

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

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

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon
Mr Mark Campbell
Mr Deep Sagar
Mr Sean McKeever
Mr Jeremy Stewart

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.

Apologies for absence were received from Miss P Gordon and Professor D Whittington.

2. Declaration of Conflicts of Interest

There were no conflicts of interest declared.

3. Minutes

(i) *Minutes of Meetings held on 22 February 2018*

The minutes of the meeting held on 22 February 2018 were agreed as a true and accurate record of proceedings.

4. Chair's Business

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

In particular she referred to her attendance at the Training Event for Research Ethics Committee Members on 6 March 2018 and the Annual Social Work awards event on 9 March 2018.

The Chair advised members that the Non- Executive Director (NED) annual appraisal documentation for 2017/18 is expected to be issued by DOH in April and once received she will arrange to meet with non-execs on a one to one basis.

5. Chief Executive's Report

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

HSCB Closure

The DOH has established an Oversight Board, which will be chaired by the Permanent Secretary. The inaugural meeting of the Oversight Board is scheduled to take place on 26 March 2018. The remit of this group is to ensure good governance and successful delivery of this project.

ITS

Members were briefed on a proposal to revise the current management structure in BSO ITS in light of the significant growth of this service, primarily due to the increased number of customer organisations, the complexity of existing and new services and the impact of increased engagement with NI wide public sector projects, Cyber Security and collaborative international projects. The proposal has been sent to the DOH for consideration and discussion prior to consideration by the Board. It was noted that the proposal is funded from within existing resources

SS Payroll

The Chief Executive informed members that the AFC paylift and retrospective arrears were paid to HSC staff at the end of February. The Chair on behalf of members asked the Chief Executive to convey the Board's appreciation for their hard work to implement the pay award for 2016/17. In answer to a question from a Board member the Chief Executive advised that the DOH have not issued the Senior Executive Pay Circular for 2016/17.

6. Items for Discussion

6.1 Finance Report – Month 11 – Paper BSO 18/2018

The DoF presented paper BSO 18/2018; a finance report for the eleven month period ended 28 February 2018.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for the period of £46k and forecast of a year-end break even position for BSO.

Mr Sagar requested if a paper could be produced for a future Board meeting on the SLA process to gain a better understanding of BSO services.

Members noted the Finance Report.

7. Items for Approval

7.1 BSO Equality and Disability Action Plans 2018 – 2023 – Paper BSO 19/2018

Members considered and approved the BSO Equality and Disability Action Plans for 2018 – 2023. It was noted that Professor Whittington in her role as BSO Disability Champion had reviewed this document prior to being presented to the Board today.

7.2 Management Statement/Financial Memorandum – Paper BSO 20/2018

Members considered and approved, subject to a number of suggested amendments, the draft Management Statement and Financial Memorandum.

8. Items for Noting

8.1 Report on BSO Prompt Payment for Period Ending 28 February 2018 – Paper BSO 21/2018

The Chief Executive presented paper BSO 21/2018 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in February 2018 by Accounts Payable Shared Services. It was noted that 89.58% of HSC invoices had been paid within 30 calendar days.

Members noted the prompt payment report.

8.2 “Debts get ready to Tumble” Final Results – Paper BSO 22/2018

The Chief Executive presented paper BSO 22/2018 highlighting the results from the “Debts get ready to Tumble” initiative to retrieve aged debt by staff in the BSO Income Shared Services Team. It was noted that 79% of the £50 million target was achieved and the Chair on behalf of the Board commended the staff in BSO Income Shared Services on this innovative concept.

8.3 Corporate Balanced Scorecard – Paper BSO 23/2018

The Director of CCP presented paper BSO 23/2018 which set out the performance of key service areas in the BSO for the period up to 28 February 2018. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

Members were assured that the Indicator C9 “General Recruitment – Overall Time to Fill (HSC wide) within 70 days is continuing to improve month by month.

Members noted the Corporate Balanced Scorecard.

8.4 Update on Strategic Resourcing Innovation Forum (SRIF) – Paper BSO 24/2018

Members noted with interest a high level summary report highlighting the current activities and progress by Recruitment SS Centre (RSSC), both at local and regional level, to the work streams aligned to the SRIF.

8.5 Declaration and Register of Interests for 2018/19 – Paper BSO 25/2019

Members noted paper BSO 25/2018 which set out a summary of Board members’ Register of Interests for 2017/18. Members were reminded that they must inform the Chief Executive’s Office if any changes occur to allow the register to be amended.

9. Any Other Business

(i) *International Travel*

The Chief Executive requested the Board’s endorsement for a member of staff from PALs who has been invited to deliver a seminar on public procurement organised by the European Academy for Taxes, Economics and Law in Berlin, Germany from 18 – 20 June 2018.

Members endorsed this request.

(ii) *Template of Board Engagement with Service Areas*

The Chair advised members that she has been discussing with the Chief Executive the production of a template setting out the service areas of the BSO for members’ information. When the template is populated she will circulate to members for discussion.

10. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 26 April at 10.00am in the Conference Room, PALs, Lissue Warehouse, Moira Road, Lisburn, BT28 2RF.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____