

Patient and Client Council

Your voice in health and social care

Business Support Manager

Patient and Client Council
5th Floor,
14-16 Great Victoria Street
Belfast
BT2 7BA

5th July 2021

By Email

Ref: FOI 1509

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient Client Council (PCC) on 18th June 2021 in which you requested information relating to technologies used by the PCC.

Please find the requested information below.

Please note that some information is considered exempt from disclosure under Section 31 of the Freedom of Information Act 2000 ('Law Enforcement'). I should explain that BSO's Information Technology Service (ITS) has been commissioned to provide ICT shared services to the wider Health and Social Care (HSC), including line rental and storing data from key information systems within its infrastructure. Essential elements of the service include the security of the data held and the protection of the HSC network boundary.

Section 31 is also a qualified exemption which means that the public interest test (PIT) must be considered. This involves weighing the harm resulting from possible disclosure against the likely benefit to the wider public. A copy of the PIT is attached for your reference.

In considering the PIT, I acknowledge that there may be a public interest for disclosure in line with BSO's requirement to be open and transparent in its use of public monies and provision of public services. However, while I make no suggestion that there is any malicious intent on your part; provision (and therefore publication) would be capable of making BSO and the wider Health and Social Care, vulnerable to malicious attack. I therefore consider that the public interest in withholding this information outweighs the public interest in supplying it.

	Name of technology	Version used
HR	Exempt	Exempt
Payroll	Exempt	Exempt
L&D	Exempt	Exempt
Finance	Exempt	Exempt
Procurement	Exempt	Exempt
Contact Centre	Exempt	Exempt

2) Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?

	Outsourced?	If so, name of organisation outsourced to	Contract end date
HR	Y	BSO	16/11/2024
Payroll	Y	BSO	16/11/2024
L&D	Y	BSO	16/11/2024
Finance	Y	BSO	10/11/2024
Procurement	Y	BSO	10/11/2024
Contact Centre	N		

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 The Business Services Organisation (BSO), who provide an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net / dpa.bso@hscni.net

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 to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Data Protection 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,



Carol Collins
Business Support Manager