

**23<sup>rd</sup> May 2024**

**BY EMAIL**

**Our Ref: FOI 2187**

Dear 

Your request for information was received on 24<sup>th</sup> April 2024 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 data for sick days, as taken by employees of BSO, for the last 5 years.

Please find the information requested below.

It should be noted that having assessed your request in terms of the format, due to the amount and sensitivity of the information involved, along with the small size of some of our departments, we have provided the information summarised in the table below, so as to prevent identification of employees:



<b>BSO</b>	<b>Cumulative Absence Hours Lost</b>				
<b>Directorate</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>
Customer Care & Performance (Now Strategic Performance & Customer Engagement WEF 01/04/2023)	12,737	4,904	5,835	10,350	330
Clinical Education & Leadership Centre (Moved to Operations wef 01/04/2023)	9,125	3,356	6,067	8,388	
Digital Operations (Wef 01/04/2023)					23,468
Human Resources and Corporate Services (Now People and Place wef 01/04/2023)	1,800	1,456	3,173	2,908	13,746
Operational Services	47,308	40,935	44,183	54,330	92,218
Shared Services	35,277	28,038	26,277	34,218	
Financial Services (wef 01/04/2023)					44,488
Finance/Internal Audit/Legal/Encompass (moved to Finance, Operations and Digital Operations wef 01/04/2023)	10,574	9,461	16,423	23,994	
<b>Absence Costs</b>	<b>£1,653,200</b>	<b>£1,411,674</b>	<b>£1,915,893</b>	<b>£2,212,932</b>	<b>£3,054,933</b>
<b>Category</b>	<b>Cumulative Absence Hours Lost</b>				
	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>
Accident/Untoward Incident at Work	2558	1189.5	1990.8	5396.07	1705.5
Asthma, Chest & respiratory problems	7599.45	2116	3950.94	5735.94	8464.5
Back problems	4584.5	2494.7	2219.45	4907.98	7436.25
Blood disorders	1077.5	1492.5	682.5	457.5	1897.5
Burns, poisoning, frostbite, hypothermia	30	0	45	0	22.5
Dental and oral problems	350	153	127.5	465	700.25
Ear, nose, throat (ENT)	6046.9	2229	3243.62	2640.64	3415.5
Endocrine / glandular problems	825	1597.5	1805.7	468.6	2240
Eye problems	793.5	277.5	240	1740	2407.5
Gastrointestinal problems	11288.31	7630.54	6638.85	5689.25	8794.12
Genitourinary & gynaecological conditions	1633.88	863	538.8	2827.3	2971.88
Headache / migraine	661.25	997.4	2472	1220.5	927.88
Heart, cardiac & circulatory problems	5140.5	1351.5	3989	9351	12666
Infectious diseases	733.55	399.4	547	1470	852.75
Influenza	3926.62	989.7	1632.05	9877.6	13290.98
Injury, fracture	7886.27	4828.5	7441.5	5546.5	7001
Mental Health	38125.76	42359.2	45955.58	48645.83	57251.5
Miscellaneous	11346.41	6068	6033.75	9074	14410.25
Nervous system disorders	630	45	877.5	1433	6622.5
Not assigned	0	0	0	0	0
Other musculoskeletal problems	1598	1946.8	751	240.5	4466.5
Pregnancy related	3795.99	3222.5	2954.25	4132.5	5742.5
Skin Conditions	657.5	253.5	450	1612.5	1275
Substance Abuse	412.5	0	0	0	0
Tumours, cancers	4758.5	4982.5	6172.5	8692.5	5375.25
Viral Illness	2324	662.25	1197.05	2814.39	4259.3
<b>Total</b>	<b>116662.98</b>	<b>88149.49</b>	<b>101956.34</b>	<b>134439.1</b>	<b>174196.91</b>

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

[REDACTED]

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**From:** FOI BSO  
**Sent:** 17 June 2024 09:46  
**To:** [REDACTED]  
**Subject:** FOI 2187

Dear [REDACTED]

In noting your further request below, I should advise that the definition of a data subject is "one who can be identified, directly or indirectly" from data..

As such, we are of the belief that release of further granular detail, even in 'anonymised' form, has potential to reveal an individual(s) indirectly.

Should you be dissatisfied with this approach, you may request an internal review of the response issued.

Kind regard

[REDACTED]

[REDACTED]

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 16 June 2024 15:41  
**To:** FOI BSO <FOI.BSO@hscni.net>  
**Subject:** Re: FOI 2187

Dear FOI BSO,

Are you also able to provide more detailed, person-by-person information?

This can be in an anonymised format, e.g. Person 1, Person 2, etc.

Yours sincerely,

[REDACTED]

-----Original Message-----

“This email is covered by the disclaimer found at the end of the message.”

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Dear [REDACTED]

Please find attached a formal response letter in relation to the above referenced FOI request.

Kind regards,

[REDACTED]

<< OLE Object: Picture (Device Independent Bitmap) >>

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Please use this email address for all replies to this request:  
[request-1121643-4c9a275f@whatdotheyknow.com](mailto:request-1121643-4c9a275f@whatdotheyknow.com)

