

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The hundred and sixth meeting of the Board of the Business Services Organisation was held on Thursday 22 February 2018 at 10.00 am in the Conference Room, PALS, 77 Boucher Crescent, Belfast, BT2 8DQ

**Present:**

Mrs Julie Erskine (Chair)

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

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

**In Attendance:**

Mr Alphy Maginness (Chief Legal Adviser)  
Mrs Karen Bailey (Director of Customer Care and Performance – CCP)  
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**

There were no conflicts of interest declared.

3. **Minutes**

(i) ***Minutes of Meetings held on 25 January 2018***

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

4. **Chair's Business**

The Chair welcomed two PALS Graduate Trainees who were attending the meeting in an observer capacity.

The Chair updated members on meetings she had attended during February 2018.

The Chair was called to a meeting in the DOH to discuss the report from the Inquiry into Hyponatraemia-related deaths. The meeting was attended by HSC Chairs who were advised that a dedicated team will be established, led by the Department of Health, to develop a detailed action plan in response to the 96 recommendations contained in the report.

The Permanent Secretary has accepted an invitation to attend a Board meeting to discuss the HSC restructuring proposals and the implications for BSO. A date has been provisionally agreed for the March Board meeting and to that end the Chair suggested that Board members should meet at 9.30 am on the morning of the Board meeting in preparation for his attendance. The Chief Executive and Chair will produce a list of discussion items for this event.

The Chair along with the Chief Executive attended the Chartered Institute of Credit Management British Credit Awards Ceremony on 8 February 2018 where a number of staff from Income Shared Services team were shortlisted from across the UK for an award. Unfortunately there were no ultimate winners on the night from BSO however members noted the great achievement on reaching the finals.

## **5. Chief Executive's Report**

The Chief Executive briefed members on key business activities which have taken place since the last Board meeting.

### ***Public Sector Shared Services Programme (PSSSP)***

A meeting was held on 20 February 2018 where members received an update on the baseline data position. An analysis of PSSSP external benchmarking performance metrics was presented to PSSSP members which demonstrated that the Health sector out-performs the external benchmark on the majority of the metrics selected.

### ***Public Sector Innovation Lab***

The Chief Executive attended a public sector innovation lab which looked at improving relationships between departments and Arms' Length Bodies (ALBs).

### ***Hyponatraemia Enquiry***

The Chief Executive appraised the board of the meeting he attended with other CXs in healthcare and CMO, and advised members that the Chief Legal Adviser (CLA) will brief members on this issue later in the meeting

### ***Cyber Security Business Case***

The Chief Executive and the Director of CCP met with the Deputy Secretary, DOH to discuss the Cyber Security Programme Emergency Funding Business Case to address immediate security concerns. BSO is in the process of producing a first draft for submission to DOH.

### ***HSCB Closure***

The Chief Executive informed members that he had received correspondence from the DOH, Risk Assessment Team stating their intention to conduct a Risk Assessment of the HSCB during transition to closure. They propose to arrange a series of meetings with HSC organisations who have a direct interface with the HSCB. The Risk Assessment Team are scheduled to meet with BSO SMT on Thursday 8 March 2018 and the Chief Executive agreed to keep members apprised of any key issues.

### ***COPE Accreditation – PALS***

The Chief Executive was pleased to inform members that BSO Procurement and Logistics Service (PALS) has passed their re-accreditation process as a Centre of Procurement Expertise (COPE) following a rigorous assessment carried out during the period 13 – 15 February 2018. The assessors have made 3 recommendations; 2 of which are outside BSO control which will be raised at the next meeting of the Regional Procurement Board which is scheduled to take place on 16 April 2018.

### ***ISO 20000 Re-Accreditation – ITS***

Members were advised that BSO ITS successfully completed its ISO 20000 re-accreditation process after 2 days of external audit.

The Chair on behalf of members asked the Chief Executive to congratulate all the staff in PALS and ITS.

## **6. Items for Discussion**

### ***6.1 Finance Report – Month 10 – Paper BSO 10/2018***

The DoF presented paper BSO 10/2018; a finance report for the ten month period ended 31 January 2018.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for the period of £50k and forecast of a year-end break even position for BSO.

The DOH have contacted the BSO relating to the savings proposals submitted in December 2017 for 2018/2019 and 2019/2020 and asked that BSO submit revised savings proposals which target areas of discretionary expenditure and which have a minimal service impact. BSO have responded explaining the difficulty of this request due to the unique nature of BSO funding.

Members noted the Finance Report.

## **7. Items for Approval**

### ***7.1 BSO Draft Corporate Plan 2018/21 – Paper BSO 11/2018***

Members considered and approved, subject to a number of amendments the BSO Draft Corporate Plan for 2018/19.

### ***7.2 Draft BSO Business Plan 2018/19 – Paper BSO 12/2018***

The Director of CCP presented a final draft of the BSO Business Plan for 2018/19.

Members approved the draft plan subject to a number of amendments.

### ***7.3 Revision to BSO Standing Orders and Standing Financial Instructions– Paper BSO 13/2018***

The DoF presented Paper BSO 13/2018 setting out proposed revisions to the BSO Standing Orders, Chief Executive’s Scheme of Delegation and Standing Financial Instructions. The Chief Executive suggested that a minor amendment should be made to section relating to Membership of Committees whereby the stipulation to state names of committee members be removed and replaced with the number of members required to sit on the Committee.

Members approved the revisions subject to the amendment suggested by the Chief Executive.

### ***7.4 Proposal for Change – Paper BSO 14/2018***

The Chair presented paper BSO 14/2018 proposing to delegate authority to approve clearly defined policies to the Board sub-committees (BDC or GAC) as appropriate. If the policies are not clearly defined they will ultimately be presented to the Board for approval.

Members endorsed this proposal and it was agreed that the Standing Orders will be amended to reflect this decision.

## **8. Items for Noting**

### ***8.1 Report on BSO Prompt Payment for Period Ending 31 January 2018 – Paper BSO 15/2018***

The Chief Executive presented paper BSO 15/2018 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in January 2017 by Payment Shared Services. It was noted that 86.70% of HSC invoices had been paid within 30 calendar days. He explained that the report reflects the predicted outcome following performance issues arising from the implementation of the FPL upgrade. He assured members that following the implementation of a new FPM model at the end of January 2018 the performance figures should significantly improve.

Members noted the prompt payment report.

## **8.2 *Corporate Balanced Scorecard – BSO 16/2018***

The Director of CCP presented paper BSO 16/2018 which set out the performance of key service areas in the BSO for the period up to 31 January 2018 2017. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

In answer to a question from Mr Sagar the Chair advised that she plans to review the Corporate Scorecard once the Business Plan for 2018/19 is approved.

Members noted the Corporate Balanced Scorecard.

## **9. Reports from Committees**

### **9.1 *Governance and Audit Committee (GAC)***

#### **(i) *Report of Meeting held on 30 January 2018 – Paper BSO 17/2018***

The Chair of GAC briefed members on the key issues considered by the GAC at its meeting on 30 January 2018. The Committee reviewed all priority one and two recommendations in 5 internal audit reports all of which had received an overall satisfactory opinion (with one area of limited assurance in respect of HRPTS change management).

#### **(ii) *Minutes of Meeting held on 30 November 2017 – Appendix A***

Members noted the GAC minutes of 30 November 2017.

## **10. Presentation**

### **10.1 *Presentation by ECR Programme Manager on NI Electronic Care Record Project (NIECR) Roadmap***

Mr Stephen Beattie, ECR Programme Manager, made a presentation on the continuing expansion of the NIECR capabilities, the growing uptake across the HSC and the new features due to be deployed in 2018/19.

## **11. *Hyponatraemia – Update***

The Chief Legal Adviser briefed members on the key issues identified in the Report of the Inquiry into Hyponatraemia related deaths. It was recognised that whilst no BSO personnel are specifically mentioned in the report BSO will be fully supporting DoH direction for reviewing the recommendations in full to identify learning and improvement and addressing any specific issues for BSO.

12. **Any Other Business**

(i) *International Travel*

The Chief Executive requested the Board's endorsement for two members of staff from Leadership Centre to attend an International Forum on Quality and Safety in Healthcare in Amsterdam from 2 – 4 May 2018.

Members endorsed this request.

(ii) *NICON Conference – 17/18 April 2018*

The Chair reminded members that the GAC and BDC meetings are scheduled to take place on 17 and 18 April respectively and to that end if any non-executive directors wish to attend the NICON Annual Conference they must speak to the Chair of their respective Committee to ensure the committee is quorate and if so they may attend the Conference.

13. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 22 March at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

It was agreed that members should meet at 9.30 am on the morning of the Board meeting to prepare for the briefing session with the Permanent Secretary.

The Chair thanked everyone for attending and closed the meeting.

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Chair

\_\_\_\_\_  
Chief Executive

Date \_\_\_\_\_