

26 August 2025

**Our Ref:** FOI 1315

Dear

**Freedom of Information Act 2000  
Information in Relation to Bank/Agency Plans in the Trust for the Next 12  
Months**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above, which you requested on 28 July 2025.

A response to the questions you have raised has been provided by the People and Organisational Development Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Olivia Robinson**  
**Information Governance Officer**

***I am writing to inquire whether your organisation intends to come to market for bank or agency management services in the next 12 months. Specifically, I would appreciate information on:***

***Q1. Whether the trust plans to tender for these services in the near future.***

A1. The Trust manage Bank Services internally and take Agency Staff from the framework provided by Business Services Organisation Procurement and Logistics Service (BSO PaLs). In that regard, there are no plans to procure a management service in the next 12 months.

***Q2. What is the scope of services expected to be included in the upcoming tender?***

A2. As there are no plans to procure a bank or agency management service in the next 12 months this question does not apply.

***Q3. Can you provide the key point of contact within the trust responsible for this area?***

A3. As the Trust manage Bank Services internally and take Agency Staff from the BSO Framework, there is no key point of contact within the Trust responsible for this area.