



Business Services
Organisation

Human Resources and Corporate Services Board Report

1 April 2016 – 30 June 2016

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1 Human Resources Report Executive Summary

This report sets out Human Resources (HR) information for the Business Services Organisation (BSO) for the period 1 April 2016 to 30 June 2016.

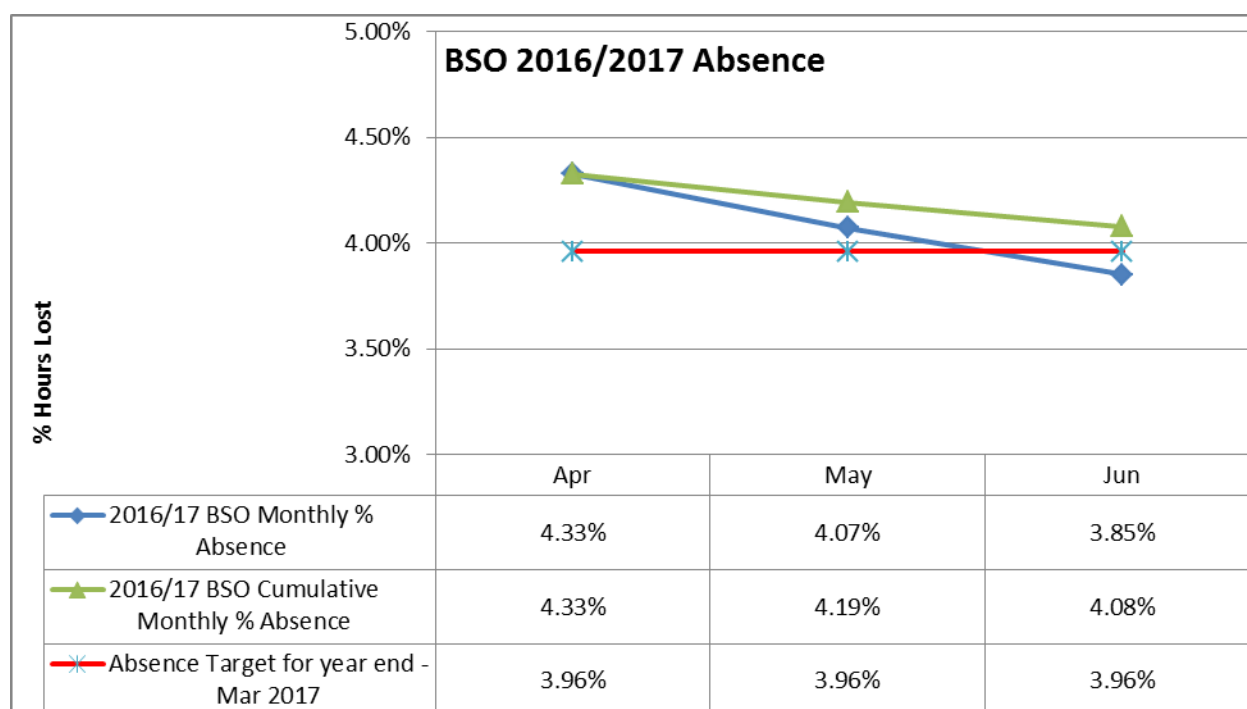
Workforce Information

As at 30 June 2016, BSO headcount was **1,354** with a WTE of **1,279.3**.

Sickness Absence levels

Cumulative absence at the end of the reporting period was **4.08%** and there were **2.48** days lost per employee in the reporting period (based on quarter end reporting).

The graph below summaries absence information during Quarter 1:



Reasons for Sickness Absence

Mental Health was the top absence category accounting for **31.96%** of the total sickness absence recorded in this period. The top two reasons for absence in terms of hours lost were Stress and Depression.

Gastrointestinal problems was the top absence category in terms of spells. The top three reasons for absence in terms of spells were Stress, Influenza and Vomiting.

Cost of Sickness Absence

The cost of absence for this period was **£334,882** resulting in a cost of **£247** per employee.

HR performance information

In quarter 1 2016/17, 67 requisitions were received and processed by Recruitment Shared Services for BSO.

In quarter 1 2016/17, 261 actions have been processed for BSO employees by the Pay and Conditions team.

There were 2.69 hours of training per WTE in quarter 1.

Spend on Recruitment Agency workers and overtime

There were 117 agency workers engaged in the BSO as at the end of June 2016.

In quarter 1 2016/17, **£480,228** has been spent on agency workers and **£125,102** has been spent on overtime.

Human Resources Report

This report sets out a range of indicators in respect of the workforce within BSO. In addition, it sets out some performance measurements in respect of the HR and Corporate Services Directorate.

2 Workforce Information

Table 1 below details headcount and WTE in BSO from March 2012 to June 2016.

	Mar 2012	Mar 2013	Mar 2014	Mar 2015	Mar 2016	June 2016
Directorate	H'count (WTE)	H'count (WTE)	H'count (WTE)	H'count (WTE)	H'count (WTE)	H'count (WTE)
CEO	2 (2)	2 (2)	1 (1)	1 (1)	1 (1)	1 (1)
CC & Perf ¹	46 (41.08)	51 (47.23)	51 (47.06)	14 (12.25)	13 (11.25)	12 (10.75)
CC&P – ITS	157 (152.14)	170 (164.83)	174 (168.22)	192 (185.82)	203 (195.32)	205 (197.76)
Finance ²	57 (55.04)	42 (40.8)	25 (24.14)	69 (63.94)	64 (58.6)	63 (58.06)
HR & CS ³	36 (32.52)	38 (34.62)	21 (20.36)	24 (23.56)	25 (24.39)	23 (22.52)
Legal Services	96 (89.26)	92 (82.46)	104 (95.34)	108 (98.99)	115 (105.5)	112 (103.86)
Ops - CFPS	26 (24.67)	29 (26.93)	29 (26.93)	31 (28.96)	31 (29.23)	32 (30.23)
Ops - FPS	127 (112.6)	138 (126.46)	136 (123.89)	129 (118.86)	118 (108.9)	120 (110.9)
Ops - PALS	263 (251.14)	297 (284.7)	304 (293.3)	306 (294.73)	310 (296.87)	315 (300.87)
Ops - Pensions	33 (32.63)	32 (31.7)	33 (32.7)	35 (34.59)	38 (36.65)	38 (36.38)
Shared Services	N/A	N/A	161 (153.03)	339 (323.05)	326 (309.47)	336 (318.65)
HSC LC	37 (33.86)	38 (33.22)	38 (34.68)	37 (33.12)	31 (27.29)	33 (29.29)
HSC CEC	43 (38.18)	54 (49.26)	56 (51.46)	53 (50.72)	57 (53.02)	64 (59.03)
BSTP Project ⁴	N/A	71 (70.8)	10 (10)	N/A	N/A	N/A
Benefits Realisation ⁶	N/A	N/A	N/A	4 (4)	3 (3)	N/A
Total⁵	923 (865.12)	1,054 (995.01)	1,143 (1,082.11)	1,342 (1,273.59)	1,335 (1,260.49)	1354 (1279.3)

Table 1

¹ CC & Perf includes Equality, OREC and Customer Care and Performance

² Finance includes Internal Audit from September 2014

³ CX and Director Support is included in HR & CS

⁴ BSTP was stood down during 2014

⁵ Excluded: Interns, Graduate trainees, TCP's, NISWDP, Artscare, others on for payment purposes only

⁶ Benefits Realisation has moved to Shared Services wef 01/04/2016 to accommodate the transition of ongoing work.

3 Sickness Absence 2016/17

3.1 Monthly Absence figures

Table 2 below shows monthly absence for the past 4 years. This financial year has commenced with the highest rate of absence for the month of April since 2012. May and June have seen a decrease since April which will hopefully continue over the coming months.

Month	% Hours Lost 16/17	% Hours Lost 15/16	% Hours Lost 14/15	% Hours Lost 13/14	% Days Lost 12/13
Apr	4.33%	3.48%	3.56%	3.50%	3.28%
May	4.07%	3.04%	4.13%	3.31%	3.33%
Jun	3.85%	3.31%	4.64%	3.37%	2.73%
Jul		3.23%	3.86%	3.16%	3.08%
Aug		3.50%	4.39%	3.26%	3.36%
Sep		3.62%	4.55%	3.17%	4.01%
Oct		4.48%	4.74%	3.67%	3.24%
Nov		4.25%	4.46%	4.49%	4.04%
Dec		3.87%	4.29%	3.64%	4.73%
Jan		3.86%	4.60%	4.79%	4.41%
Feb		4.51%	4.27%	4.39%	3.60%
Mar		4.22%	3.97%	3.16%	3.72%

Table 2

3.2 Cumulative Absence

The cumulative absence figure as at June 2016 was **4.08%¹**. This is notably higher than last year when the cumulative absence figure at June 2015 was 3.28%. Table 3 below shows the cumulative absence this year compared with the last 4 financial years.

Month	% Hours Lost 16/17	% Hours Lost 15/16	% Hours Lost 14/15	% Hours Lost 13/14	% Days Lost 12/13
Apr	4.33%	3.48%	3.56%	3.50%	3.28%
May	4.19%	3.26%	3.85%	3.41%	3.29%
Jun	4.08%	3.28%	4.11%	3.39%	3.06%
Jul		3.27%	4.04%	3.33%	3.08%
Aug		3.31%	4.11%	3.31%	3.16%
Sep		3.36%	4.19%	3.29%	3.29%
Oct		3.52%	4.27%	3.35%	3.30%
Nov		3.61%	4.29%	3.49%	3.48%
Dec		3.64%	4.29%	3.51%	Not available
Jan		3.66%	4.33%	3.65%	Not available
Feb		3.74%	4.32%	3.72%	Not available
Mar		3.78% ¹	4.29%	3.67%	4.12%

Table 3

¹ Please refer to section 3.4 for commentary on the quarter end absence figure.

Figure 1 below summarises the absence information for quarter 1 2016/17.

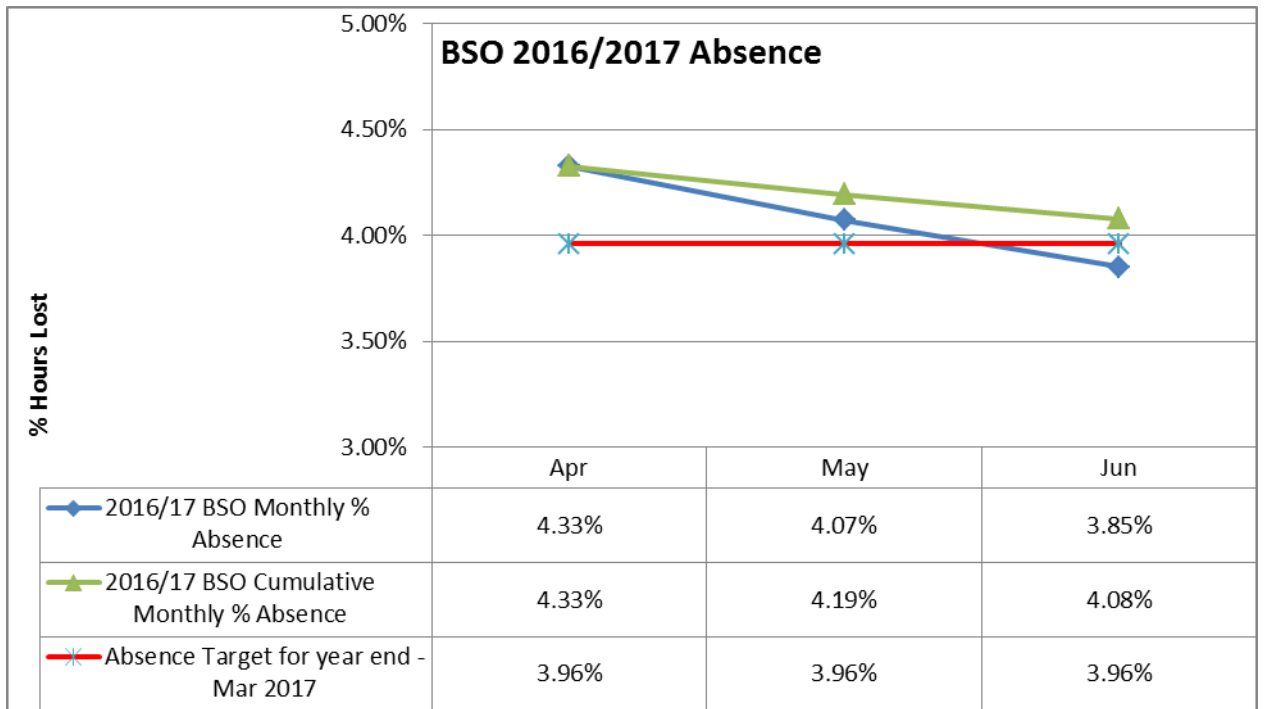


Figure 1

3.3 Cumulative absence by sub-directorate

Figure 2 below illustrates cumulative absence by Sub Directorate for quarter 1.

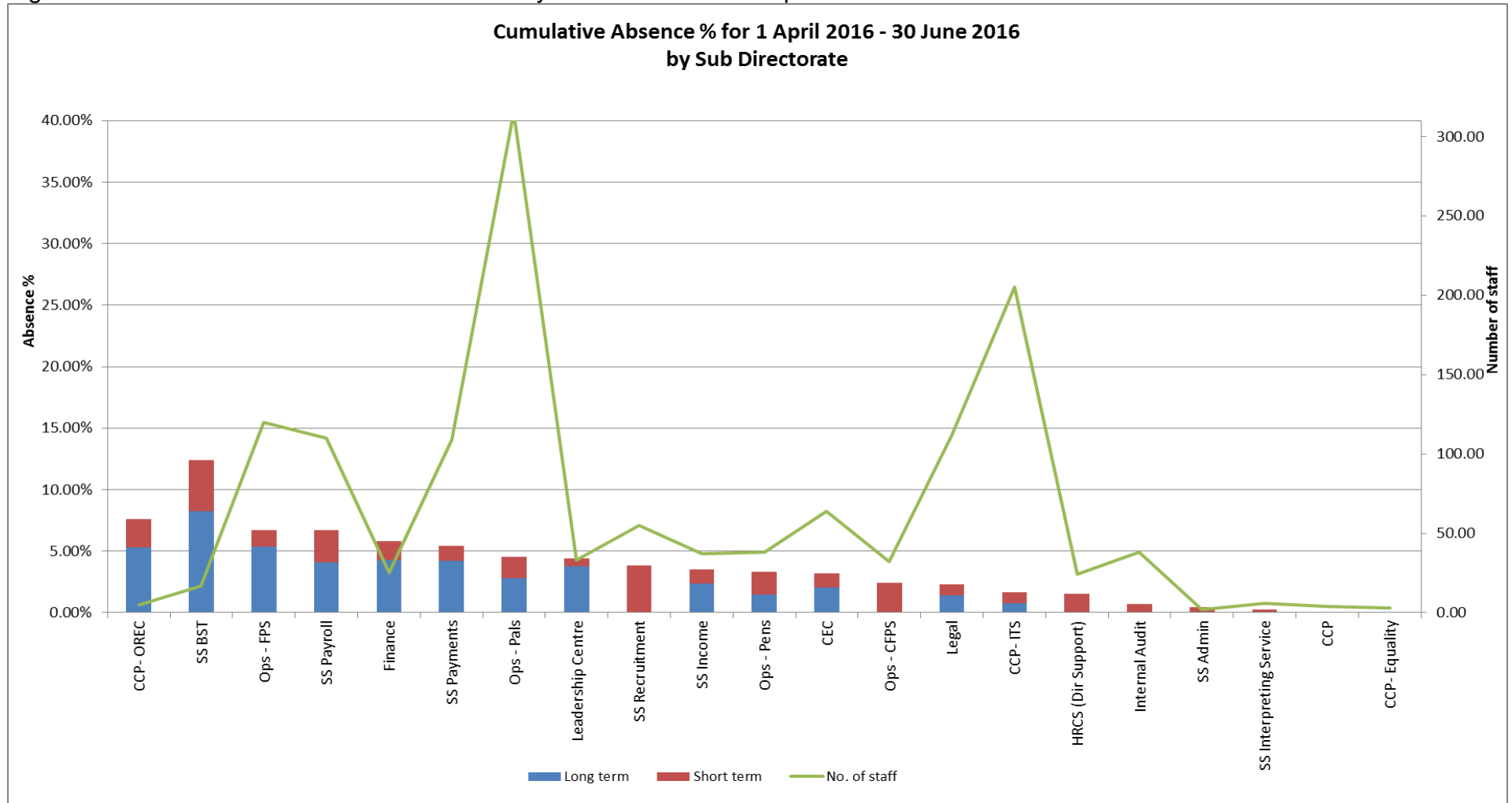


Figure 2

3.4 Working hours lost

The total number of working hours lost due to sickness absence during the period 1 April to 30 June 2016 was **25,196 hours** or **3,359 days** lost (taking an average working day to be 7.5 hours). This equates to **2.48 days** lost per employee.

For the financial year 15/16 there was **10.1 days** lost per employee. On the basis of the current trend in absence, a full year effect for 2016/17 would be **9.9 days** lost per employee.

Note: Absence figures are produced monthly and are reported in the first week of the following month. Delays in the prompt recording of sickness absence for any particular month by the close of that same month can distort the absence figures.

For example, the sum of the monthly hours lost for BSO for quarter 1 2016/17 was **25,196** hours (based on monthly reporting). However, a report at quarter end shows that there were actually **25,716 hours lost** in this period due to sickness absence and this increases the quarter end cumulative percentage to **4.16%** (rather than **4.08%**) and increases days lost per employee to **2.53 days** (rather than **2.48 days**).

Therefore, the actual quarter end absence figure for BSO for quarter 1 2016/17 is 4.16% and 2.53 days were lost per employee.

The absence target for BSO for 2016/17 is **3.96%**. Therefore, the absence target has not been achieved for quarter 1 of 2016/17

3.5 Short term v long term

Using the quarter end figure, short term absence is **1.50%** whilst long term absence is **2.66%**. This means that **63.9%** of sickness absence in 2016/2017 is long term. Some of the employees have either returned from long term absence or have been terminated due to ill health during the first quarter and it is hoped that this will reduce over the next coming months.

3.6 Reasons for Absence (by hours lost)

Table 4 below shows the top 10 categories for absence in terms of hours lost for the period 1 April to 30 June 2016:

Absence Category	Long term hours lost	Short term hours lost	Total hours lost
Mental Health	6000	2100	8100
Tumours, cancers	2430	0	2430
Asthma, Chest & respiratory problems	803	915	1718
Genitourinary & gynaecological conditions	1080	345	1425
Miscellaneous	747	666	1413
Gastrointestinal problems	248	1119	1367
Injury, fracture	863	496	1358
Heart, cardiac & circulatory problems	1103	173	1275
Back problems	533	624	1157
Other musculoskeletal problems	795	217	1012

Table 4

Categories are further broken down into various absence reasons. Table 5 below shows the top 10 reasons for absence in terms of hours lost for the period 1 April to 30 June 2016: It should be noted that some absence reasons have been generalised in order that no employee can be identified.

Absence Reason	Long term hours lost	Short term hours lost	Total hours lost
Stress	1673	850	2522
Depression	2138	203	2340
Tumours, cancers	1785	0	1785
Stress-Work Related	1163	443	1605
Back ache/pain	533	624	1157
Other chest and respiratory	488	444	932
Post-Surgical Debility	747	161	908
Gynaecological	848	60	908
Grief/Bereavement	420	448	868
Anxiety	608	135	743

Table 5

Mental health related illnesses currently accounts for **31.5%** of the current absence. In 2015/16 mental health related illnesses accounted for **28.95%** of absence days lost.

3.7 Reasons for Absence (by spells)

For the current reporting period, there were **340** spells of absence, **61** spells of long term absence and **279** spells of short term absence.

Table 6 below shows the top 10 categories for absence in terms of spells for the period 1 April to 30 June 2016.

Absence Category	Long term absence spells	Short term absence spells	Total Spells
Gastrointestinal problems	1	67	68
Mental Health	21	36	57
Asthma, Chest & respiratory problems	3	27	30
Ear, nose, throat (ENT)	0	23	23
Miscellaneous	5	16	21
Influenza	0	19	19
Back problems	2	13	15
Headache / migraine	2	13	15
Viral Illness	0	13	13
Injury, fracture	3	9	12

Table 6

Categories are further broken down into various absence reasons. Table 7 below shows the top 10 reasons for absence in terms of spells for the period 1 April to 30 June 2016:

Absence Reason	Long term absence spells	Short term absence spells	Total Spells
Stress	6	14	20
Influenza	0	19	19
Vomiting	0	19	19
Back ache/pain	2	13	15
Upset stomach	0	15	15
Migraine	2	11	13
Other chest and respiratory	1	11	12
Grief/Bereavement	2	9	11
General Debility	0	11	11
Upper respiratory tract infection	0	10	10

Table 7

3.8 Cost of absence

HRPTS enables reporting on the cost of absence and according to CIPD Absence Management Report 2015 less than two fifths of organisations monitor the cost of employee absence.

The cost of absence reported includes Occupational Sick Pay, Statutory Sick Pay and employers' costs (National Insurance and Pension contributions).

The total cost of absence for quarter 1 2016/17 was **£334,882** which equates to **£247** per employee. Therefore the full year effect results in a predicted cost of **£989** per employee for 2016/17.

The total cost of absence for 2015/2016 was **£1,274,897** and cost **£955 per employee**.

4 HR Pay and Conditions Team Activity

Table 8 below illustrates the activity of the HR Pay and Conditions team from 1 April 2016 to 30 June 2016 for all client organisations. This represents all the actions completed including those for individuals not considered to be employees.

	BSO	Other	Total
Contractual Change	101	79	180
Employment Break	2	2	4
New Starter	62	11	73
Leaver	39	74	113
Org Move (Internal Transfer)	57	39	96
Total	261	205	466

Table 8

Compared with the same period last year, there has been a **62% increase** in the number of new starters added to payroll by the HR Pay and Conditions team and there has been a **131% increase** in the number of leavers processed. This is largely due to high numbers of staff leaving HSCB and PHA via Voluntary Exit Scheme (VES). Overall, there has been a **16% increase** in processing within the Pay and Conditions team.

Of the 62 new starts in BSO during quarter 1 of 2016/17, 31% of the new starts processed were new posts, 11% were individuals who TUPE transferred into BSO and 37% were replacements posts. The remainder were due to a variety of reasons including cover for secondments/project and agency staff in payroll/recruitment (who must be processed as new starts and added to HRPTS in order to enable them to complete payroll/recruitment processing).

Of the 39 leavers from BSO in quarter 1 of 2016/17, 67% resigned, 10% retired and 10% came to the end of their fixed term contract.

Of the 101 contractual changes for BSO processed in quarter 1 of 2016/17, 72% were due to term time working and 23% were due to a change of working hours; the remainder were due to other work life balance requests.

5 Learning and Development

The BSO offers a wide range of learning and development programmes as illustrated below.

The numbers of employees who have completed face to face programmes in the period 1 April 2016 to 30 June 2016 are detailed in Table 9 below.

Course	No of Participants	Length of Course (Hrs.)	Total Length of Training (Hrs.)
Anaphylaxis master class	7	1.5	10.5
Appraisal / PM training	12	8	96
Appraisal Awareness Training	278	2	556
Attendance Management	41	7.5	307.5
Corporate Induction Event	35	7.5	262.5
SS Customer Care	29	4	116
E REC Awareness	37	2	74
Epilepsy Awareness	6	4	24
EU Regulations Update	10	4	40
HRPTS For Managers	6	2	12
Infection Prevention & Control	16	3.5	56
Information Governance	48	2	96
Information Governance (induction)	1	2	2
Mindful Manager	9	3	27
Personal Resilience	14	3	42
Programme Planning CEC	39	7	273
Recruitment & Selection Classroom	18	3	54
Safeguarding adults update	8	3.5	28
Safeguarding children update	4	3.5	14
SS Corporate Induction	12	6.5	78
Outlook	13	6	78
First Aid at Work	12	24	288
Staff Supervision	6	3.5	21
Total	661		2555.5

Table 9

The numbers of employees who have completed the e-learning programmes in the period 1 April 2016 to 30 June 2016 are detailed in Table 10 below.

e-learning Course	No of Participants	Length of Course (Hrs.)	Total Length of Training (Hrs.)
Corporate Induction	7	2.5	17.5
Display Screen Equipment	4	0.5	2
Fire Awareness	18	1.5	27
Fraud Awareness	11	0.5	5.5
Freedom of Information	4	0.75	3
Health and Safety	5	1	5
Manual Handling	3	1	3
Risk Awareness	2	1	2
Data Protection	5	0.5	2.5
IT Security	3	1	3
Records Management Awareness	3	1	3
Recruitment & Selection	26	3	78
Total	91		151.5

Table 10

In addition, there were 12 new training requests from staff requesting to attend external training courses in quarter 1. During 1 April 2016 to 30 June 2016, 13 staff attended short course programmes at the HSC Leadership Centre whilst 1 employee attended a MD Programme. Details of External participation in Quarter 1 are detailed in table 11 below.

External Course	No of Participants	Length of Course (Hrs.)	Total Hours
Access - Intermediate	1	6	6
Adv. Dip in Retirement Provision	1	2	2
ASIST update	1	7.5	7.5
BSc (Hons) Computing Systems	1	4	4
CEF/CIMA - Joining the Dots	1	2.5	2.5
CIPS Level 5 Advanced Diploma	1	4	4
Competency Based Interview Skills	1	4	4
Data Protection Update 2016	1	4	4
HFMA Back To Basics	1	6	6
IIA IT Auditing Cert (Home Study)	1	1	1
Launch of Change Your Mind	1	2	2
MEDLINE & PubMed	1	2	2
PG Diploma in HSC Management	1	180	180
IIP Workshop	2	7	14
Putting People First Ambassador Training	10	7	70
Comp Based Interview Skills For Band 8A+	1	3.5	3.5
Total	26		312.5

Table 11

In quarter 1 there was 3436 hours of training activity which equates to 2.69 hours per WTE. The quarterly target is 3.75 training hours per WTE and this was not met during quarter 1.

Figure 3 below outlines overall learning and development activity in BSO in Quarter 1 2016/17.

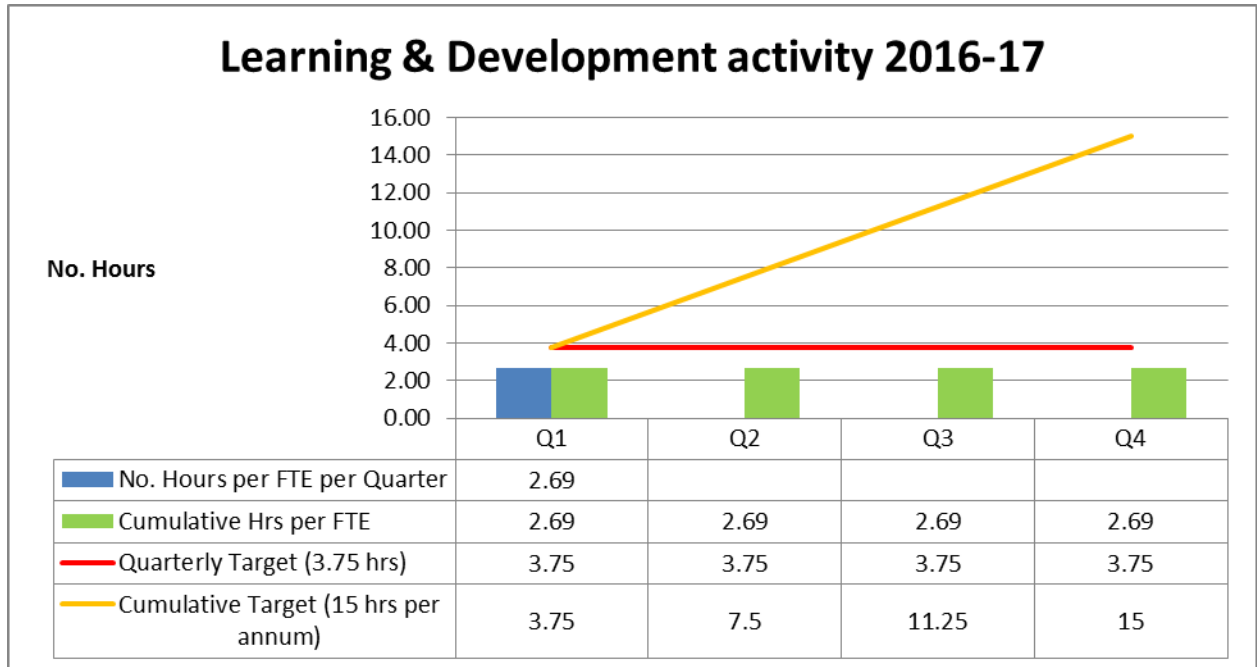


Figure 3

6 Employee Relations Activity

During Quarter 1, there were 16 formal employee relations cases being handled in the BSO HR Directorate, 10 relating to BSO employees. Table 12 outlines the types of cases which are ongoing.

Type of case	BSO	HSCB	PHA	Other
Grievance (Stg.1)	4	1	1	0
Grievance (Stg.2/Appeal)	2	0	1	0
Disciplinary	2	1	1	0
Working Well Together (Stage 1 – Informal)	0	0	0	0
Working Well Together (Stage 2 – Formal)	0	0	0	0
Capability (Stage 1 –Informal)	0	0	0	0
Capability (Stage 2 –Formal)	0	0	0	0
Investigations	2	1	0	0
Total	10	3	3	0

Table 12

Table 13 below provides more detail of the status of each case relating to BSO staff.

Type of case	Case Number	Update
Investigation	3	Investigation concluded and case has been referred to disciplinary panel, panel is scheduled for beginning of August
Investigation	4	Investigation concluded and case has been referred to disciplinary panel, panel is scheduled for beginning of August
Disciplinary	3	Disciplinary panel has been convened for the beginning of August – see Investigation 3
Disciplinary	4	Disciplinary panel has been convened for the beginning of August – see Investigation 3
Grievance	2	Decision was taken by SMT which removed the need for the grievance to progress
Grievance	3	Grievance was not upheld. One employee appealed – see Grievance Appeal Case 2
Grievance	4	Grievance hearing has been arranged for August
Grievance	5	Resolved informally
Grievance Appeal	1	Elements of the grievance were upheld by the Grievance appeal panel and there is now further action being taken forward by HR and the department
Grievance Appeal	2	The appeal will not progress as the employee has since left the BSO

Table 13

6.1 Job Evaluations

Table 14 below outlines the job evaluations and Job Analysis Questionnaires (JAQ's) completed during quarter 1.

	Job evaluations	JAQ's
BSO	27	0
HSCB	10	0
PHA	9	1
Other clients	7	1
Total	53	2

Table 14

Please note job evaluations relate to requests for new job descriptions to be evaluated, while JAQs are the completion of questionnaires in order to have a current job re-assessed.

7 Recruitment Activity

In Quarter 1, the recruitment team has received 98 requisitions and Table 15 below illustrates the total recruitment activity in this period:

Organisation	Number of Requisitions Received	Number of Applications Received
BSO	67	201
Other	31	66
Total	98	267

Table 15

Note: E-recruitment calculates the number of applications received based on the date the requisitions are received by Recruitment Shared Services, therefore the number of applications is based on the month requisitions are received and not the month in which an application has been received.

8 Recruitment Agency

Table 16 below illustrates the number of recruitment agency staff engaged within the BSO at the end of June 2016. During Quarter 1, the HR team launched a new agency database to capture agency workers in BSO and - all managers have been asked to update this on a monthly basis.

Sub-Directorate	No. of Agency Staff End of March 2016	No. of Agency Staff End of June 2016 ¹
CEC	0	3
CFPS	3	4
Finance	3	3
FPS	11	10
HR&CS	1	2
Internal Audit	2	1
ITS	4	0
Leadership Centre	2	2
Legal	7	7
PaLS	18	26
Pensions	3	6
Shared Services BST	3	1
Shared Services Payments	13	12
Shared Services Income	1	3
Shared Services Payroll	17	23
Shared Services Recruitment	4	12
Shared Services Interpreting	2	2
Total	94	117

Table 16

¹ Information relating to June 2016 was taken from the new agency database.

There has been a 24% increase in the number of agency staff engaged at the end of June 2016, compared with the end of March 2016. Over 45% of the agency staff engaged at the end of June 2016 was working in Shared Services.

Agency staff breakdown by band is detailed below in table 17:

Band	Total
2	34
3	74
4	2
6	6
7	1
Total	117

Table 17

8.1 Recruitment Agency Cost

In Quarter 1, **£480,228** was spent on recruitment agency staff. The total spent on recruitment agency staff in 2015/2016 was **£2,394,245**. Based on quarter 1 costs, a full year effect would equate to **£1,920,912**. This would result in a **20%** reduction on last year's recruitment agency costs.

Figure 4 below shows spend on recruitment agency staff by sub-directorate during Quarter 1.

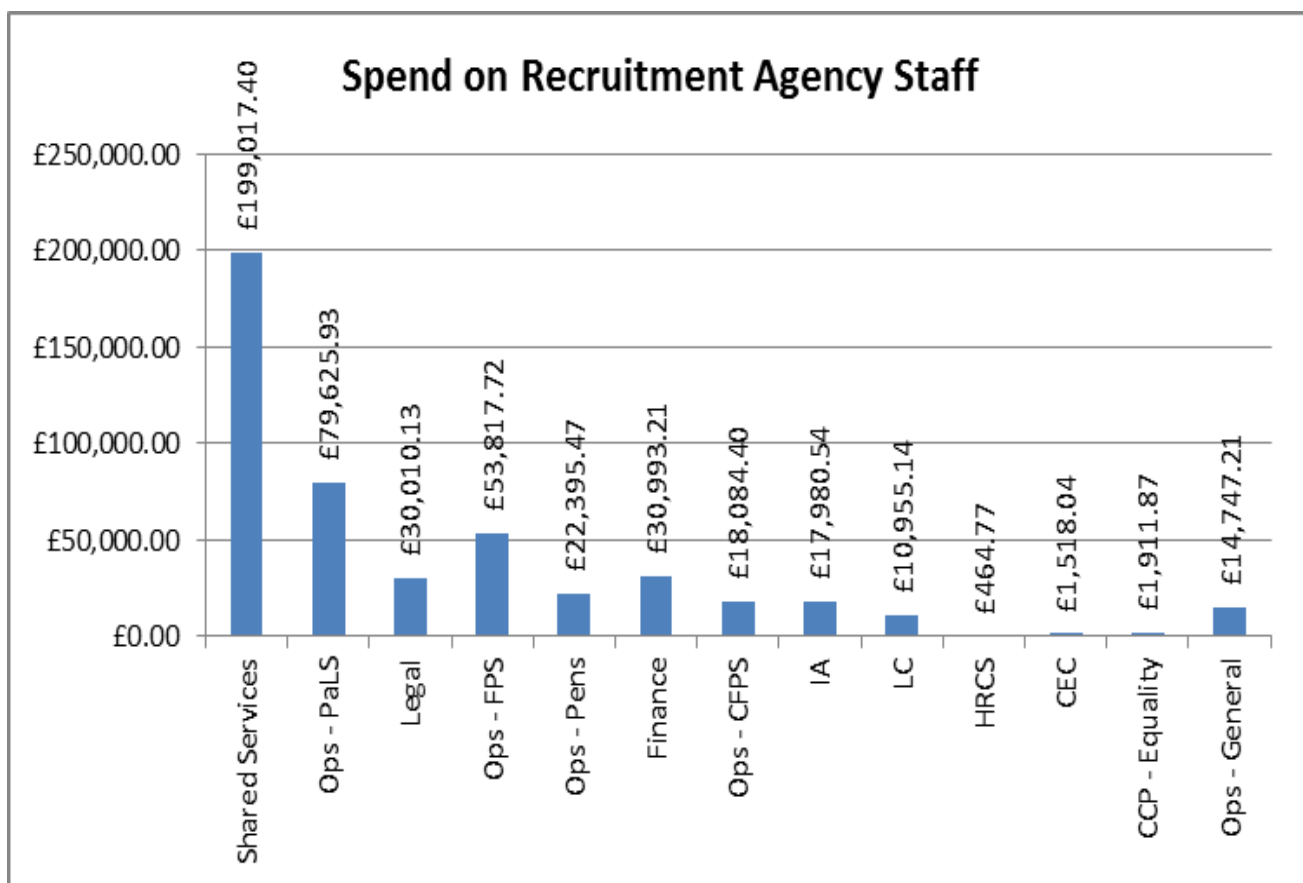


Figure 4

9 Overtime cost

In Quarter 1, **£125,102** was spent on overtime. In 2015/2016 the total overtime spend was **£514,375**. If we follow the trend of quarter 1 figures, this would result in a full year effect cost of **£500,409**. This would therefore result in a reduction of **£13,966** which is a **3%** decrease approximately.

Figure 5 below shows the overtime spend by sub-directorate for 2016/17 Quarter 1.

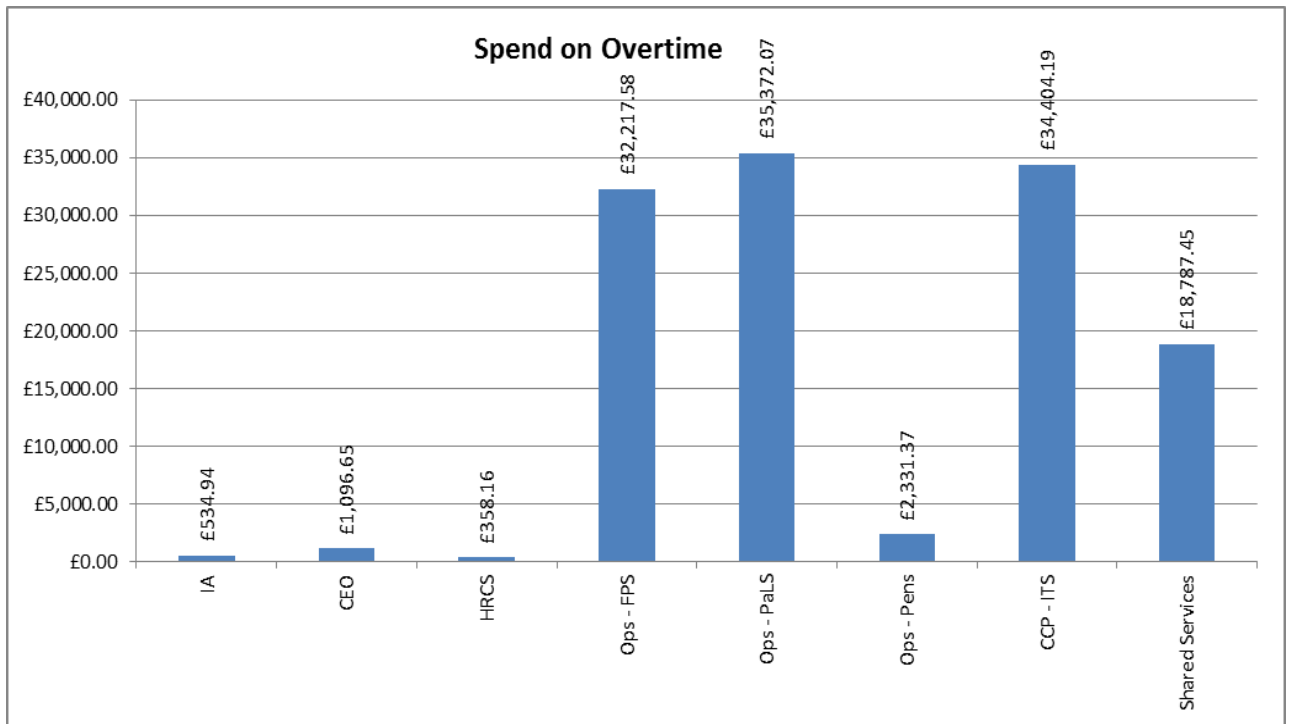


Figure 5

10 Pension membership

In BSO there are 1,227 employees (90.6%) currently enrolled in a pension scheme whilst 127 employees (9.4%) are not enrolled. Figure 6 below shows the number of employees currently in the pension scheme broken down by band.

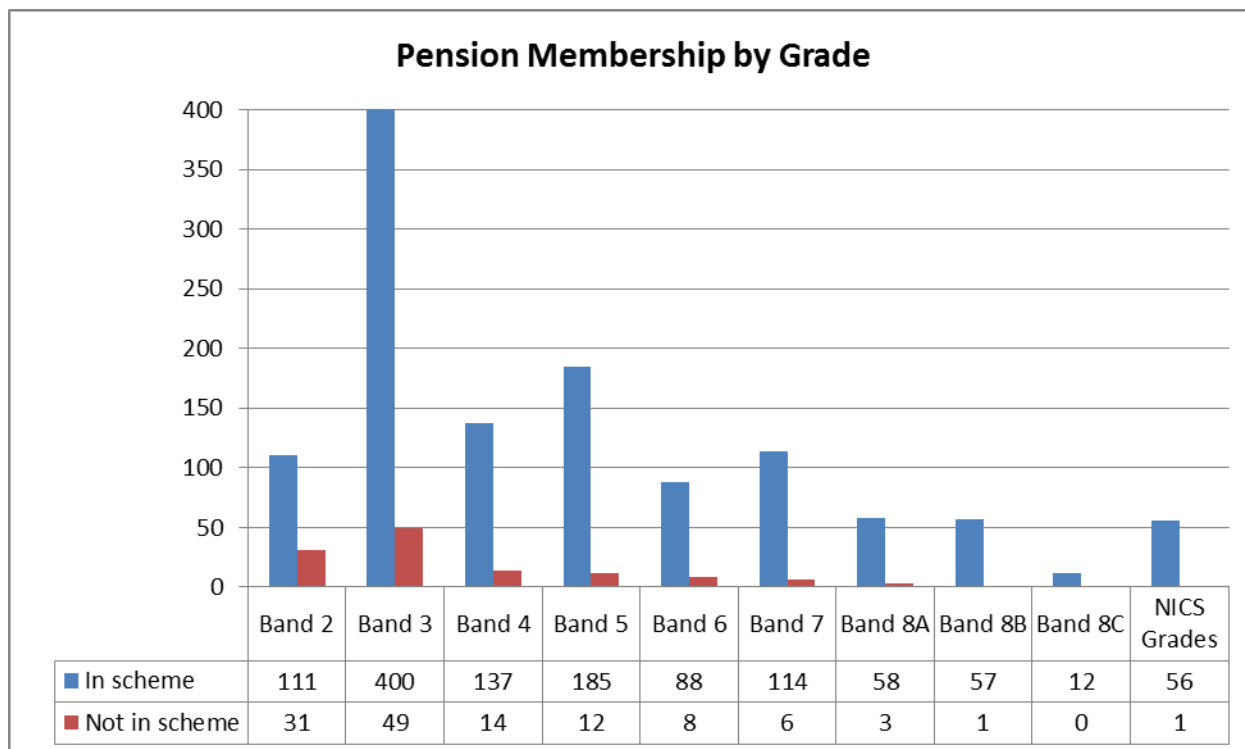


Figure 6

This figure excludes grade with less than 10 employees to prevent any employee being personally identified.

All new starts are now auto enrolled into the pension scheme.

11 Corporate Services Quarterly Report

Controls Assurance Standards require the Board, SMT and BSO Business Committee to receive quarterly reports on Information Governance, Complaints and Health, Safety & Fire within the organisation. This is a composite report of all of these areas.

12 Information Governance

12.1 Freedom of Information

From 1st April 2016 to 30th March 2016 the BSO processed a total of 25 Freedom of Information requests. The table below separates these requests by their relevant department.

Department	Number of Requests	% Response within 20 working days
FPS/Info Unit	9	88%
PaLS	5	80%
Recruitment Shared Service	3	100%
Human Resources	3	100%
ITS	2	100%
Clinical Education Centre	1	100%
CFPS	1	100%
DLS	1	100%

In accordance with the publication scheme BSO is now publishing redacted versions of FOI requests the BSO Internet Site. It is envisaged that requestors can be directed to this site as multiple requests for the same or similar information are received at certain times within the financial year, especially with regards to contracts.

Reasons for Exceeding Statutory Deadline

One request exceeded the statutory deadline due to a delay in getting the response approved. Another request exceeded the deadline due to a delay in receiving the required information from the Directorate (FPS).

Exemptions applied and justification for application of exemption

- Exemption applied to FOI 517 under Section 40 of the FOI Act (Personal Information)
- Exemption applied to FOI 523 under Section 43(2) of the FOI Act (Commercial Interests)
- Exemption applied to FOI 527 under Section 40 of the FOI Act (Personal Information)

Complaints about FOI Process

No complaints were received about the FOI process in Q3 2015/16.

FOI escalated to ICO

No cases escalated to ICO

12.2 Data Protection

From 1st April 2016 to 30th June 2016, BSO Corporate Services processed 12 Data Protection Requests.

Department	Number of Requests	% Response within 40 calendar days
Recruitment Shared Service	8	100%
HSC Pensions	2	100%
FPS	1	100%
CFPS	1	100%

Reasons for Exceeding Statutory Deadline

No requests exceeded the statutory deadline in Q1 2016/17.

Complaints about DPR Process

No Complaints about process

DPR escalated to ICO

No cases escalated to ICO

13 Complaints

The table below details the complaints processed during Q1 of 2016/17.

Department	Response in 20 days	Subject	Action/ Lessons
CFPS	Yes	Correspondence received requesting proof of access to healthcare	
Payroll	No	Issue with income tax deduction	
Payroll	No	Issue with income tax deduction	
Payroll	Yes	Issue with income tax deduction	
Recruitment	Yes	Staffing issues within Recruitment Shared Service	
Payroll	Yes	Issue with income tax deduction	
Payroll	No	Nonpayment of salary for bank post	
Payroll	Yes	Issue with income tax deduction	
Recruitment	No	Issue with recruitment process	
Payroll	Yes	Over-deduction of NI contributions	
Payroll	Yes	Mismanagement of car lease deductions	
Recruitment	Yes	Issue with recruitment process	
Payroll	Yes	Issue with income tax deduction	
Payroll	Yes	NHS Widening Access Training problem	

13.1 Information Commissioner Investigations

An incident in which 3 sets of death benefit notification forms were sent to the wrong recipients was self-reported to the ICO. With assistance from BSO, the ICO decided not to take formal enforcement action on this occasion as it was felt that the information disclosed would not result in any significant detriment to those affected.

The ICO also took into consideration the various policies, procedures and training provided to staff and the actions taken following the breach.

13.2 Near Misses

The table below details how many Near Misses were reported in the reporting period.

Date of Event	Details	Involved Parties	Action Undertaken by Unit	Any Further Action Required?	Has the Learning been shared?	Potential for recurrence?
16/05/2016	Information sent to PCC containing sensitive info	Finance	Staff advised of issues	n/a	With Corporate Services	Yes
22/06/2016	Information included in recruitment pack which should not have been	Recruitment Shared Service	Additional training provided	n/a	With Corporate Services	Yes

14 Compliments

The table below details the compliments received during Q1 of 2016/17.

Compliments Q1 2016/17

Date Received by Corporate Services	Compliment From	Received By	Department	Compliment In Relation To
05/04/2016	Member of public	Keith Richmond	FPS	Helpful and polite staff
11/04/2016	University of Ulster	Geraldine Gallagher	PaLS	Information session on eTenderNI system
11/04/2016	PHA	Catherine Thompson	DLS	thanks for assistance on FASA issue
14/04/2016	HCL Axon	Corporate Services	Corporate Services	Thanks for support
15/04/2016	NIGALA	Clare Tiffney	DLS	Appreciation for hard work
20/04/2016	Member of public	Gerard O'Kane	Human Resources	Thanks for assistance processing retirement
29/04/2016	Member of staff	Bill Harvey	Corporate Services	Thanking Bill for the information provided.
16/05/2016	BHSCT	Conor Price	Recruitment	Positive feedback from recruitment event
18/05/2016	Member of public	Tracy Owen	FPS	Positive feedback from Bowel Cancer Screening Programme
17/05/2016	Member of public	Kevin McKeown	Corporate Services	Thanks for providing guidance on FOI
25/05/2016	HSCB Corporate Services	Kevin McKeown	Corporate Services	Thanks for processing security cards for HSCB
01/06/2016	BHSCT	John Donaldson	DLS	Significant reduction of professional fees
07/06/2016	Member of public	FPS Staff	FPS	Thanking helpful staff
08/06/2016	Member of public	Joanne Martin	FPS	Thanking helpful staff
17/06/2016	Member of public	Aidan McGuigan	FPS	Thanking Aidan for his work in his department
30/06/2016	BHSCT/HSCB	Alphy Maginness	DLS	Acknowledgement of support received by DLS staff

15 Fire, Health and Safety

As covered in Annual Report

Adverse Incidents Q1 2016/17

Date of Event	Details	Involved Parties	Action Undertaken by Unit	Any Further Action Required?
07/04/2016	Staff walked into parking bay sign in Franklin Street car park	BSO Staff	Reported to Corporate Services	
07/04/2016	On Franklin Street stair case, member of staff slipped and banged knee on stair metal strip	BSO Staff	Reported to Corporate Services	
13/04/2016	Staff suffered chest pains.	BSO Staff	First aider and ambulance were called by a member of staff	Reported to Corporate Services
13/04/2016	Franklin Street front door closed unexpectedly and caught staff hand	BSO Staff	Reported to Corporate Services	
05/05/2016	Staff member fell from chair causing injuries.	BSO Staff	Chair withdrawn from use. Pain relief provided to staff	Reported to Corporate Services
16/05/2016	No injury reported as truck clipped other staff members cages	BSO Staff	Reported to Corporate Services	
14/04/2016	Unwanted fire alarm Clady villa	BSO Staff	Reported to Corporate Services	
19/05/2016	Member of staff tripped on kerb at main entrance to PaLS Boucher	BSO Staff	Reported to Corporate Services	
23/05/2016	Staff tripped and cracked crown in tooth	BSO Staff	Reported to Corporate Services	
01/06/2016	Lady who was 18 weeks pregnant collapsed during a lecture	Visitor to CEC	Was assessed on site and taken to hospital	Reported to Corporate Services
03/06/2016	DG3 forms issued to wrong recipients			
17/06/2016	Base of chair snapped enabling agency member of staff to fall backwards to the floor	BSO Staff	Chair withdrawn from use.	Reported to Corporate Services
21/06/2016	Staff hit a pallet which in turn hit a metal rack	BSO Staff	Reported to Corporate Services	

16 Sustainability

16.1 Environmental Management/ Sustainable Infrastructure

It's easy to take for granted the importance of environmental management. However, its economic and intrinsic value cannot be overstated. Environmental management occurs at all levels--from BSO's simple approach to recycling to replacement condensing boilers.

16.2 Electricity

The following table documents the electricity costs for the financial year 2016/17. Comparative figures for the same period in 2015/16 have also been provided.

	Franklin Street		PaLS Boucher		PaLS Lissue	
	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17
Apr	3171.14	2550.12	2081.35	1775.88	1483.59	1266.82
May	3148.69	2503.91	2106.80	1505.68	1371.57	1216.88
Jun	3261.54	2460.19	1933.93	1492.68	1437.33	1223.36

16.3 Gas

The following table documents the gas costs for the financial year 2016/17. Comparative figures for the same period in 2015/16 have also been provided. Gas invoices for Franklin Street and PaLS Boucher are currently unavailable following a switch to a new supplier and will be available in the next report.

	Franklin Street		PaLS Boucher		PaLS Lissue	
	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17
Apr	1370.07		2667.81		649.76	346.92
May	1348.36		2218.10		442.59	155.93
Jun	750.88		955.38		279.89	

17 Serious Adverse Incidents

Date of Incident	Location	Description	Outcome
15/04/2016	Bowel Screening Office, BSO Franklin Street	If a patient does not respond after receiving a test kit from the Bowel Screening office they will be sent a further test kit again in two years' time. Due to a computer system error the test kit was not issued as planned leaving 55 participants overdue for their next recall for screening.	The code for the link to recall participants sitting at the status positive result Non-Responder 2 has now been automated to ensure this does not happen in the future. A letter has been sent urgently to the 55 overdue participants advising them of the situation and ensuring them that a kit will be with them within a week of receiving this letter which will be issued first class on 15 April 2016.

18 Postal Service Savings

BSO Corporate Services can report considerable savings obtained by switching post service providers. In the period of December 2015 to April 2016 BSO saved £33,240.52 compared to the costs that would have been incurred by the previous supplier.