

July 3rd 2018

BY EMAIL

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

Our Ref: FOI 901

Dear [REDACTED]

Your request for information was received on June 14th 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 consultancy services.

1. *What is the procedure for requesting an associate from the Leadership centre?
Is it an email / letter / phone call etc?*

Please refer to the Standard Operating Procedures Governing the Operation of the HSCLC Associates List protocol attached.

2. *Once a request is made for an associate could you please provide me with a copy of the procedures on how that associate is chosen? i.e. Are there interviews carried out?*

Please refer to the Standard Operating Procedures Governing the Operation of the HSCLC Associates List protocol attached.

3. *Currently how many associates does the Leadership centre have?*

Currently the Leadership Centre has 90 Associates on the list

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,

Providing Support to Health and Social Care



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

**STANDARD OPERATING PROCEDURES GOVERNING THE OPERATION
OF THE HSCLC ASSOCIATES' LIST**

1. RECRUITMENT OF ASSOCIATE CONSULTANTS

- (a) Entry to the list of Associate Consultants will be through a recruitment competition, which would be run locally by the HSCLC. It is anticipated that the list would be refreshed bi-annually.
- (b) Associate Consultants who have not been used in the previous year will be contacted via email to ask if they wish to remain on the list, otherwise their names will be removed.
- (c) An advertisement will be placed in the Belfast Telegraph and a candidate information pack (including application form and Associate payment rates) will be available from the HSCLC.
- (d) Following closure of the recruitment competition, application forms will be sifted for eligibility. Only those applicants who are deemed to be able to deliver the **normal** products of the Centre will be shortlisted for interview thereby ensuring that the list is used solely for staff substitution. Current HSC Employees are not eligible to apply for the list.
- (e) Following sift, all applicants will be interviewed by the Head of Centre, Operations and Business Manager and a Client Representative.
- (f) Successful applicants would be expected to meet the required standard. A merit order will not be created.
- (g) All successful applicants will be notified and added to the List of Associate Consultants.
- (h) A further Information Pack will be sent to successful Associates including Associate Payment Rates, a Declaration of Interest Form, Information Governance Form, a Protocol for Authorisation of Work, Guidance to the

3. CALL-OFF PROCESS FROM THE LIST

In order to ensure there is equitable selection and allocation of work to Associates, the Head of Centre will review who was allocated the previous work in a particular speciality, and will select the next person on the list. If that person is not available, then she will proceed to the next and continue until an available is found.

4. ASSOCIATE RATES 16/17

DURATION	RATE – FULL STAFF SUBSTITUTION	RATE – PRELIMINARY INTERVIEW
FULL DAY -	£500	£300
HALF DAY	£250	£150
COACHING	£62.50 PER HOUR	N/A

N.B. No travel costs are paid inside Northern Ireland. If an associate from outside NI is required, travel costs will be met by the client organisation.

5. EVALUATION OF WORK

- (a) All assignments carried out on behalf of the Leadership Centre will be evaluated using the Consultancy Evaluation Form.
- (b) Where there is less than satisfactory feedback from a client, the Associate will be informed. Subject to the nature of the evaluation, the Associate may be removed from the list. There is no right of appeal or redress to decisions taken by the Leadership Centre as Associates are not employees of the business.