

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and twenty fourth meeting of the Board of the Business Services Organisation was held on Thursday 22 August 2019 at 10.00 am in the Boardroom, BSO Headquarters, 2 Franklin Street, BT2 8DQ.

Present:

Mrs Julie Erskine - (Chair)

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

Mr Liam McIvor (Chief Executive)
Mrs Karen Hargan (Director of HR&CS)
Mr Simon McGrattan (Interim DoF)

In Attendance:

Mr Alphy Maginness (Chief Legal Adviser)
Mrs Karen Bailey (Director of Customer Care and Performance)
Miss Amanda Mills (Board Secretary)
Mrs Paula Smyth (Assistant Director, HR&CS)
Mr Mark Bradley (Head of FPS) – In attendance for Agenda Item 7.2
Mr Gary Loughran (Encompass Programme Director) – In Attendance for Agenda Item 8.5
Mr David Bryce (Head of ITS) and Mrs Caroline McLaughlin (Programme Manager, Cyber Security) – In Attendance for Item 9.1

1. Chair's Welcome and Opening Remarks and Apologies

The Chair welcomed everyone to the meeting. Members were reminded that this would be Karen Hargan's last Board meeting and the Chair on behalf of members thanked Karen for her hard work and dedication to the BSO over her tenure in BSO. The Chair welcomed Mrs Paula Smyth to the meeting who will take up the role as Interim Director of HR&CS with effect from 2 September 2019.

An apology for absence was received from Mr Sam Waide.

2. Declaration of Conflicts of Interest

The Chief Executive declared a conflict of interest regarding agenda item 7.4 "25 Years' Continuous Service" on behalf of Executive Directors. To that end it was agreed that those Executive Directors affected by this proposal would excuse themselves from the meeting at the appropriate time. The Chair confirmed that the meeting would still be quorate.

3. **Minutes**

(i) ***Minutes of Meeting held on 27 June 2019***

The minutes of the meeting held on 27 June 2019 were agreed as a true and accurate record of proceedings.

4. **Matters Arising from Minutes**

(i) ***Action Template – Paper BSO 41/2019***

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

5. **Chair's Business**

The Chair reminded non-executive directors to complete their annual appraisal documentation for 2018/19. Members were reminded that the closing date for the return appraisal forms is Friday 18 October 2019.

6. **Chief Executive's Report**

HSC Pensions

The Chief Executive briefed members on an issue which has arisen around the impact of the Annual Allowance Tax Regulations on Consultants/Senior Managers' pension benefits. HSC Pension Service, at the request of employers, is in the process of putting in place a dedicated Annual Allowance Team to work on the production of Annual Allowance Statements and to deal with all annual allowance queries.

TIG

TIG is considering the Benefits Realisation Planning phase.

HSCB Closure

The last few meetings have been undertaken by correspondence. Discussions have been taking place regarding the production of a Memorandum of Understanding (MOU) for the Chief Digital Information Officer (CDIO) to enable him to manage the E Health Team based in HSCB. The target date for the closure of HSC is scheduled for March 2022 however due to the absence of an Assembly and ultimately a Minister the date may change.

The Chief Executive attended the inaugural meeting of the BSO Assistant Directors Forum which will report into SMT as required.

7. Items for Approval

7.1 *Annual Progress Report 2018/19 to the Equality Commission – Paper BSO 42/2019*

Professor Whittington, BSO Disability Champion, presented the Annual Progress Report on the implementation of Section 75 and the duties under the Disability Discrimination Order to the Equality Commission for 2018/19 for members' approval. Members were briefed on the innovative actions undertaken by the BSO's Equality Unit and members welcomed this very comprehensive document. It was suggested that the Board should undertake a training session on Disability Awareness and the Director of CCP agreed to arrange for this to take place in the last quarter of 2019/20.

Members approved the annual progress report to the Equality Commission for 2018/19.

7.2 *BSO Ophthalmic Committee Member – Recruitment and Nomination for Optometry NI (ONI) Representative – Paper BSO 43/2019*

Mr Mark Bradley, Head of FPS presented paper BSO 43/2019 asking for members' approval to appoint Mr William Stockdale as the ONI representative on the BSO's Ophthalmic Committee for a four year term of office until June 2023. It was noted the term of office can be extended to a second four year term.

Members endorsed this recommendation.

7.3 *BSO Final Draft Business Plan for 2019/20 – Paper BSO 44/2019*

Members considered and approved the final draft Annual Business Plan for 2019/20, following receipt of the formal endorsement received from DOH.

7.4 *25 Years' Service Award Proposal – Paper BSO 45/2019*

Liam McIvor, Alphy Maginness, Karen Bailey, Simon McGrattan and Paula Smyth left the meeting during consideration of this item.

The Director of HR&CS presented paper BSO 45/2019 recommending the introduction of a 25 years' service award to acknowledge those staff who have demonstrated a commitment to HSC, by remaining in service for this period in time. The paper also proposed that a working group be established to explore further ways of meaningfully acknowledging staff. It is envisaged that the working group would include staff representatives and trade unions. Members were advised that this proposal has been endorsed by both SMT and Trade Unions.

Members approved this proposal which will take effect from 1 September 2019.

8. *Items for Noting*

8.1 *Finance Report – Month 2 – Paper BSO 46/2019*

The Interim Director of Finance presented paper BSO 46/2019; a finance report for the four month period ending 31 July 2019.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period. The surplus has been generated by core services.

The Director of HR&CS provided members with an update on the AFC Pay Award for 2019/20 at the request of Miss P Gordon.

8.2 Corporate Balanced Scorecard – Paper BSO 47 /2019

The Director of CCP presented paper BSO 47/2019 which set out the performance of key service areas in the BSO for the period up to 31 July 2019. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

The Director of HR&CS assured members that HR Directorate are focussing on improving the performance appraisal process and looking at implementing a more efficient procedure which in turn would generate a greater rate of compliance with the set target of 90%. SMT are also monitoring the number of appraisals on a regular basis.

Members noted the BSO Corporate Scorecard.

8.3 Board Governance Self Assessment – Paper BSO 48/2019

Members considered and approved the Board Governance Self Assessment Questionnaire (pages 130-131) and Action plan (pages 132 – 134) and noted the contents of the draft case study (page 132 – 134).

8.4 Annual Business Plan 2019/20 – Summary Exception Report on Performance, Period Ending 30 June 2019 – Paper BSO 49/2019

The Director of CCP presented paper BSO 49/2019 which set out a summary exception report on the performance against the Annual Business Plan for 2019/20 as at 30 June 2019. It was noted at the end of Quarter 1, 97% of the actions within the Business Plan were reported as complete within the agreed tolerance level.

8.5 Encompass Update

Mr Gary Loughran, Encompass Programme Director, gave a verbal update on the Encompass Programme. The update referred to the Draft Full Business Case (FBC) which was currently with DOH and indicated minimal change from the Outline Business Case (OBC). In addition, the role of the DOH Permanent Secretary in the approval process was highlighted. The update also covered a number of the programme workstream activities.

The Chair welcomed the update but highlighted the complexity and requested that future updates be in written report format incorporating relevant plans/flowcharts to inform progress/issues against milestones. Members reinforced the Chairs comments with additional references to BSO risks and responsibilities.

8.6 International Travel

Members were asked to note the international travel arrangements for the Head of PALs, Encompass Senior Project Manager, Encompass Solicitor Consultant and 4 Solicitors.

8.7 Use of the BSO Corporate Seal

The Chief Executive informed members that the BSO Corporate Seal was used to sign the lease for the new accommodation in Great Victoria Street

9. Presentation

9.1 Cyber Security

Mrs Caroline McLaughlin, Programme Manager, Cyber Security made a presentation to members on the Cyber Security Programme for HSC. A Cyber Security Programme Board, chaired by Brieghe Donaghy, Director of Planning, Northern Trust, has been established with representatives from all HSC organisations.

The Director of CCP informed members of a recent cyber incident on GP systems which although had no impact on HSC, did impact other areas of the UK. The issue occurred with Vision Health, one of three main suppliers of GP Systems. It was agreed that the Head of ITS will provide a further update to the Board on this matter in September.

10. Any Other Business

(i) Desktop Exercise – P Gordon

Miss P Gordon briefed members on her attendance at the BSO Cyber Security Desktop Exercise on 14 August 2019 where she acted as an Observer. It was noted that she will provide a comprehensive report on this exercise to the BDC at its meeting scheduled for 28 August 2019.

(ii) R Marsden – Retirement end of September

The Director of CCP advised members that Mrs Rita Marsden, AD CCP is due to retire from BSO at the end of September 2019.

11. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 26 September 2019 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____