



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

12th August 2025

By Email

[Redacted]

Ref: FOI 2739

Dear [Redacted]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 17th July 2025 in which you requested information relating to temporary and permanent agency labour spend.

Please find the information below:

Agency spend for temporary and permanent Specialist and Support Services staff in the last 12 months.

None

A Breakdown of spend by suppliers used for temporary and permanent Specialist and support agency staff in the last 12 months

Not Applicable

Confirmation of the Framework you use for NMNC agency staff (eg PALS or NICS)

Business Services Organisation, Procurement and Logistics Service Framework
3059470

Name of Procurement manager and their email address

The Business Services Organisation's Procurement and Logistics Service (BSO PaLS) manages the procurement of agency staff for the Health and Social Care in Northern Ireland (HSCNI). They act on behalf of all HSCNI organizations. Please see below for a link to BSO PaLS:

[Contact us - Business Services Organisation \(BSO\) Website](#)

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 PCC, 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 The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

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

Email: foi.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 PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114

Email: ni@ico.org.uk

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,



Business and Governance Manager
Patient and Client Council