

May 14<sup>th</sup> 2018

**BY EMAIL**  
[request-480051-  
77556f50@whatdotheyknow.com](mailto:request-480051-77556f50@whatdotheyknow.com)

Tel: 028 9536 3863  
Email: [FOI.BSO@hscni.net](mailto:FOI.BSO@hscni.net)

**Our Ref: FOI 875**

Dear Mr Woodford,

Your request for information was received on April 25<sup>th</sup> 2018 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to delivery lead times.

Please find attached Lead Times for all deliveries into BSO PaLS' Warehouses for orders raised between 1 March 2018 and 31 March 2018. It should be noted that this includes a small number of standing orders which will have lead times in excess of the number of days in the month.

Following an earlier Freedom of Information Request from yourself (our Ref FOI 801), a response was posted on 11<sup>th</sup> December 2017 on What Do They Know regarding correspondence issued to suppliers on delivery lead times. As indicated within that response the correspondence is under review and this remains so.

BSO can confirm that no information has been sent to suppliers regarding March deliveries.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

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

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 under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

**Website:** [www.ico.org.uk](http://www.ico.org.uk)  
**Phone:** 0303 123 1113  
**Email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)  
**Post:** Information Commissioner's Office  
3rd Floor, 14 Cromac Place  
Belfast  
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



**Liam McIvor**  
Chief Executive