

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and fifteenth meeting of the Board of the Business Services Organisation was held on Thursday 22 November 2018 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Miss Patricia Gordon (Acting Chair)

Mr Robert Bannon
Mr Mark Campbell
Miss E P Gordon
Mr Sean McKeever
Mr Deep Sagar
Mr Jeremy Stewart
Professor D Whittington

Mr Liam McIvor (Chief Executive)
Mrs Wendy Thompson (Director of Finance)
Mr Sam Waide

In Attendance:

Mrs Karen Bailey (Director of Customer Care and Performance – CCP)
Mr Alphy Maginness (Chief Legal Adviser)
Miss Amanda Mills (Board Secretary)

1. Chair's Welcome and Opening Remarks and Apologies

The Chair welcomed everyone to the meeting.

Apologies for absence were received from Mrs Julie Erskine and Mrs Karen Hargan.

2. Declaration of Conflicts of Interest

There were no conflicts of interest declared.

3. Minutes

- (i) *Minutes of Meeting held on 25 October 2018*

The minutes of the meeting held on 25 October 2018 were agreed as a true and accurate record of proceedings.

4. Matters Arising from Minutes

- (i) *Action Template – Paper BSO 83/2018*

Members noted the action template arising from the October Board meeting.

The Director of CCP briefed members on Action point 7 – “Brief Board members on HSE Visit to BSO”. Members were informed that these visits take place on an annual basis and are used as a shared learning process. The items covered at the meeting included, updates on Shared Services and Pensions, Benchmarking and presentations on PALS and Generation Vi project. HSE are moving towards implementing the SLA process and were keen to learn about the charging models used by BSO.

5. Chair’s Business

At the invitation of the Acting Chair Robert Bannon briefed members on the BSO Values Awards event which was held on 6 November 2018 and was hosted by the Chair, Julie Erskine. The Director of CCP advised that a special edition of Business Matters is being published on this event and will be circulated to the Board in due course.

The Chief Executive advised that the Permanent Secretary attended the event and took the opportunity to announce that the DOH are hopeful that the AFC payrise for 2018/19 will be formally agreed in the near future. In light of this information BSO SS Payroll will commence making preparatory work on this matter in anticipation of formal communication from DOH.

6. Chief Executive’s Report

TIG

A further meeting of TIG took place on 21 November 2018 where the main focus of the meeting centred on presentations on proposed pathfinder approaches for the Northern Trust and Fermanagh and West Tyrone. With regard to the transformation fund for 2018/19 TIG were informed that the current projected underspend is expected to increase due to factors primarily relating to recruitment and in particular lack of workforce resources. It was emphasised to TIG the importance of members keeping a constant review of their projected funding requirements for 2019/20, particularly in light of the issue of lack of workforce resources and the continued lack of a Minister. The Permanent Secretary urged members to make every possible effort to ensure that transformation funding is maximised across HSC however members advised that this was the case and that rigorous efforts will continue to use this funding efficiently and effectively.

HSCB Closure

The Director of HR&CS attended a workshop on 20 November 2018 for members of the Design Groups to present their initial proposals for the operating model. The information will now be collated and a report will be produced.

PSSSP

The Chief Executive advised that the programme board meeting scheduled for October was cancelled. The Chief Executive has written to the DOH regarding the opportunity presented by PSSSP to move to a shared services model for IT in the Health Sector.

FPS Solution for NHS Wales

At the invitation of the Chief Executive, the Director of CCP briefed members on a proposal for BSO to support the implementation of the Family Practitioner Service Payments System (FPPS) to NHS Wales. This proposal is at an early stage and it was agreed members would be kept apprised of developments.

Brexit Preparedness

At the invitation of the Chief Executive, the Director of Operations updated members on Brexit issues. The readiness assessments are complete and each BSO service area has updated their Business Continuity plans accordingly. PALs have briefed the Chief Pharmaceutical Officer in the DOH and the Pharmacy Group on measures taken within PALS. It was recognised that the two main issues for BSO around Brexit are Workforce and the Supply Chain and members were assured BSO is being pro-active in each of these areas.

BSO continue to participate in DOH EU Exit Workshops which are starting to gather momentum and are meeting on a more regular basis. Brexit is a substantive item on SMT on a bi-monthly basis and to that end it was agreed that it should become a standing agenda item on the Board forthwith.

7. Items for Noting

7.1 Finance Report – Month 7 – Paper BSO 84/2018 refers

The Director of Finance (DOF) presented paper BSO 84/2018; a finance report for the seven month period ending 31 October 2018.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period and we are continuing to forecast a break even position at year end.

With regard to the BSO's allocation of £1.6m as part of the Confidence and Supply Transformation Fund there is currently an anticipated slippage being reported through to the DOH in the region of £500k iro the transformation projects due to unavoidable delays in getting projects started.

Members noted the Finance Report.

7.2 Report on BSO Prompt Payment for Period Ending 31 October 2018 – Paper BSO 85/2018

The Chief Executive presented paper BSO 85/2018 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in October 2018 by Accounts Payable Shared Services. It was noted that 92.23% of HSC invoices had been paid within 30 calendar days.

Members noted the prompt payment report.

7.3 Corporate Balanced Scorecard – Paper BSO 86/2018

The Director of CCP presented paper BSO 86/2018 which set out the performance of key service areas in the BSO for the period up to 31 October 2018. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

It was noted that the level of staff absence has increased and Mr Bannon advised members that BDC debated this issue at its meeting on 19 November 2018 and were advised of the various initiatives BSO is taking to manage both short and long term absence.

Members noted the Corporate Balanced Scorecard.

7.4 Corporate Risk and Assurance Report 2018/19 – Paper BSO 87/2018

The Director of CCP presented paper BSO 87/2018 outlining progress made to date on risk actions as at 30 September 2018. In line with the Risk management reporting process for 2018/19 this report was previously considered by GAC at its meeting on 16 October 2018. It was noted that no new risks had been added to the Register. In answer to a question from Professor Whittington regarding the Out of Hours Business Case the Director of CCP advised that BSO has recently appointed a Project Manager however the actual business case is still with the DOH for formal approval.

7.5 Report of BSO Board Workshop held on 17 October 2018 – Paper BSO 88/2018

Members considered paper BSO 88/2018 setting out the key issues considered at the BSO Strategic Planning Workshop which took place on 17 October 2018. The workshop provided members the opportunity to review in detail the draft BSO Corporate Plan for 2018-21 and the Annual Business Plan for 2018/19, review the information requirements of the BSO Board (including the Corporate Balanced Scorecard and to review the BSO Corporate Risk and Assurance Report. It was noted that one of the recommendations emanating from the report was that Executive and Non-Executive Directors should pair for discussion to consider both the Balanced Scorecard and Corporate Risk Register improvements and report back to SMT. It was agreed that the Chief Executive's Office would organise these meetings in the New Year.

7.6 Amended Declaration and Register of Interests – Paper BSO 89/2018

Members noted a further amendment to the Declaration and Register of Interests for 2018/19.

8. Business and Development Committee (BDC)

8.1 Report from Meeting held on 19 November 2018

The Chair of BDC briefed members on the key issues considered at the BDC meeting on 19 November 2018. The Director of HR&CS updated members on progress on addressing the outstanding actions identified in the Whistleblowing Action Plan to promote whistleblowing throughout BSO. An update report on recent benchmarking exercises from BSO service areas was considered and it was agreed that the Board should receive an update on benchmarking in the first quarter of 2019.

8.2 Minutes of BDC Meeting held on 16 August 2018

Members noted the minutes of the BDC meeting held on 16 August 2018.

9. Presentation

9.1 *Overview of Leadership Centre*

The Head of Leadership Centre made a presentation to members providing an overview of the services provided by HSC Leadership Centre.

10. Any Other Business

There was no any other business.

11. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 20 December 2018 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____