

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and twenty seventh meeting of the Board of the Business Services Organisation was held on Thursday 28 November 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&CS)
Mr Sam Waide (Director of Operations)

In Attendance:

Mrs Karen Bailey (Director of CCP)
Mr Alphy Maginness (Chief Legal Adviser)
Mr Gary Loughran (Encompass Programme Director) – for Agenda item 7.2
Miss Amanda Mills (Board Secretary)

1. Chair’s Welcome and Opening Remarks and Apologies

The Chair welcomed everyone to the meeting.

2. Declaration of Conflicts of Interest

The Chief Executive declared a potential for perception of conflict of interest for Executive Directors relating to agenda item 9.1. To that end it was agreed that those Executive Directors who considered themselves affected would excuse themselves from the meeting at the appropriate time.

3. Minutes

(i) *Minutes of Meeting held on 24 October 2019*

The minutes of the meeting held on 24 October 2019 were agreed as a true and accurate record of proceedings.

4. **Matters Arising from Minutes**

(i) ***Action Template – Paper BSO 70/2019***

Members noted the action template arising from the October Board meeting. It was noted that the Head of SBRI would make a presentation to the Board in January 2020.

5. **Chair’s Business**

The Chair welcomed Siobhan Fisher, AD, Customer Care and Performance (CCP) to the meeting and Nicola Dowds, Internal Audit Manager, BSO who were both in attendance to observe the Board meeting.

The Chair advised members that she attended a Disability Placement Scheme Induction event on 21 November 2019. The event was very well attended and she asked the Director of CCP to congratulate the staff from the BSO Equality Unit who facilitated the event. She suggested to members that she may invite one of the disability placement staff to a future Board meeting to brief them on their experience working in BSO.

The BSO Accountability/Assurance meeting with the Permanent Secretary has now been re-scheduled until 21 January 2020.

6. **Chief Executive’s Report**

TIG

The Chief Executive highlighted the key issues arising from the most recent TIG meeting (26 November 2019). The key issue still relates to the sustainability of the transformation programme and the pressure on HSC organisations to confirm that they can sustain the transformation programmes into the 2020/21 financial year. He confirmed that this is not an issue for the BSO’s transformation programmes as there is no recurrent funding required.

Senior Staff Planning Day – 12 November 2019

Members were briefed on the key issues arising from the BSO’s Senior Staff Strategic Planning Day. Communicating success stories emerged as a key issue and the initiatives to use to define success and communicate in an effective way.

BSTP 2

A draft Strategic Outline Business Case (SOC) has been sent to DOH in respect of the extension and replacement of replacement of Finance, Procurement and Logistics (FPL) and Human Resources, Payroll and Travel Systems (HRPTS). The SOC has been approved by the Business Systems Forum (BSF) for onward transmission to the E Health Strategic Board.

Industrial Action

The Chief Executive updated members on the proposed Industrial Action which is expected to intensify over the next few weeks. RCN have indicated they will go on strike on Wednesday 18 December 2019 and it is expected that the other Trade Unions will most likely follow suit. HSC Silver Command has been introduced which the Chief Executive will sit on and a daily situation reporting process has been established throughout HSC.

7. Items for Noting

7.1 Finance Report – Month 6 – Paper BSO 71/2019

The Interim Director of Finance presented paper BSO 71/2019; a finance report for the seven month period ending 31 October 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. BSO is still awaiting confirmation of its bid for additional transformation funding iro Shared Services Recruitment. DOH have confirmed that they will fund the rental of premises occupied by ITS for this financial year however will expect BSO to fund this pressure from other sources in future years. It is expected that the level of funding available to BSO for EU Exit will reduce in line with the new EU Exit date (31 January 2020).

Members noted the finance report.

7.2 Encompass Update

The Encompass Programme Director updated members on the Encompass Programme. The Full Business Case (FBC) has been formally submitted to the DOH and it is hoped to have it signed off early in the New Year to allow for contact signature in February 2020. He advised that prior to submission to DOH additional information was added to the FBC relating in the main to emergency out of hours and a Regional Inventory System. A Project Group will be established in the New Year to look at archiving. The recruitment process has commenced using an aptitude process where the applicants must attain Tier 1 accreditation. The Inaugural meeting of the Executive Assurance Group (EAG) has taken place with the membership being SROs of subsidiary programme boards across HSC. In answer to a question from Miss Gordon regarding accountability Mr Loughran advised that this group was operating in an advisory capacity. An Encompass Care Executive has been established which is being chaired by the Director of Nursing Northern Trust and members were briefed on the terms of reference for this group.

A significant discussion ensued and it was agreed that a written report should be presented to the December Board meeting to allow members to keep abreast of this fast moving important programme. The Chief Executive reminded members of the responsibility of the Encompass Programme Board and that of the BSO Encompass Programme Board relative to BSO Board. He also advised that at the mid year ground clearing meeting it was agreed to include Encompass on the agenda for the Assurance and Accountability meeting scheduled for 21 January 2020 to pick up on the accountability and liability issues regarding the Encompass Contract given the planned contract signature in February 2020.

7.3 Corporate Balanced Scorecard – Paper BSO 72/2019

The Director of CCP presented paper BSO 72/2019 which set out the performance of key service areas in the BSO for the period up to 31 October 2019. She highlighted those measures with a red/amber rag rating and explained the circumstances which led to this evaluation.

Discussion centred on Indicator C7 – “% of New Start Contracts Issued within 9 days of receipt of necessary documentation by HR” and the failure of this target not being met. The Interim Director of HR&CS advised that this is a complex process and she is currently working with the Business Services Team (BST) to try and streamline this process. A revised proposal will be brought to SMT in the first instance.

Members noted the BSO Corporate Scorecard.

7.4 BSO Future Growth and Development 2019/20 – Paper BSO 73/2019

The Director of CCP presented paper BSO 73/2019 outlining the potential areas of future growth of BSO Services. It was noted that this paper had previously been reviewed by the BDC in August 2019.

Members noted the position.

8. Business and Development Committee (BDC)

8.1 Report of Meeting held on 13 November 2019

The Chair of GAC briefed members on the key issues considered at the BDC meeting held on 13 November 2019. The HR and Corporate Services(HR&CS) Report for Quarter 2 (1 April 2019 – 30/9/19) was considered in depth by the Committee Staff sickness absence was considered and members were advised that sickness absence rates are continuing to rise with mental health still remaining the top absence category. A number of Health and Wellbeing workshops have been organised for staff; these include:- Positive Mental Health for Individuals, Managers Promoting Positive Mental Health, Caring for the Carer and Menopause Workshops. The level of recruitment agency staff also continues to rise and the Interim Director of HR&CS explained that ITS in particular have appointed a number of temporary staff to work on various projects. The number of staff attending mandatory learning and development programmes has increased and HR are continuing to remind staff the importance of recording training on HRPTS.

Members received a presentation on the key issues arising from the 2019 Regional Staff Survey relating to BSO.

A summary of benchmarking activity for the period April 2018 to date using the CIPFA Benchmarking Club relating to the following BSO Services:-

HSC Pensions
Internal Audit
PALs
ITS
Legal Services

Members of BDC had considered and debated the report in depth and overall were reassured with key results and follow on actions.

Members noted the minutes of the BDC meeting held on 28 August 2019.

The affected Executive Board members departed the meeting during consideration of agenda item 9.

9. Remuneration and Terms of Service Committee

9.1 Report of Meeting held on 31 October 2019

The Chair briefed members on the key issues arising from the Remuneration and Terms of Service Meeting held on Thursday 31 October 2017.

The Board approved the decisions of the Remuneration and Terms of Services Committee.

Executive Board members re-joined the Board meeting.

10. Presentation

The Board received a presentation from Miss Kathryn Minnis, Assistant Director of Legal Services providing an in depth overview of the nature and scope of the work of the Family Law Section of Directorate of Legal Services.

11. Any Other Business

(i) International Travel

Members were asked to note the international travel arrangements for two members of staff from SBRI and Legal Directorate to attend an end of Project (“MAGIC”) Conference in Ancona, Italy scheduled for March 2019.

12. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 19 December 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 _____