



**Business Services
Organisation**

Service Catalogue 2021/22



**INVESTORS
IN PEOPLE**

Silver
Until 2021

“To provide high quality business services which support our customers to improve health and well-being.”



Working together



Excellence



Openness & Honesty



Compassion

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Welcome to the BSO

Service Catalogue 2021/22

The Business Services Organisation (BSO) was established on 1 April 2009 to provide a wide range of business and specialist professional services to the wider Health and Social Care environment. We have a unique position within the Health and Social Care setting. Our mission is *“to deliver value for money and high quality business services to Health and Social Care, so contributing to the health and well-being of the people of Northern Ireland.”*

Over the last 12 years the BSO has grown and evolved significantly to deliver high quality services and value for money to our 17 customer organisations, some of which are outside the Health and Social Care system.

This catalogue contains concise descriptions for each of the 21 service areas within the BSO’s portfolio and has been developed as a guide for customers on all of the services we have to offer. It will serve as an invaluable hand-book consolidating all BSO services in one designated guide. When consulting this catalogue, I hope that you will find it interesting to learn about the wide-ranging services available within the BSO.

All of the descriptions for each service area contain contact email address, website information and/or phone numbers for your ease in contacting BSO services. Please use these website links should you require more comprehensive information on the services that we can provide for your organisation.

Karen Bailey
Acting Chief Executive



Our Values

As an organisation we value:



Working together



Excellence



Openness & Honesty



Compassion

Our Structure and Services

Shared Services	<ul style="list-style-type: none"> Accounts Payable Accounts Receivable Payroll Service Centre Business Services Team Recruitment and Selection NIHSC Regional Interpreting Service
Leadership Centre	
Clinical Education Centre	
Operations	<ul style="list-style-type: none"> HSC Pensions Family Practitioner Services Small Business Research Initiative Counter Fraud and Probity Services Procurement and Logistics Services
Human Resources and Corporate Services	
Legal Services	
Finance	<ul style="list-style-type: none"> Finance Internal Audit
Customer Care and Performance	<ul style="list-style-type: none"> Honest Broker Service Information Technology Services Equality and Human Rights Office for Research Ethics Committees Northern Ireland Customer Relations and Service Improvement

BSO at a Glance

£3.2m

Legal Debt recovery



25 year

Service recognition scheme launched in September 2019



500+

Employees received conflict & harassment bullying training



1 million

Surpassed 1 million requests for interpreting services on 6th June 2019



1800

HSC staff attended Encompass solutions demonstrations



1st

Cultural Assessment Survey launched in February 2020



92,000+

Hours of legal support for HSC clients



592

Pension consultations for HSC scheme members



Shared Services

The BSO Shared Services provides defined transactional, financial and HR services to all HSC organisations:

- Accounts Payable (Ballymena)
- Accounts Receivable (Omagh)
- Payroll, Travel and Subsistence (Belfast)
- Recruitment and Selection (Armagh)
- Business Services Team (Belfast)

“Extremely helpful and professional—nothing is too much trouble for them”

-BSO Customer Survey



Accounts Payable Shared Services, Ballymena

For further information on the range of services that we can provide for your organisation, or to find out more about Shared Services generally, please use the details provided below:

Contact	Email	Telephone Number
Lynette Fegan, Head of Shared Services	Lynette.fegan@hscni.net	028 9536 2643
Lisa Mullan, Head of Payroll	Lisa. Mullan@hscni.net	028 95362726
Karyn Patterson, Head of Recruitment	Karyn.Patterson@hscni.net	028 9536 3416
Gemma Hasson, Acting Head of Income	Gemma.hasson@hscni.net	028 9536 2175
Raymond Compston, Head of Payments	Raymond.Compston@hscni.net	028 9536 2119
Hrishikesh Drawid, Head of Business Services	Hrishikesh.Drawid@hscni.net	028 9536 3934

Shared Services Accounts Receivable

BSO Quality Accredited Shared Service Centre

- Awarded Formal Chartered CICM Quality Accreditation May 17
- Quality approved in all six areas:-
 1. Service Performance
 2. Customer Service
 3. Developing Our People
 4. Credit Policy
 5. Compliance
 6. Stakeholder Management
- 85% of staff working towards professional CICM qualifications



Achievements in 2019-20 included:

- Achieved CICM Centre of Excellence Status (Chartered Institute of Credit Management). This recognition demonstrates to our key stakeholders that we have achieved and maintained exceptionally high standards in performance over a 4 year quality assessment period.
- Achieved Re-Accreditation on CICM Quality Assessment, demonstrating continuous improvement .
- A 40% increase to 75% of all HSCNI Intercompany invoices processed using cloud coding
- Recovered £330m Debt which improves the HSC cash position.
-



Looking Ahead to 2020-21

Key priorities will include:

- Sustain and maintain CICM Quality Accreditation and Centre of Excellence status by successfully completing mid-way checkpoint
- Working in partnership with our customers on the implementation of AI/ Robotic solutions to add value and increase service efficiency, with particular focus in cash allocation.
- Working in partnership with NHS England & Wales on Cross Border to facilitate prompt approval and payment of HSCNI invoices.

Shared Services Accounts Payable



Some of the team at a Friends of the Cancer Centre fund raiser on the Greenmount house site.

What do we do?

Here in Accounts Payable we process invoices and payments to suppliers and payees across a total of 20 Health Services Organisations. We call these sub ledgers and each week we process an average of 37,500 transactions across all sub ledgers.

The Journey of an Invoice...



Invoice received and loaded to eFin



Processed by APSS Staff



+73% invoices processed between 0-3 days* resulting in high customer satisfaction

What are our key achievements?

Financial year 2014/15 was the first full year of APSS service provision across all sub ledgers. Since 2014/15 the number of invoices has grown by 60.25% (1,314,682 to 2,106,726). During the same period the APSS Whole Time Equivalent has dropped from 135 to 85.

Total Number of Transactions						
Financial Year	14/15	15/16	16/17	17/18	18/19	19/20
Total Transactions	1,314,682	1,552,561	1,740,557	1,839,889	1,950,069	2,106,726

*Figures relate to transactions processed in February 2018

Payroll Service Centre

Meet the team



PSC Senior Management Team (left to right)

Liam Mulholland – Head of Payroll

Brona McAuley— Head of Financial Governance

Andoni Arandia—Head of Transformation

What do we do?

Payroll functions out of 16 College Street in Belfast. Established in 2014 the centre provides a regional payroll service to the 16 HSC Organisations across Northern Ireland. Our mission statement is , “To pay accurately, on time and if its wrong, fix it quickly” We strive to work by this statement every day as we progress towards becoming the best payroll centre we can be. Over the variety of teams within College Street we work to create the smoothest process we can dealing with areas such as new starters, pensions and overpayments.

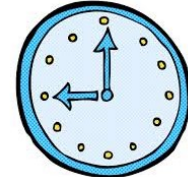
Changes within PSC



Improvements to the CRM system



Increase in customer satisfaction



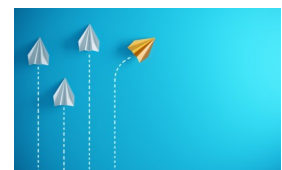
80,000 employees paid on time



Reduction in calls and queries from customers reduced 10,000+ calls to average of 8,000 per month



Introduction of a range of change requests to enhance service provision



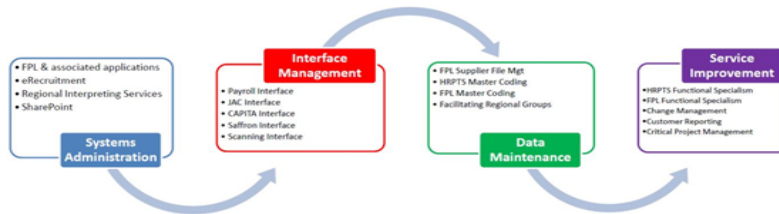
Developed our transformation team and thus our capability to manage and deliver change

Key Achievements

Over the financial year of 2019/20, PSC successfully achieved audit assurance with a split decision and the first satisfactory audit report in our history. PSC have also successfully delivered 24 CR's. Two successful pay awards were delivered which saw AFC and Medical and Dental staff getting an increase in their wages. The centre has delivered numerous successful projects including the Timesheet Improvement Project, P11Ds and P60s to name a few. . Recently we have successful delivered business continuity during the Covid-19 pandemic with over 80% of our staff members successfully working from home.

Business Services Team

The Business Services Team (BST) has a corporate function to drive and deliver improved performance of Shared Services Operational Systems as well as the provision of an Operational Delivery Function. The teams work is wide ranging and diverse. BST work to ensure that the FPL and HRPTS systems underpinning the HSC operate effectively and efficiently.

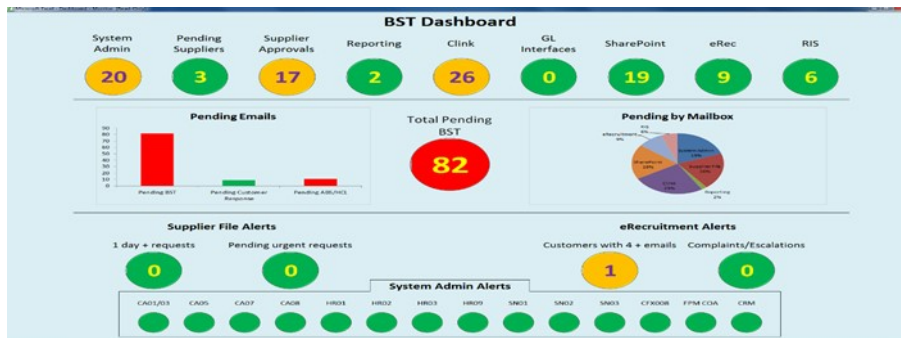


Project and Change Management: Delivery and Benefit Realisation

BST responsible for delivery of Capital and Revenue enhancement projects to deliver benefits with clear focus to improve the user experience and system performance of HRPTS and FPL. We also have expertise in project management and have been responsible for delivery of critical projects such as mid-contract upgrades and development of new mobile technology solutions for HRPTS.

Business Process Automation & Reporting

Team BST has been working on number of *automation* projects where indigenous automation solutions have been developed to introduce agility, efficiency with elimination of processing errors. *Reporting* is critical element of service provision for shared services to ensure the delivery of strategic value. We are responsible for the development and management of the monthly Customer Reports and the Board Report along with other compliance reports. To support teams and managers, we have successfully implemented live-management dashboard to facilitate regular monitoring of all BAU activities and compliance of KPIs.



System administration for Finance and Interface Management

BST provides System Administration for BSO and ALBs (except HSCB&PHA) in respect of FPL applications whilst managing requests risk and governance. To ensure continuous improvement using collaboration and cooperation with key stakeholders and business experts, we also lead the forums, facilitate number of regional focus groups and support successful delivery of associated actions.

eRecruit candidate support

BST provide number of support services including Candidate Support to individuals who are interested in careers in HSC. We continuously work on development using future technologies to guarantee simplification and user-friendliness.

Master Data Management

Master data management of finance system is one of our key responsibility, with sole ownership for all new supplier creations, amendments and deactivations on the finance system. We also provide similar services to Regional Interpreting Services system.

Recruitment Shared Service Centre

The Recruitment Shared Service Centre supports the recruitment function across the HSC for all recruitment activity except Senior Executive and Medical recruitment. Here are a few facts about our service during 2019/20:

	<p>2019/20 – 15,227 requisitions</p>	<p>This means in 2019/20 we sought to recruit to circa 21% of the total HSC Workforce – up from 14% in 2017/18</p>
	<p>2019/20 – 13,768 requisitions closed</p>	<p>This means in 2019/20 we closed in year 90% of all requisitions received for processing compared to 81% in 2017/18</p>
	<p>Bespoke Activity 80% in KPI up 18% since April 2017 53 days average to fill reduced by 17 days.</p>	<p>Waiting List Activity 49% in KPI up 9% since April 2017 38 days average to fill reduced by 9 days</p>
	<p>Streamlined Pre-employment Checks has contributed to these improvements with: External PECs on average taking 36 days compared to 25 days for Internal appointments</p>	
	<p>407 subject access requests were processed</p>	<p>This represents a 41% increase on the previous year</p>
	<p>23 formal Freedom of Information requests were received and responded to</p>	<p>11,528 other requests for information such as rank order on waiting list were received – an average of 960 requests per month.</p>
	<p>1 formal complaint was received through the BSO complaints process with 8 informal complaints</p>	<p>This demonstrates significant improvement on the previous year</p>
<p>A Satisfactory level of Assurance from Internal Audit was returned in 2019/20 for a 3rd year running</p>		


We work collaboratively with all HSC organisations to both meet the day to day needs and develop the strategic recruitment agenda through the Strategic Resourcing Innovation Forum. Here are some examples of what we get up to together:

Case Study

- Applicant numbers doubled
- Widened reach to UK, ROI and Private Industry
- Total cost of campaign £6387
- Cost per applicant £30.85
- Cost per appointment £57
- Normal average cost per single ad and appointment £510

BE PROUD. BE PART OF IT.

HSC Health and Social Care



Innovation in Recruitment

Collaborative Recruitment is one option being promoted to the various professional groups



HSC Values in the Recruitment & Selection Process

– These are the foundation of our people management strategies which begin with the Recruitment & Selection process

User Feedback - Candidate Experience is particularly important and this is an area we are working on together. Through the use of a brief survey here are some examples of small steps we have taken in the past year are:




A new design of conditional offer letter.

Development of web based forms for ease of completion and submission by appointees.

Piloting of new approaches to candidate management to offer greater support on the pre-employment checks process.



Customer Service is critical and we have been working to develop a new customer model to introduce the use of Team Leader Clinics whereby managers can book a call with a Team Leader to discuss their recruitment activity, any issues or any plans.

-  **New Working Platform**
New SharePoint site for HSS
-  **New Working Practices**
Elimination of paper, Streamlined processes
-  **Automation Delivered**
Processes, Reporting, Workload Management

But our greatest achievement yet has to be phase 1 implementation of our 'Vision 2020' – introducing 3 core components.

We have just introduced this at the end of 2019/20 so we are expecting great things –so watch this space!

HSCNI Regional Interpreting Services

The Regional Interpreting Service (RIS) provides region-wide language interpreting services to the Health and Social Care Trusts, Primary Care services and other approved HSC providers in NI. RIS manages a central Register of 363 self-employed, sessional Interpreters covering 35 languages. Provision of Interpreters:

- improves access to HSC services
- enables accurate and impartial communication
- minimises the risk of misdiagnosis
- complies with legislative requirements.

Key Achievements 2019/20:

- 132,434 requests processed
- 98.41% provision rate
- 97% of customers rated the overall service received as 'very good' or 'good' in the Interpreting Service March 2020 Customer Survey.

2019/2020 Top Languages:

- Polish
- Arabic
- Lithuanian
- Romanian
- Bulgarian



Contact

Email

Telephone Number

Mon-Fri 8am-5pm

interpreting@hscni.net

028 9536 3777

Out of Hours

028 9615 8200

Website

www.hscbusiness.hscni.net/services/2749.htm

Leadership Centre

The HSC Leadership Centre provides a wide range of exciting leadership development initiatives, short-course programmes, consultancy services, IT programmes and skills development. The Centre also offers a range of consultancy services to support the reform agenda. We will discuss individual requirements to ensure our products and services are aligned to the needs of our client organisations.

Facilities are also available for hire for all type of seminars, lectures and meetings. The Centre has fully-equipped, purpose built rooms suitable for all types of seminars, lectures and meetings.

Training/meeting rooms are equipped with a range of multi-media display systems. There is also an on-site canteen for morning coffee and lunch. Free parking is provided on site for up to 100 guests.



HSC Leadership Centre

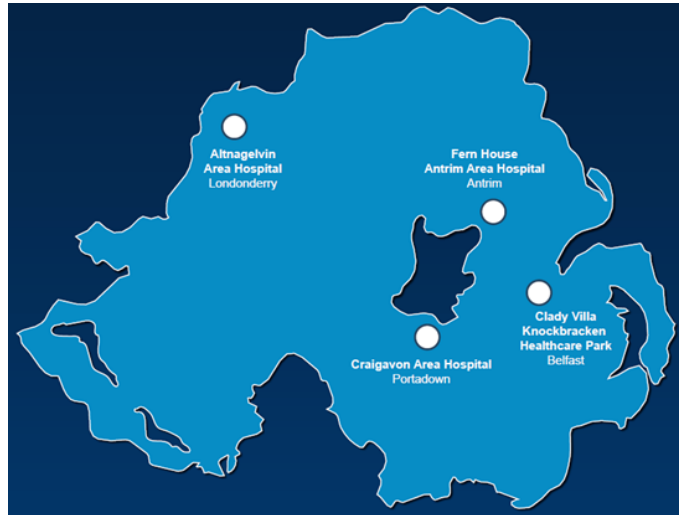
For further information on the range of services that we can provide for your organisation, or to find out more about our services generally, please visit our website www.leadership.hscni.net, or use the contact details below:

Contact	Email	Telephone Number
Diane Taylor, Head of HSC Leadership Centre	Diane.taylor@leadership.hscni.net	028 95361759
Leadership and Management Development Unit	enquiries@leadership.hscni.net	028 95361764
IT and Web Business Solutions Unit	ITservices@leadership.hscni.net	028 95361764

Clinical Education Centre

The HSC Clinical Education Centre (CEC) has a mission to design and deliver education that supports Nurses, Midwives and Allied Health Professionals to be the best that they can be. By working closely and collaboratively with clients we design, develop and deliver a wide range of programmes across a wide variety of fields of practice and settings to meet the learning and developments needs of local workforces.

The CEC operates from four sites across Northern Ireland.



Our approach to the delivery of high quality education is built around our principles:

- Working in partnership with our statutory sector partners and users to be responsive to their specific needs
- Delivering education on four sites to be as close as possible to our clients workplace
- Planning, developing and delivering education to support patient / client centred care
- Involving and integrating patient / clients in the co-production and delivery of education programmes
- Promoting learning that is motivational, aspirational, and relevant to practice
- Enabling personalisation of learning so that it is adaptable to different needs and styles
- Providing evidence-based education that is informed by the most recent regional, national and international guidelines, policies, legislation and best practice
- Achieving regulatory standards and aspiring to achieve more
- Evaluating and sharing the effectiveness of our education and any lessons learnt
- Enabling the transfer of best practice across the nursing, midwifery and AHP workforce in Northern Ireland
- Responding to the Private / Independent Sector needs

Information on CEC programmes may be accessed on our website www.cec.hscni.net and to keep up to date with what is happening in CEC follow us on **Twitter @hsccec**

For further information on the range of services that we can provide for your organisation, or to find out more about our services generally, please contact

Contact

Email

Telephone Number

Caroline Lee, Head of CEC

Caroline.lee@cec.hscni.net

028 9536 1238

HSC Pension Services

The HSC Pension Service for Northern Ireland provides payroll services to over 36,000 pensioners and administers the Pension Scheme for 95,000 current and deferred members drawn from HSC employees, GPs, dentists and employees of other approved organisations in Northern Ireland.

We are constantly increasing our efficiency and productivity by making use of new technology and processes, enabling us to work smarter as a centre of excellence. Member Self Service has been rolled out to all members allowing them access to their pension information on-line.



Extensive guidance material setting out the roles and responsibilities of Scheme Employers is provided on our website ensuring they meet their statutory obligations. Support is available for Scheme Members through the Member Workshops and One to One Consultations provided by the Pension Liaison Service in addition to the wide range of Factsheets, FAQs and Scheme Guides available on the Scheme Website.

For further information on the extensive range of services that we can provide or to find out more about our Pensions services generally please use the details provided below.

“The staff are very helpful, professional, approachable and knowledgeable.”



HSC Pensions Service Staff

Website:

www.hscpensions.hscni.net

Contact	Email	Telephone Number
Peter Wilson, Interim Director of Operations	Peter.Wilson@hscni.net	028 9536 3957
Martin Bradley, Head of HSC Pension Service	Martin.bradley@hscni.net	028 7131 9111
Regina Peoples, Admin. Support	hscpensions@hscni.net	028 7131 9111

Family Practitioner Services

FPS maintains the central register of patients registered with General Medical Practices in Northern Ireland. As part of this role, we issue and process changes to medical cards such as name, address and doctor.

FPS calculates payments made to General Medical and Dental Practitioners, Chemists and Community Optometrists throughout Northern Ireland, provides professional advice, support and information to customers and members of the public and maintain the Pharmaceutical, Dental and the Northern Ireland Primary Medical Performers lists.

FPS also provides the call and recall services for cervical and bowel cancer screening in Northern Ireland.



“Excellent and are to be commended for the work that they do and the manner in which they represent the BSO”

-BSO Customer Survey

For further information on the range of services that we can provide for your organisation, or to find out more about FPS generally, please use the details provided below:

Website:

<http://www.hscbusiness.hscni.net/services/2483.htm>

Contact	Email	Telephone Number
Peter Wilson, Interim Director of Operations	Peter.Wilson@hscni.net	028 9536 3957
Orla Donachy, Interim Assistant Director of FPS	orla.donachy@hscni.net	028 9536 3793
Joanne Martin, Admin. Support	Joanne.martin@hscni.net	028 9536 3798

Small Business Research Initiative

Small Business Research Initiative (SBRI) is a Pre-Commercial Procurement (PCP) programme which provides innovative solutions to current challenges faced by the public sector. SBRI leads to better public services and an opportunity for local enterprises to develop new products for the market. SBRI is a phased competitive process with solution design and testing typically happening over a 2 or 3 phased programme.

To date BSO has undertaken 11 SBRI/ PCP projects, 5 projects are currently ongoing and work is underway to develop ideas for several COVID19 specific SBRI for the 2020/21 funding year.

- “ **Medicines Optimisation:** Phase 1 in 2015 was a 6-month program including 5 suppliers. Of these, 2 progressed to Phase 2 in 2015. Programme closed 31:03:17 with two market ready solutions designed to improve medication adherence.
- “ **GEMS:** Gestational, Type 1 and Type 2 Diabetes Empowering Mothers through Mobile Technologies. Three companies created new technologies in Phase 1 in 2017/18; the project did not need to progress to Phase 2 as the solutions were ready for direct procurement rather than further refinement through field trials.
- “ **HOME:** Home Medication Management for the Elderly to Support Domiciliary Care Services. Phase 1 was for 6-months in 2016/17 and had 5 successful suppliers. Of these, 2 progressed to Phase 2 in 2017. Phase 2 finished on 28:02:19 with 2 very successful solutions having been developed.
- “ **FAST:** Automated Staff Deployment of pharmacists and pharmacy technicians within secondary care. Phase 1 was for 6-months and included 3 suppliers. Of these, 2 progressed to Phase 2 in 2017. Phase 2 completed on 30:09:18. This project was a resounding success and both solutions have had very good feedback from the clinicians at their host sites. So successful that the Pharmacy leads within HSCB are wishing to create a specification and move towards Regional Procurement, initial meetings have started.
- “ **MAGIC:** Mobile Assistance for Groups & Individuals within the Community – Stroke Rehabilitation. EC Horizon 2020 supported PCP. BSO leads the international consortium. Phase 1 was for 6-months commenced 01:02:17 with 8 suppliers. Phase 2 commenced 01:04:17 with 4 suppliers and ran until 30:04:18. Three successful suppliers commenced Phase 3 in October 2018 and the International Field Trial stage was closed on 31:03:20. This consisted of six large research field trials; three in Italy and three within Northern Ireland across all 5 Trusts.
- “ **MARIO:** Project ‘Mario’ - Meaningful Analytics in clinical Registries for Investigating Outcomes. Three suppliers completed Phase 1, which lasted 6 months, ending 31.03.19.

- “ **DETECT**: Project ‘DETECT’ is for Detecting Emerging Traits of psychosis in Educational and Community CohorTs. Two suppliers completed Phase 1, which lasted 6 months, ending 31.03.19. Phase 2 is currently in process.
- “ **CHAT**: Project ‘CHAT’ - Optimising Provision of Speech and Language Therapy to meet the NICE guidelines following a stroke. Two suppliers completed Phase 1, which ended, 31.03.19. Phase 2 planning is underway with plans to start in October 2020.
- GovTech Catalyst**: This project is seeking to source new innovative technology solutions to improve the Prescription Pathway in Prison Healthcare for people entering custody. Phase 1 started in June 2019 and completed in December 2019. The project will commence Phase 2 with 2 successful suppliers in late 2020.
- “ **Pain**: This project is looking into how the provision of digital technology to support people living with persistent pain aiding self-management. The project completed Phase 1 in March 2020 and the 3 suppliers will be invited to bid in the call for tender for Phase 2 in late 2020.
- “ **Space Data Analytics** This project involved analysing how the Belfast Air Pollution data from the Urban & Healthy Living Project could be used in a health care environment. The project closed in March 2020.
- “ **COVID19** specific projects: Work is ongoing to look at projects relating to the COVID19 pandemic, especially in the area of support services.

If you have any ideas or questions please feel free to contact anyone from the SBRI team on the SBRI email - SBRI.PMO@hscni.net or please use the details below:

Contact	Email	Telephone Number
Peter Wilson, Interim Director of Operations	Peter.Wilson@hscni.net	028 9536 3957
Rachael McKibbin, Senior SBRI Project Manager	rachael.mckibbin@hscni.net	028 9536 2593
Steven Cinnamond, SBRI Project Support	steven.cinnamond@hscni.net	028 9536 0150


Counter Fraud and Probity Services


Counter Fraud and Probity Services (CFPS) provides a range of specialist services to Health and Social Care (HSC) bodies. Our current remit includes:


- the formal investigation of cases of potential or suspected fraud across all Health and Social Care organisations;
- the delivery of a range of probity verification, assurance and financial recovery work in relation to Primary Care expenditure;
- tackling erroneous claims to exemption from statutory dental and ophthalmic charges and seeking recovery via court proceedings, where necessary;
- counter fraud and probity policy development;
- raising fraud awareness and contributing to the development of a zero tolerance approach to fraud across the HSC;
- the administration of the Healthy Start Scheme in Northern Ireland;
- a data analytics service carrying out proactive exercises aimed at reducing fraud and waste across HSC.

Find out more

For further information on our services please visit our website or follow us on social media.


 www.cfps.hscni.net

 @bsocfs

 BSO Counter Fraud Services

Report Health Fraud

Information can be given in confidence to the HSC Fraud Hotline or online.

 0800 096 33 96

 www.cfps.hscni.net

For further information on the range of services that we can provide for your organisation, or to find out more about Counter Fraud and Probity Services generally, please use the details provided below:

Contact	Email	Telephone Number
Peter Wilson, Interim Director of Operations	Peter.Wilson@hscni.net	028 9536 3957
Donna Scott, Head of Counter Fraud and Probity	Donna.scott@hscni.net	028 9536 2918
Belfast Office	cfps@hscni.net	028 9536 3852
Armagh Office	probitysouth@hscni.net	028 9536 1644
Londonderry Office	probitywest@hscni.net	028 9536 2928

Procurement and Logistics Services

The Procurement and Logistics Service (PaLS) is a Centre of Procurement Expertise delivering value-for-money contracting, procurement and logistics services for the circa £800million annual HSC spend on goods and services in Northern Ireland. Over 1.5 million transactions are handled by our Logistics Service on behalf of Health and Social Care each year at an approximate value of £56 million. With distribution centres in Belfast and Londonderry, we deliver almost 4000 different products directly to our HSC clients in wards and departments across Northern Ireland.

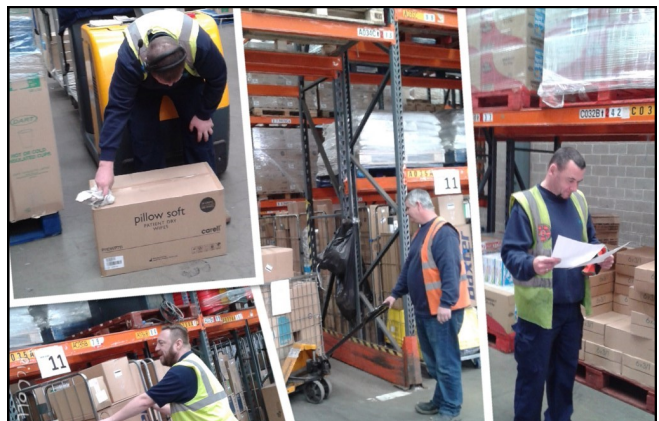
In addition, we offer related services to individual organisations including community equipment services (warehousing, distribution and recycling), local stores management and electronic material management ordering and replenishment.

PaLS operate on a service level agreement basis (SLA) with all of our customers and performance within these agreements is monitored through Procurement Boards which meet on a regular basis throughout the year, with KPI's provided to measure performance against agreed targets.

PaLS are committed to the delivery of value for money services based on our service processes that are quality assured by NQA against ISO 9001:2015, the International Standard for Quality Management Systems.

In addition PaLS is a Mark of Excellence winner in EFQM's steps to excellence.

"Friendly professional customer service"
-BSO Customer Survey



Website:

www.hscbusiness.hscni.netservices/1878.htm

PaLS staff at the PaLS Warehouse,
Boucher Crescent

Contact

Email

Telephone Number

**Peter Wilson, Interim
Director of Operations**

Peter.Wilson@hscni.net

028 9536 3957

**Linda O'Hare Interim
Assistant Director of
PaLS**

Linda.ohare@hscni.net

028 95361342

Heather Johnston, Admin
Support

Heather.johnston@hscni.net

028 9536 1331

<p>Community Medical Ground Floor, Finance Building, Ards Hospital, Newtownards BT23 4AS 028 9151 0100 Customer Support: South East- ern Trust Senior Procurement Manager: John Barron Email: john.barron@hscni.net</p>	<p>Office Services and Textiles Pinewood Villa, Longstone Hospital, 73 Loughgall Road, Armagh BT61 7PR 028 9536 1619 Customer Support: Southern Trust Senior Procurement Manager: vacant</p>	<p>Diagnostics (Labs and X-Ray Consumables) Gransha Hospital, Clooney Road Londonderry BT47 6YZ 028 9536 0031 Customer Support: Western Trust Senior Procurement Manger: Myles O'Hagan Email: myles.ohagan@hscni.net</p>
<p>Pharmaceuticals 77 Boucher Crescent, Belfast BT12 6HU 0300 555 0206 Senior Procurement Manager: John Barron Email: john.barron@hscni.net</p>	<p>Capital Projects Maple House, 45 Bush Road, Antrim BT41 2PS 028 9536 2488 Senior Procurement Manager: John McDermott Email: john.mcdermott@hscni.net</p>	<p>Service and Maintenance Contracts Greenmount House, Woodside Rd Industrial Estate, Ballymena BT42 4QJ 028 9536 1434 Senior Procurement Manager : Trevor Armstrong Email : trevor.armstrong@hscni.net</p>
<p>Services, Hotel Services and Utilities 77 Boucher Crescent, Belfast BT12 6HU 0300 555 0206 Customer Support: Belfast Trust Senior Procurement Manager: Rodney Smyth Email: rodney.smyth@hscni.net</p>	<p>Acute Medical and Surgical 16 College St, Belfast 028 9536 1510 Customer Support: Belfast Trust Senior Procurement Manager: Peter McColgan Email: peter.mccolgan@hscni.net</p>	<p>Estates, Transport and Maintenance The Cottage, 1st Floor, 5 Greenmount Avenue Ballymena, BT43 6DA 028 9536 2533 Customer Support: Northern Trust Senior Procurement Manager: Sandra Armstrong Email: sandra.armstrong@hscni.net</p>
<p>Logistics Services and Community Equipment Services 77 Boucher Crescent, Belfast BT12 6HU 028 95361327 Head of Logistics and Community Equipment Service Jonathan Semple Email: jonathan.semple@hscni.net</p>	<p>ICT Procurement Service 77 Boucher Crescent, Belfast BT12 6HU 028 9536 1341 Head of ICT Procurement: Gerard Kearney Email: gerard.kearney@hscni.net</p>	<p>Social Care Service Pinewood Villa, Longstone Hospital 73 Loughgall Road, Armagh BT61 7PR 028 9536 1632 Head of Social Care Procurement: Vacant</p>

Human Resources and Corporate Services

The Human Resources (HR) and Corporate Services Directorate supports BSO and client organisations on a range of HR and Corporate Service functions.

The Directorate works in partnership with staff, managers and Trade Unions to adopt best practice in people management, policies and practice, information governance and facilities, to support organisations to achieve their objectives in a positive working environment

The Human Resources team is responsible for/supports organisations in:

Strategic guidance and advice in support of Organisational Change, Organisational Development Initiatives and service transformation programmes.	Reporting on absence, and other workforce trends and Equality Monitoring
Advice on Terms and Conditions of Service, Attendance Management and Employee Relations	Processing of new starts, organisational moves, and leavers for payroll and contractual purposes
Training, Learning and Development – delivery and advice	System support for HRPTS Portal and eRecruitment to include maintaining organisational structure and system security
Recruitment support and guidance	Job evaluations
International Recruitment	Workforce planning
HR Policy & Strategy Development	HR Support to GP Federations
Staff Health and Wellbeing	Staff engagement and recognition

The Corporate Services Team provides a range of services to BSO as well as now serving a

- Premises management
- Health and Safety
- Fire Safety
- Complaints Handling
- Information Governance
- Business Continuity Co-ordination

For further information on the range of services that we can provide for your organisation, or to find out more about our services generally, please use the details provided below:

Contact	Email	Telephone Number
Paula Smyth, Director HR & CS	Paula.smyth@hscni.net	02895 363007
Robin Arbuthnot, Asst. Director HR	Robin.arbuthnot@hscni.net	02895 363867
Alison Andrews, Asst. Director HR	Alison.andrews@hscni.net	02895 363878
Head of Corporate Services	Kevin.carland@hscni.net	02895 360237
General queries	bso.humanresources@hscni.net	

Legal Services

The Directorate of Legal Services (DLS) is a modern and progressive legal practice comprising a team of more than 59 specialist solicitors and 64 paralegal staff who provide a high quality, customer focused, cost effective legal service exclusively for HSC clients throughout Northern Ireland. DLS provides advice, representation and training on a range of legal issues in:

- Medical Negligence
- Inquests
- Family Law
- Employment Law
- Administrative Law (i.e. judicial review)
- Conveyancing
- Procurement and Contracts
- General Litigation
- Debt Recovery
- General Advice

DLS has achieved both the ISO 9001 Quality Award and the Law Society's 'Lexcel' Quality Award. It has also contributed to BSO's Investor in People award. In a recent client survey DLS achieved a satisfaction rating from clients of over 90%.

"DLS provide an outstanding, effective service to HPSS within Northern Ireland and are the finest example of public service to the community"

-BSO Customer Survey

For further information on the range of services that we can provide for your organisation, or to find out more about DLS generally, please use the details provided:

Contact	Email	Telephone Number
Alphy Maginness, Chief Legal Adviser	Alphy.maginness@hscni.net	028 9536 3585
Mark Harvey, Assistant Chief Legal Adviser, Litigation and Medical Negligence	Mark.harvey@hscni.net	028 9536 3847
June Turkington, Assistant Chief Legal Adviser, Procurement/Employment, Conveyancing and Debt	June.turkington@hscni.net	028 9536 3591
Kathryn Minnis, Assistant Chief Legal Adviser, Family Law	Kathryn.minnis@hscni.net	028 9536 3591
Owen Nicholson, Business Manager	Owen.nicholson@hscni.net	028 9536 3604

Finance

The Finance department provide a range of financial services to the BSO as well as a number of customer organisations from across HSC. These include the provision of full Management Accounting and/or Financial Accounting Services, including the production of annual Statutory Accounts.

We are very focused on delivering a high quality service and work closely with our customers to ensure we meet their expectations. Operational performance is continually monitored and challenged and all clients are issued with regular assurances on the adequacy, timeliness and completeness of this performance.



“Helpful, friendly, well informed and professional staff. A pleasure to work with...”
-BSO Customer Survey

Finance Team

For further information on the range of services that we can provide for your organisation, or to find out more about our Finance services generally, please use the details provided below:

Contact	Email	Telephone Number
Karen Bryson Director of Finance	Karen.Bryson@hscni.net	028 9536 3722 Mob 0044 7824473932
Emma Thompson Assistant Director of Financial Planning, Management and Client Accounting	Emma.thompson@hscni.net	028 9536 3715 Mob 0044 7786 657162
Simon McGrattan, Assistant Director of Financial Accounting and Control	Simon.mcgrattan@hscni.net	028 9536 3835 Mob 0044 7795566576

Internal Audit

Internal Audit adds value to and improves the operations of our customer organisations by delivering a risk-based audit plan to each of them. Assurance is provided to our customers on the adequacy and effectiveness of their risk management, control and governance arrangements.

Internal Audit's role includes the review, appraisal and reporting on:

- The effectiveness of the governance and risk management arrangements of the organisation.
- The adequacy and effectiveness of the systems of financial, operational and management controls and their operation in practice in relation to the identified business risks.
- The suitability, accuracy, reliability and integrity of financial and other management information and the means used to identify, measure, classify and report such information.
- The extent of compliance with policies, standards, plans and procedures established by the organisation and the extent of compliance with the Department of Health, (DoH) guidance, laws and regulations, including reporting requirements.
- The integrity of processes and systems to ensure that controls offer adequate protection against error, fraud and loss of all kinds.
- Instances of suspected fraud and irregularity (preliminary phase of fraud investigations, in conjunction with Management and the BSO Counter Fraud & Probity Unit)).
- The extent to which the assets and interests of organisation are acquired economically, used efficiently, accounted for and safeguarded from loss of all kinds.

BSO Internal Audit Service is accredited to the ISO: 9001: 2015 quality standard and is an approved Association of Chartered Certified Accountants (ACCA) Gold Status Employer Training and Development Service.



For further information on the range of services that we can provide for your organisation, or to find out more about our Internal Audit services generally, please use the details provided below:

Contact	Email	Telephone Number
Catherine McKeown, Head of Internal Audit	Catherine.mckeown@hscni.net	028 9536 3832
Elaine Slowey, Admin. Support	Elaine.slowey@hscni.net	028 9536 3828

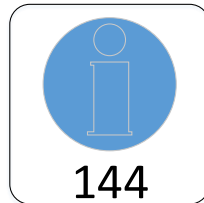
Honest Broker Service

The Honest Broker Service (HBS) was set up to:

- Streamline the process of data sharing
- Protect service user confidentiality and privacy
- Provide access to data for HSC management, monitoring and public health surveillance
- Facilitate the provision of anonymised data for ethically approved research, in the overall interest of public health and the development of health and social care related policy
- Enable data linkage across separate datasets to maximise value



Provided data for 82 projects



Answered 144 enquiries



179

**Removed the need for
179 Data access
agreements**

Non-research projects have supported the Department of Health, Public Health Agency (PHA), Trusts and the Northern Ireland Cancer Network in performance management, clinical audits and service evaluation in areas as diverse as Antimicrobial use in NI, Analysis of long-term conditions and Patient Experience.

Recent research projects have included various studies related to patients with dementia; and an investigation of the link between maternal body mass index in early pregnancy and incidence of cerebral palsy in NI.

What data is available?

A high-level overview of the datasets available can be found on the website.

Who can apply to use the service?

- DoH
- HSC Organisations which have signed up to the Memorandum of Understanding
- Researchers

How to apply

Download the relevant application form and guidance documents from the website and return the application form to:

Honest Broker Service, Room 602, Centre House, 79 Chichester Street, Belfast, BT1 4JR

Email hbs@hscni.net

Website <http://www.hscbusiness.hscni.net/services/2454.htm>

Information Technology Services

BSO ITS is responsible for the provision of a wide range of ICT services across the HSC, HSC regional Arms-Length bodies and Northern Ireland Fire and Rescue Service (NIFRS). These services range from the routine support of large, complex clinical, business and social care systems to the procurement and implementation of large projects/programmes supporting the ongoing modernisation and transformation of Health Care in Northern Ireland. ITS supports over 50,000 users across nearly 300 systems and is responsible for annual ICT expenditure of around £30 million.

ITS is currently responsible for the delivery of 71 regional technology programmes/projects and supporting critical systems throughout the region. During 2018-19 46 commissioned projects/programmes were completed.

The following projects/programmes will continue next year:

- LIMS
- Digital Identity
- Cyber Security
- NIPACS replacement
- GPIP
- Patient Portal
- Regional Wi-Fi
- NIECR

New projects/programmes will be added to the ITS portfolio for next year:

- ICT Shared Services
- 24/7
- BSTP replacement
- e-Pharmacy.

The ITS business area section on the main BSO Internet site provides details of the various IT services offered by the organisation.

To find out more about ITS generally, please use the details provided:

Contact	Email	Telephone Number
Mark Bradley, Interim Director CCP	Mark.Bradley@hscni.net	028 9536 3859
David Bryce, Assistant Director of ITS	David.bryce@hscni.net	028 9536 2293
Susan Campbell, Head of Development (Warehouse & Integration)	Susan.campbell@hscni.net	028 9536 2253
Paddy Carville, Head of Operations (Infrastructure)	Paddy.carville@hscni.net	028 9536 2204
Maggie McNally, Service Resource Manager	Maggie.mcnally@hscni.net	028 9536 2142
Tony Doherty, Head of Operations (Systems)	Tony.doherty@hscni.net	028 9536 2257
Ben Doran, Head of Operations (Datacentres)	Ben.doran@hscni.net	028 9536 2613
Hugh Fullerton, Customer Services Manager	Hugh.fullerton@hscni.net	028 9536 2305
Stephen Beattie, Programme Manager (E-Health)	Stephen.beattie@hscni.net	028 9536 2570
Roger McCully, Programme Manager (Business Systems)	Roger.mccully@hscni.net	028 9536 1946
Alan McAlister, Programme Manager (Infrastructure and Application Review)	Alan.mcalister@hscni.net	028 9536 2210
Craig Young, Programme Manager (LIMS Programme)	Craig.young@hscni.net	028 9536 3326
Caroline McLaughlin, Programme Manager (Cyber Security)	Caroline.mclaughlin@hscni.net	028 9536 0153
Nicky Harvey, Programme Manager (NIPACS Replacement)	Nicky.harvey@hscni.net	028 9536 2462

<p>Infrastructure and Architecture</p> <ul style="list-style-type: none"> • HSC Data Centres • Regional Network Support • Service Desk • Desktop Support • Security • Web Services • IT Service Management • Infrastructure related Programme projects • Technical Design Authority support to HSCB 	<p>Programme Management</p> <ul style="list-style-type: none"> • Implementation of Programme Project standards • Providing information to HSCB as Commissioners • Performance management • Programme and project reporting against progress time, resource and budget • Support, training and mentoring of project managers
<p>Secondary Care Clinical Systems</p> <ul style="list-style-type: none"> • Support for existing Secondary Care Systems • Screening Systems • Secondary Care related Programme Projects • Electronic Care Record • Integration between sectors • Clinical messaging 	<p>Community, Social Services Primary Care</p> <ul style="list-style-type: none"> • Support for existing Community and Social services systems • Support function for new systems procurement and implementation • Community, Social Services and Primary Care related Programme Projects • GMS ICT Support
<p>Integration, Data Warehousing & New Systems Development</p> <ul style="list-style-type: none"> • Integration • Expand and consolidate capability • Regional HSC Data Warehouse • Expand and consolidate capability • New Systems Development • Targeted applications development • .net web based applications 	<p>Business Systems</p> <ul style="list-style-type: none"> • Support for existing Business Systems • Migration from old systems to replacement systems • ICT support for Business Systems Transformation Programme • Business System related Programme Projects • Development of new Family Practitioner Services payment system
<p>ITS ICT Business support</p> <ul style="list-style-type: none"> • Management of ITS Programme Spend • Management of ITS Commissioning process • Quality management • Service Level Management 	

Equality and Human Rights

The BSO Equality Unit provides a high quality bespoke Equality and Human Rights service to support our partners in delivering better health and wellbeing outcomes for Northern Ireland's diverse population.

The Equality Unit currently provides services to the Northern Ireland Blood Transfusion Service, Health and Social Care Board, Northern Ireland Guardian Ad Litem Agency, Northern Ireland Medical and Dental Training Agency, Northern Ireland Practice and Education Council for Nursing and Midwifery, Northern Ireland Social Care Council, Patient and Client Council, Public Health Agency, the Regulation and Quality Improvement Authority and the Safeguarding Board for Northern Ireland.

The services provided by the BSO Equality Unit include:

- Expert advice and guidance on statutory obligations and compliance with relevant equality, disability and human rights legislation, including one-to-one support on equality screening and equality impact assessments
- Developing, organising, delivering and evaluating training
- Supporting clients in consultation and engagement with external stakeholders
- Developing joint good practice initiatives and supporting clients in their delivery
- Supporting clients in review, development and delivery of their Equality and Disability Action Plans.

The Equality Unit supported the establishment of Tapestry, the Disability Staff Network; a network for staff working in the regional HSC organisation. The unit also supported the development and embedding of the Disability Placement Scheme for HSC regional agencies.

Clients that would like expert advice, guidance or assistance around their equality and human rights obligations or best practice initiatives can contact the BSO Equality Unit. The Unit provides services for clients such as training, assistance with Equality Screening or Equality Impact. Assessments, facilitation with the development of strategies or action plans, briefings on equality issues or support with consulting with the public and voluntary sectors.

Contact	Email	Telephone Number
Mark Bradley, Interim Director CCP	Mark.Bradley@hscni.net	028 9536 3859
Anne Basten, Equality Manager	Anne.basten@hscni.net	028 9536 3814
Katherine Coyle, Equality Coordinator	Katherine.coyle@hscni.net	028 9536 3096
Karen Beattie, Equality Business Partner	Karen.beattie@hscni.net	028 9536 3023
Equality Unit	Equality.unit@hscni.net	028 9536 3961

Office for Research Ethics Committees Northern Ireland

The role of the Office for Research Ethics Committees Northern Ireland (ORECNI) is to support the Health and Social Care Research Ethics Committees (HSC RECs) in the provision of ethical review to researchers, who perform research studies involving HSC or NHS service users, their tissue or data.

The ORECNI and its HSC RECs are accredited and regularly assessed by the Health Research Authority England. Although the main element of our work comes from within Northern Ireland, we also provide a service for the national research projects which occur throughout the UK.



“The staff members I dealt with directly were extremely kind, helpful and extremely efficient.”

-BSO Customer Survey

An applicant intending to submit an application for ethical review should first go through the appropriate research management procedures in the HSC Trust(s) or Universities, obtain evidence of sponsorship, complete the online application form (IRAS), and then contact the ORECNI in order to seek advice on the correct allocation of the application. The application form can be found here:

<https://www.hra.nhs.uk/approvals-amendments/what-approvals-do-i-need/research-ethics-committee-review/applying-research-ethics-committee/>

For further information on the range of services that we can provide for your organisation, or to find out more about the ORECNI services generally, please use the details provided below:

Contact	Email	Telephone Number
Mark Bradley, Interim Director CCP	Mark.Bradley@hscni.net	028 9536 3859
Dr Siobhan McGrath, Head of ORECNI Office	Siobhan.mcgrath@hscni.net	028 9536 1400
	Info.orecni@hscni.net	028 9536 1400

Customer Care and Performance

CCP facilitates the creation and agreement of Service Level Agreements (contracts) with customer organisations of the BSO and the development of productive working relationships with customers of the BSO and the various internal departments who provide services. CCP do this through the coordination of customer forums and the Customer Satisfaction surveys. A summary of these results is available on the BSO website <http://www.hscbusiness.hscni.net/services/1855.htm>.

CCP also develops and manages performance management framework and systems of the BSO and ensure that appropriate service improvement plans are in place. CCP coordinate benchmarking activities across the organisation to inform service improvement activities and ensure BSO services provide value for money.



BSO Strategic Planning Day

CCP is responsible for the BSO Corporate Strategic and Service Delivery Planning processes and the creation of the Corporate Strategic Plan. Governance activities also come within the CCP remit including the management of the corporate Risk Management processes and the co-ordination of Board Governance Self-Assessment and Accountability Review processes. CCP manage the creation of the BSO Annual Report and the production of the monthly staff bulletin, *BSO Business Matters*.

For further information on the range of services that we provide, or to find out more about our services generally, please use the details provided below:

Contact	Email	Telephone Number
Mark Bradley, Interim Director CCP	Mark.Bradley@hscni.net	028 9536 3859
Siobhan Fisher, Interim Assistant Director CCP	Siobhan.fisher@hscni.net	028 9536 3808
Jane Keenan, Customer Care and Performance Officer	Jane.keenan@hscni.net	028 9536 3809
TBC , Governance and Risk Officer		

Compliments and Complaints

We aim to provide high quality services. So if you have a comment, compliment or complaint about one of our services, please let us know.

If you're happy about the service you've received:

Please pass any compliments onto the staff member you've been dealing with
or email the Complaints Officer Complaints.bso@hscni.net

If you're not happy about the service you have received:

The quickest and easiest way to resolve it is usually with the staff member you've been dealing with.

If you're still not satisfied, or the complaint involves a staff member:

Ask to speak to their manager.

At any stage, if you're not satisfied with the way your complaint has been dealt with:

Please contact:

The Complaints Officer
Business Services Organisation
2 Franklin Street
Belfast
BT2 8DQ
Or email:

The Complaints Officer Complaints.bso@hscni.net

Or to discuss an issue in the first instance, please ring **02895363666**

Our complaints policy is available on the BSO website :

<http://www.hscbusiness.hscni.net/information/1706.htm>



Business Services Organisation

Business Services Organisation Headquarters
2 Franklin Street
Belfast
BT2 8DQ
Tel: 0300 555 0113



INVESTORS
IN PEOPLE

Silver
Until 2021

This Catalogue is available in alternative formats upon requests. It is also available on the BSO website at www.hscbusiness.hscni.net