

December 5th 2018

BY EMAIL

Tel: 028 9536 3863
Email: FOI.BSO@hscni.net

Our Ref: FOI 966

Dear [REDACTED]

Your request for information was received on October 8th 2018 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to Healthcare Outsourcing and the two questions raised:

- 1. From my early findings (incl. scanning through the awarded contracts data that is available on the PaLS website and eTenders NI) it seems that these services are delivered in-house throughout the country; are you able to confirm this?*

When I speak of cleaning and security I mean the actual cleaning (excluding window cleaning services) and physical guarding of the facility, not for example the supply and maintenance of cleaning consumables & equipment.

Cleaning delivered within Hospitals is in-house.

Security is a combination of in-house and external services through a Public Sector Collaborative contract managed by the Construction and Procurement Delivery (CPD) service (previously known as Central Procurement Directorate)

- 2. Do any of the trusts/hospitals procure goods & services on their own accord, i.e. not through the BSO?*

BSO PaLS is the Centre of Procurement Expertise for NI Health and Social Care. Trusts are required to procure via the CoPE. The majority of goods and services are procured through or influenced by PaLS.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

Providing Support to Health and Social Care



Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Liam McIvor
Chief Executive