

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and twenty fifth meeting of the Board of the Business Services Organisation was held on Thursday 26 September 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)
Mr Simon McGrattan (Interim DoF)
Mrs Paula Smyth (Interim Director of HR)
Mr Sam Waide (Director of Operations)

In Attendance:

Mr Alphy Maginness (Chief Legal Adviser)
Mr David Bryce (Head of ITS) was in attendance for Item 8.5
Miss Amanda Mills (Board Secretary)

1. Chair's Welcome and Opening Remarks and Apologies

The Chair welcomed everyone to the meeting.

An apology for absence was received from Mrs Karen Bailey.

2. Declaration of Conflicts of Interest

There were no conflicts of interest declared.

3. Minutes

- (i) *Minutes of Meeting held on 22 August 2019*

The minutes of the meeting held on 22 August 2019 were agreed as a true and accurate record of proceedings.

4. Matters Arising from Minutes

- (i) *Action Template – Paper BSO 50/2019*

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

5. Chair's Business

The Chair thanked Non Executive Director colleagues for completing their annual appraisals in a timely manner. Members were reminded that the BSO Board Strategic Planning workshop will take place on Thursday 24 October 2019, following the Board meeting at 12 Noon. Brigitte Worth, Investment Director, DOH has been invited to the workshop and to that end the Chair suggested that Board members should convene 15 minutes prior to the Board meeting in preparation for the workshop.

The Chair informed members that the recruitment process for the Director of Finance post has commenced.

6. Chief Executive's Report

TIG

The Chief Executive highlighted the key issues arising from the most recent TIG meeting (25 September 2019). The main focus still remains transformation funding and in particular sourcing the non-recurrent funding for 2020/21 financial year.

HSCB Closure

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. In light of the uncertainty of the proposed closure, the Oversight Board may decide to stand down at year end and will be resurrected if an Assembly is restored. Members were advised that the commissioning and planning function of the HSCB is being reviewed and a separate Oversight Board has been established to look at the performance management function.

NIAO Correspondence – Procurement Exercises managed by BSO

NIAO has written to the Chief Executive advising their intention to undertake preliminary audit work on the management of procurement by BSO. This work will involve an initial examination of two contracts relating to Disposal of Clinical Waste in HSC Trusts and the Encompass Programme. In addition they have stated they also intend to examine the relationship of BSO to the local HSC sector. NIAO have offered to meet BSO to discuss how to take forward this audit.

Unison Correspondence – Notification of Trade Dispute

The Chief Executive advised members that he has received correspondence from Unison stating their intention to hold a ballot for industrial action. The ballot is in relation to a trade dispute over the failure to agree completion of the Agenda for Change refresh within the two remaining years.

Provision of FPPS to NHS Wales

The Chief Executive updated members on developments on the provision of Family Practitioner Payments Services to NHS Wales.

7. Items for Approval

7.1 BSO Ophthalmic Committee – New Members – Paper BSO 51/2019

The Director of Operations presented paper BSO 51/2019 asking for members' approval to appoint the following Candidates to the BSO Ophthalmic Committee with effect from 1 October 2019 for an initial four year term which can be extended to a second four year term:-

Ms Sinead McGurk,
Ms Laura Cunningham
Ms Judith Ball
Mr Seamus O'Rourke

Members endorsed the above mentioned nominations.

8. Items for Noting

8.1 Finance Report – Month 5 – Paper BSO 52/2019

The Interim Director of Finance presented paper BSO 52/2019; a finance report for the five month period ending 31 August 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. In answer to a question from a Board member Mr McGrattan advised that BSO is still awaiting confirmation of its bid for additional transformation funding iro Shared Services Recruitment.

8.2 Corporate Balanced Scorecard – Paper BSO 53 /2019

The Chief Executive presented paper BSO 53/2019 which set out the performance of key service areas in the BSO for the period up to 31 August 2019. He highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

It was noted that the review of the Corporate Scorecard will take place early in 2020.

Members noted the BSO Corporate Scorecard.

8.3 Property Asset Management Plan (PAMP) – 2019/20 – 2024-25 – Paper 54/2019

The Interim Director of HR&CS presented the PAMP for BSO for the period 2019/20-2024/25. She explained that the PAMP is completed on annual basis for onward transmission to DOH to inform and support their strategy on accommodation for the HSC. It was noted that the DOH require the PAMP to be considered by the Board prior to its return.

Members noted the PAMP.

8.4 *EU Exit Preparedness*

The Director of Operations briefed members on BSO's EU Exit preparedness. EU Exit is now a substantive agenda item for SMT and the Director of Ops attends EU Exit meetings at the DOH on a regular basis. The Chief Executive advised that at a recent meeting of TIG, DOH advised that they intend to write to all HSC organisations for an assurance for delivery of services post EU Exit.

8.5 *Update on Cyber Incident, July 2019*

Mr David Bryce, Head of ITS, gave a verbal update following the Cyber Incident on GP Systems which although had no impact on HSC, did impact on other areas of the UK. The issue occurred with one of the three main suppliers of GP Systems. Members were briefed on the mitigating actions which ITS undertook following the incident which included an investigation into the event. One of the main findings of the investigation was that the issue arose although the supplier had ISO 27001 accreditation. With regard to next steps ITS plan to undertake a risk assessment process for all external suppliers (including suppliers to Trusts) and in going forward have initiated an action to build in a checklist to all suppliers.

Members thanked Mr Bryce for his informative and transparent update and it was agreed that the Board would receive an update on the follow up action early in 2020.

8.6 *Declaration and Register of Interests – 2019/2020 – Paper BSO 55/2019*

Members noted the Declaration and Register of Interests Template for 2019/20. It was recognised that was a live document and any amendments to the register should be submitted to the CX Office.

9. Business Development Committee

9.1 *Report of Meeting held on 28 August 2019*

The Chair of BDC briefed members on the key issues considered at the BDC meeting held on 28 August 2019.

The HR and Corporate Services (HR&CS) Report for Quarter 1 (1/4/19 – 30/6/19) was considered by the Committee. Staff absence rates continue to rise and the Director of HR advised the Committee that HR are undertaking an in-depth qualitative analysis on sickness absence which will be presented to the November BDC meeting. The Committee welcomed the introduction of the production of a training data base to monitor staff training and development. The Committee noted a significant increase of the numbers of recruitment agency staff employed in BSO and it was agreed that a paragraph should be added to future HR&CS reports covering this issue.

The Committee recommended the following documents be presented to the October Board for formal approval:-

- Draft BSO Annual Quality Report for 2018/19
- BSO Revised Complaints Policy
- BSO Manual Handling Policy.

Members noted the minutes of the BDC meeting held on 3 June 2019.

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 24 October 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 _____