

**Chief Executive**  
2 Franklin Street  
BELFAST  
BT2 8DQ

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

**2<sup>nd</sup> January 2024**

**BY EMAIL**



**Our Ref: FOI 2054**

Dear 

Your request for information was received on 2<sup>nd</sup> October 2023 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 in relation to spend on agency staff in Northern Ireland's healthcare sector

Firstly, please accept my apologies for the delay in this matter.

I should advise you, that having liaised with the BSO Payments Shared Services, the BSO would not hold the breakdown of the information you have requested.

They have advised that the data you seek is not retained by the BSO and that the information requested would only be accessible via the Financial Management (FM) systems of each organisation within Health & Social Care Northern Ireland (HSCNI).

Only FM teams can extract reports from the general ledger based on financial coding and within specific timelines. Furthermore, FM is not a regional service as each trust has its own retained FM team.

As such, only those teams could answer the question of how much their respective organisation paid out on a specific category of agency staff.

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, as the BSO, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

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](http://www.ico.org.uk)  
**Phone:** 0303 123 1113  
**Email:** [casework@ico.org.uk](mailto: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 cursive script that reads "Karen Bailey".

**Karen Bailey**  
Chief Executive