

12 August 2026

Individuals with a Visual Impairment Employed in NHS Northern Ireland

Under the Freedom of Information Act 2000, I request the following recorded information about how the Trust dispatches and manages portering tasks, and about any systems used to track the real-time location of staff, patients, or assets

- 1. Does the Trust use any software system or mobile application to dispatch, manage, or track the real-time tasks of porters (for example TeleTracking, MyPorter, Navenio, or similar)? If so, please give the system name and the supplier.**

The Belfast Health and Social Care Trust uses electronic system(s) to support the operational allocation of portering activity. Further details are withheld under Section 31(1)(a) of the Freedom of Information Act 2000 (Prevention or Detection of Crime), as disclosure could increase risks to the security of critical healthcare systems.

- 2. Does the Trust use any Real-Time Location System (RTLS) or indoor-positioning technology — including GPS, Bluetooth/BLE, Wi-Fi, RFID, or infrared — to track the real-time location of staff, patients, or assets / equipment? If so, please give the system name and the supplier.**

The Belfast Health and Social Care Trust does not operate a dedicated RTLS solution for this purpose.

- 3. Regardless of any system named above, how are portering tasks currently requested and allocated to porters day to day — for example paper / job sheets, telephone, two-way radio, pager / bleep, or a software application?**

Portering tasks are managed through established operational and digital workflows. Further details are withheld under Section 31(1)(a) of the Freedom of Information Act 2000 (Prevention or Detection of Crime), as disclosure could increase risks to the security of critical healthcare systems.

- 4. For each system named in response to questions 1 or 2, please provide: the total contract value or annual spend; the contract start and expiry dates, including any extension or break options; and the procurement framework or contract reference used (for example NHS SBS or Crown Commercial Service).**

Procurement of system(s) referenced in response to Question 1 are via regional Health and Social Care arrangements and contract(s) managed by the Business

12 August 2026

Services Organisation (BSO) on behalf of Health and Social Care Northern Ireland.

Details relating to contract values, contract terms, procurement references and associated contractual arrangements are withheld under Section 31(1)(a) (Prevention or Detection of Crime) and Section 43(2) (Commercial Interests) of the Freedom of Information Act 2000.

Section 43(2) is a qualified exemption and therefore subject to the Public Interest Test. Having undertaken a Public Interest Test, the Trust has concluded that the public interest in maintaining the exemption outweighs the public interest in disclosure and the information is therefore withheld.

5. Are portering services delivered in-house or outsourced? If outsourced, please give the provider's name and the current contract expiry date.

Services are delivered in house.

6. If held in an easily retrievable form, please also provide the number of porters employed or contracted (in WTE) and the approximate number of portering tasks handled per day or per month.

169.96 WTE*

Monthly number of Portering tasks 24,875 (June 2026)**

**Porters working on some acute hospital sites also complete security tasks as part of their role.*

***Total figure relates to tasks associated with patient transport, blood specimens and medical gases. This excludes tasks completed by dedicated waste and post teams.*

7. The department and the job title (not the name of any individual) responsible for portering services and for any systems identified above.

Portering Services are managed by Patient & Client Support Services:

- Co-Director Patient and Client Support Services
- Logistics Senior Manager
- Logistics Support Services Manager