



**5) The number of redundancy payments made from February 2020 to March 2021 and the total figure of payments**

Not applicable, as no staff were made redundant.

**6) The BSO Organisational Chart**

Please refer to Appendix 2, which sets out a high-level organisational chart

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](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,



**Karen Bailey**  
Acting Chief Executive

Enc



Appendix 1 – Headcount of Staff

<b>Directorate/Sub Directorate</b>	<b>Headcount as at February 2020</b>	<b>Headcount as at March 2021</b>
Customer Care and Performance (CCP, Equality & Office of Research Ethics Committee)	14	12
Customer Care and Performance Information Technology Services	237	256
Clinical Education Centre	65	64
Encompass	22	83
Finance	22	25
Human Resources & Corporate Services	35	49
Internal Audit	38	38
Leadership Centre	28	34
Legal	118	124
Operations and Procurement Services – Counter Fraud and Probity Services	24	23
Operations Directorate – Family Practitioner Services	133	127
Operations Directorate – Procurement and Logistics Service	357	356
Operations Directorate – Pension Services	51	52
Shared Services (Administration, Business Services Team and Interpreting Service)	19	26
Shared Services Income	35	33
Shared Services Payments	87	86
Shared Services Payroll	100	101
Shared Services Recruitment	71	74
<b>BSO Total</b>	<b>1456</b>	<b>1563</b>

Appendix 2 – BSO Organisational Chart

