

1st June 2021

BY EMAIL

Our Ref: FOI 1484

Dear 

Your request for information was received 27th May 2021 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 BSO's headcount by both locations and service.

Please find attached 2 appendices with the information requested..

Appendix 1 provides a breakdown of headcount by geographical location. Appendix 2 provides an employee headcount by service area.

Please note that the data presented in the tables is accurate as of the end of May 2021.

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

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,

A handwritten signature in blue ink, appearing to read 'Karen Bailey', with a horizontal line underneath.

Karen Bailey
Acting Chief Executive

Appendix 1 – Headcount by Service Area

| Location | Headcount |
|--------------------|------------------|
| Antrim | 19 |
| Armagh | 121 |
| Ballymena | 127 |
| Belfast | 1045 |
| Craigavon | 12 |
| Downpatrick | 3 |
| Enniskillen | 4 |
| Lisburn | 34 |
| Londonderry | 163 |
| Newtownards | 10 |
| Omagh | 33 |
| Grand Total | 1571 |

Appendix 2 – Headcount by Service Area

| Sub Directorate | Headcount |
|--|------------------|
| Customer Relations / Service Improvement | 3 |
| Equality | 4 |
| Information Technology Services | 257 |
| Office for Research Ethics Committees Northern Ireland | 5 |
| Clinical Education Centre | 62 |
| Encompass | 88 |
| Finance | 24 |
| Human Resources and Corporate Services | 48 |
| Internal Audit | 36 |
| Leadership Centre | 29 |
| Legal | 127 |
| Counter Fraud and Probity Services | 22 |
| Family Practitioner Services | 131 |
| Procurement and Logistics Services | 351 |
| HSC Pensions | 52 |
| Small Business Research Initiative | 2 |
| Shared Services Administration | 11 |
| Shared Services Business Services Team | 13 |
| Shared Services Income | 33 |
| Shared Services Interpreting Service | 6 |
| Shared Services Payments | 90 |
| Shared Services Payroll | 100 |
| Shared Services Recruitment | 77 |
| Grand Total | 1571 |