]
Senior Stakeholder Relations Manager
NHS National Services Scotland

E: [REDACTED]@nhs.scot



Media and communications enquiries: [REDACTED] [nhs.scot](#)

Web: www.nhsns.org
twitter: @nhsns

Media enquiries by phone: Contact our communications team on [REDACTED] – available Monday to Friday, 9am to 5pm.

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From: [REDACTED] gov.scot>
Sent: Tuesday, December 6, 2022 11:00 AM
To: Martin Morrison [REDACTED]
[REDACTED]@nhs.scot>; [REDACTED] nhs.scot>; [REDACTED]
[REDACTED] nhs [REDACTED] phs.scot>; [REDACTED]
[REDACTED] gov.scot>; [REDACTED] nhs.scot>
Cc: Lee Neary [REDACTED]
Subject: RE: NCC Commercial contractor

Thanks Martin. I'll pass this to [REDACTED] team, just so they're in the loop.

Also, could you link in with [REDACTED] with a brief update, after yourself and [REDACTED] have completed the surge plan review?

Many thanks,

[REDACTED]
Team Leader

e: [REDACTED]@gov.scot

From: Martin Morrison [REDACTED]
Sent: 06 December 2022 08:57
To: [REDACTED]@nhs.scot>; [REDACTED]@nhs.scot>;
[REDACTED]@nhs.scot>; [REDACTED]@nhs.scot>; [REDACTED]
[REDACTED]@gov.scot>; [REDACTED]@gov.scot>; [REDACTED]
[REDACTED]@nhs.scot>
Cc: Lee Neary [REDACTED]
Subject: RE: NCC Commercial contractor

All

A brief update and adding [REDACTED] from NSS procurement into the email.

NSS has had some follow up media queries relating to the values of payments made to Go-Centric over the contract period (approx. £15m).

We need to emphasise here that these are payments made in arrears for services delivered – i.e. staff who have been on helplines supporting Test & Protect and vaccination, in addition to the core/bank and other contractor resource we have deployed over the last two ½ years. There has been no payment in advance and we have monitored the staff provided for work done and that has been reconciled against payments made. We need to avoid any spurious link to issues with contracts placed elsewhere in the UK e.g. for PPE where payments may have been made to companies without the necessary capabilities and who have not delivered. The contract with Go-Centric has not operated like that, and we need to make sure that the media does not reach incorrect conclusions as a result of any further information provided.

@ [REDACTED] we may be asked also about how Go-Centric got on the framework and were selected, and we know we have done that in accordance with normal procurement processes (i.e. it was not a section 32 contract). Am sure we have had some media interest in this previously and we had a response back then so if you can work with [REDACTED] on any follow-up that would be great.

1. MM to liaise with DaS and raise tickets to cease system access – complete – DaS confirmed that all access to 8x8, CMS and NVSS was removed at 6.15pm yesterday evening
2. [REDACTED] to work up external comms/reactive media lines complete and co-ordinate with SG comms ongoing
3. MM to provide more written detail to SG (will need some input here on numbers data @ [REDACTED] complete
4. SG vaccine policy team to brief relevant officials and prepare note for Cabinet Secretary complete
5. MM to review and update NCC surge plan – with [REDACTED] to review by 07/12/2022 @ [REDACTED] to draft internal comms to NCC staff – complete and issued

Regards

Martin

Martin Morrison

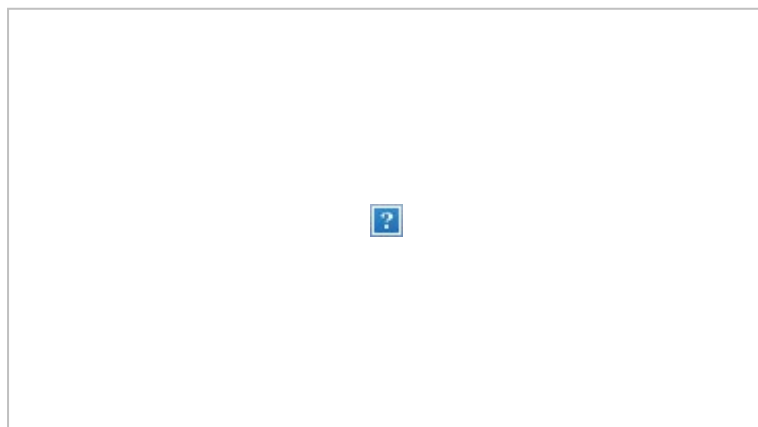
Operations Director – COVID-19 Response
Project Director – CHI/GPPRS

NHS National Services Scotland

Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB

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[REDACTED]



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From: Martin Morrison

Sent: 02 December 2022 15:20

To: [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>;
[REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED]
[REDACTED] [gov.scot](mailto:[REDACTED]@gov.scot)>; [REDACTED] [gov.scot](mailto:[REDACTED]@gov.scot)>

Cc: Lee Neary [REDACTED]

Subject: RE: NCC Commercial contractor

All copy of Go-Centric's own press release attached for info.

Regards

Martin

Martin Morrison

Operations Director – COVID-19 Response
Project Director – CHI/GPPRS

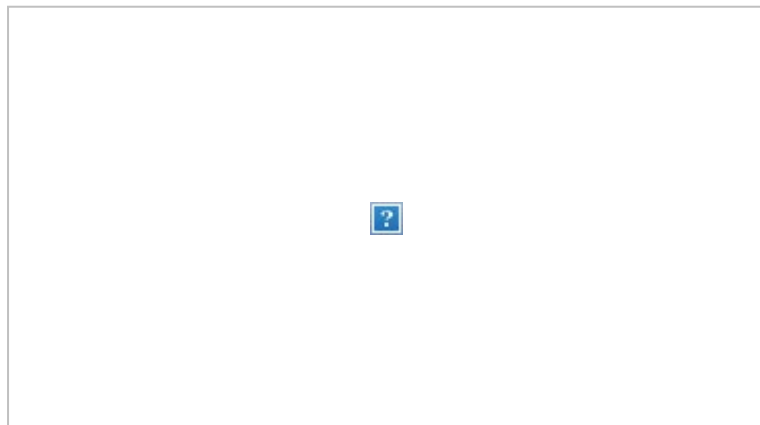
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[REDACTED]



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From: [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>

Sent: 02 December 2022 14:55

To: Martin Morrison [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>;

[REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED]

[REDACTED] [gov.scot](mailto:[REDACTED]@gov.scot)>; [REDACTED] [gov.scot](mailto:[REDACTED]@gov.scot)>

Cc: Lee Neary [REDACTED]

Subject: Re: NCC Commercial contractor

That is good to hear, Martin, fingers crossed.

From: Martin Morrison [REDACTED]

Sent: Friday, 2 December 2022, 14:07

To: [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED]

[REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [gov.scot](mailto:[REDACTED]@gov.scot)>; [REDACTED]

[REDACTED] [gov.scot](mailto:[REDACTED]@gov.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>

Cc: Lee Neary [REDACTED]

Subject: RE: NCC Commercial contractor

Just to advise that David Harper who is the chair of Go-Centric called me this afternoon. As part of that conversation he advised that he was hopeful to find roles with other contact centres for around 400 Go-Centric staff which is positive news.

Regards

Martin

Martin Morrison

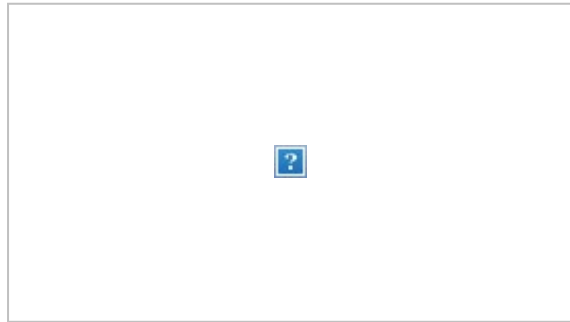
Operations Director – COVID-19 Response
Project Director – CHI/GPPRS

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[REDACTED]



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From: Martin Morrison

Sent: 02 December 2022 08:43

To: [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>

Cc: Lee Neary [REDACTED]

Subject: RE: NCC Commercial contractor

Good morning all

Updates on activities and some further briefing

1. MM to liaise with DaS and raise tickets to cease system access – complete – DaS confirmed that all access to 8x8, CMS and NVSS was removed at 6.15pm yesterday evening
2. [REDACTED] to work up external comms/reactive media lines complete and co-ordinate with SG comms ongoing
3. MM to provide more written detail to SG (will need some input here on numbers data @ [REDACTED] complete
4. SG vaccine policy team to brief relevant officials and prepare note for Cabinet Secretary complete
5. MM to review and update NCC surge plan – with [REDACTED] to review by 07/12/2022
6. @ [REDACTED] to draft internal comms to NCC staff – complete and to be issued this morning

The news is in the public domain as Go-Centric appear to have advised their staff yesterday

afternoon rather than this morning as originally planned.

We have already been contacted by other contact centre suppliers to see if we need help in NCC (responded no but left it open for them to talk to Go-Centric about non-NCC work) and from [REDACTED] again to see if need action from them (advised no but that we are reviewing surge plan next week and may need to discuss with them. They are already talking to Go-Centric about some staff potentially being able to move to [REDACTED] for non NCC work in January). [REDACTED] from SG Health Workforce was in touch, so I have updated him and passed his details (at his request) over to Go-Centric should they need any signposting to other parts of Scottish Government who may be able to provide support e.g. PACE.

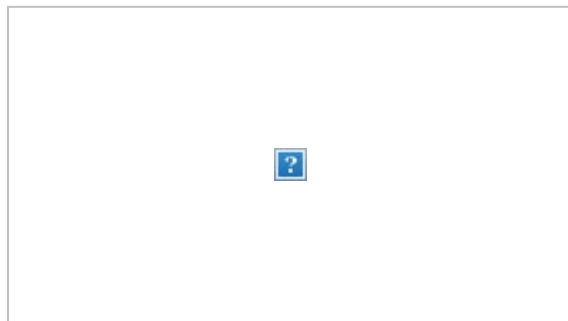
Regards
Martin

Martin Morrison
Operations Director – COVID-19 Response
Project Director – CHI/GPPRS

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[REDACTED]



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From: Martin Morrison

Sent: 01 December 2022 14:56

To: [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>; [REDACTED] [gov.scot](mailto:[REDACTED]@gov.scot)>; [REDACTED] [gov.scot](mailto:[REDACTED]@gov.scot)>; [REDACTED] [nhs.scot](mailto:[REDACTED]@nhs.scot)>

Subject: RE: NCC Commercial contractor

Update on action list in earlier email

1. MM to liaise with DaS and raise tickets to cease system access - complete

2. [redacted] to work up external comms/reactive media lines and co-ordinate with SG comms -
[redacted] will there be a draft today please?
3. MM to provide more written detail to SG (will need some input here on numbers data
@ [redacted] complete
4. SG vaccine policy team to brief relevant officials and prepare note for Cabinet Secretary
@SG colleagues please can you advise
5. MM to review and update NCC surge plan – with [redacted] to review by 07/12/2022
[redacted] to draft internal comms to NCC staff – dependant on 2

Thanks

Regards

Martin

Martin Morrison

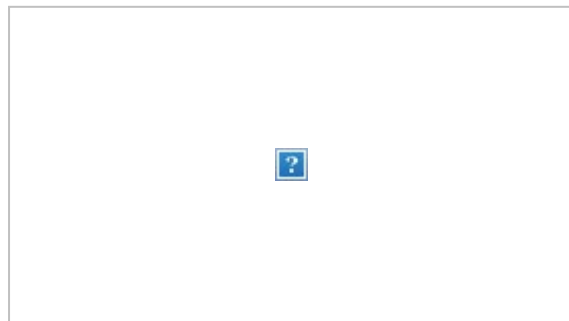
Operations Director – COVID-19 Response
Project Director – CHI/GPPRS

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[redacted]



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From: Martin Morrison

Sent: 01 December 2022 07:48

To: [redacted]@nhs.scot>; [redacted]@nhs.scot>; [redacted]
[redacted]@phs.scot>; [redacted]@gov.scot>;
[redacted]@gov.scot

Cc: Lee Neary [redacted]

Subject: NCC Commercial contractor

NB – OFFICIAL SENSITIVE – GO-CENTRIC STAFF HAVE NOT BEEN ADVISED OF THE POSITION RELATING THE COMPANY AND THEIR EMPLOYMENT

Hello all

I met with their management team yesterday again, also with [REDACTED] from Marcomms and also SG vaccine policy team to brief them.

- Following the planned sale of the company falling through last week, Go-Centric have confirmed that they have not found financial backing and that Thursday will be their last day providing services (not just to us but to other contracts to). Arrangements for liquidation of the company will be progressed.
- They will be advising staff on Friday morning when they arrive at work and also making a press release too. They will share the press release with us.
- NCC management are confident that this does not pose a serious issue for us at this time in the autumn/winter FCVC programme – we were already stepping down contractor and bank resource and can “course correct” for this if required using bank and [REDACTED] resources. Had this happened several weeks ago at the peak of the demand for FVCV a more significant impact would have been experienced and different actions (e.g. TUPE of staff to [REDACTED]) would have been required.
- Other services e.g. Warm Welcome to Scotland do not use commercial contractor staff and so are not directly affected and NCC has sufficient resource within the workforces for there to be no secondary impact.
- Our ability to surge vaccines is affected, should that be invoked.
- I have agreed that we will take actions within NSS’s digital platforms which are accessible by Go-Centric to remove access after close of business on Thursday 1st December and before start of service on Friday 2nd December
- Members of the Go-Centric management team will continue employment into next week to allow for close down activities. This will include arrangements for invoicing for November activity (there may be a request to pay this in a specific timescale).

Actions

1. MM to liaise with DaS and raise tickets to cease system access
2. [REDACTED] to work up external comms/reactive media lines and co-ordinate with SG comms
3. MM to provide more written detail to SG (will need some input here on numbers data @ [REDACTED])
4. SG vaccine policy team to brief relevant officials and prepare note for Cabinet Secretary
5. MM to review and update NCC surge plan
6. @ [REDACTED] to draft internal comms to NCC staff

Regards

Martin

Martin Morrison

Operations Director – COVID-19 Response
Project Director – CHI/GPPRS

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[REDACTED]



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