

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The hundred and eighth meeting of the Board of the Business Services Organisation was held on Thursday 26 April 2018 at 10.00 am in the Conference Room, PALS, Lissue Industrial Estate West, 5 Rathdown Walk, Moira Road, Lisburn, BT28 2RF.

**Present:**

Mrs Julie Erskine (Chair)

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

Mr Liam McIvor (Chief Executive)  
Mrs Wendy Thompson (Director of Finance – DoF)  
Mrs Karen Hargan (Director of HR&CS)

**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 Mr Deep Sagar, Mr Sam Waide 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 March 2018*

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

4. **Matters Arising from Minutes**

(i) *Action Template – Paper BSO 27/2018*

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

**5. Chair's Business**

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

In particular she referred to her attendance at the NICON Annual Conference on 17/18 April 2018. She was pleased to announce that BSO has won a Health and Wellbeing award from the Healthcare People Management Association (HPMA).

**6. 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 Chief Executive advised that he along with the Director of HR&S are scheduled to meet with the project leads for this project to discuss the interface and accountability arrangements between the DOH and BSO and to seek clarification on the role of BSO as the hosting organisation.

**PSSSP**

Members were advised that the Outline Business Case (OBC) scheduled for completion at the end of June has now been put back to the end of September 2018.

***Encompass Programme***

The Outline Business Case (OBC) is still awaiting formal approval from DOH.

***HSC Quality Improvement (HSCQI)***

Members were briefed on a proposal endorsed by TIG on the delivery of a Regional Improvement and Innovation System (HSCQI). Consideration is being given to BSO acting as Host organisation for this service in the interim with a view to fully embedding HSCQI into the HSC system. The proposal is in early stages and members will be kept apprised of developments.

***Head of Shared Services***

The interview panel for the Head of Shared Services took place on 19 April 2018 and an offer of appointment has been made.

***NHS Wales***

A delegation of personnel from NHS Wales visited BSO for 2 days in April to view both the FPPS GP Payments and Ophthalmic payments systems. A contractual meeting also took place to discuss the possibility of sharing the GP Payments system with NHS Wales.

Members noted with interest this potential growth project.

## **Judicial Review (JR)**

Members were briefed on a JR where BSO is the Respondent; it concerns a foreign national seeking free healthcare in N. Ireland. The case is listed for hearing on 29th May at the High Court; the issue to be decided is whether he is eligible for such free healthcare.

## ***TIG***

The Chief Executive briefed members on key issues considered at TIG on 25 April 2018. The main agenda item related to consideration of Transformation funding proposals. BSO did not submit any bids but assured TIG of BSO's commitment to supporting the transformation initiatives.

## **7. Items for Discussion**

### ***7.1 Finance Report – Month 12 – Paper BSO 28/2018***

The Director of Finance (DoF) presented paper BSO 28/2018 which was her provisional Financial Report for the year ended 31 March 2018 setting out the provisional outturn position on income and expenditure as well as the Balance Sheet and Capital position for 2017/18.

The summary financial position for the period reported a provisional surplus for the financial year which is within the break-even tolerances.

The Finance Directorate are currently finalising the draft annual accounts for 2017/18 which are due for submission to NIAO and DoH in early May for audit scrutiny.

The budget build process for 2018/19 is in progress and the draft financial strategy for 2018/19 will be presented to the May Board meeting.

The DOH have formally notified the BSO of its RRL allocation for 2018/19 and have imposed a 2% reduction.

Members noted the Finance Report.

### ***7.2 Draft 2017/18 Governance Statement – Paper BSO 29/2018***

The Director of Finance presented a draft Governance Statement for 2017/18. It was noted that the statement will remain in draft and may be subject to amendment until sign off by the Chief Executive on 12 June 2018 following the Special Board meeting to approve the Annual Report and Accounts for the year ended 31 March 2018.

In particular the Director of Finance drew members' attention to the section relating to Internal Governance Divergences; three divergences have been removed as they are no longer considered to be control issues with three remaining, however it is hoped that these may be removed in this financial year.

Members noted the draft 2017/18 Governance Statement subject to minor amendments.

## **8. Items for Noting**

### **8.1 *Report on BSO Prompt Payment for Period Ending 31 March 2018 – Paper BSO 30/2018***

The Chief Executive presented paper BSO 30/2018 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in March 2018 by Accounts Payable Shared Services. It was noted that 92.25% of HSC invoices had been paid within 30 calendar days. Members noted the improvement in the performance figures now that issues with the FPI upgrade have been resolved.

Members noted the prompt payment report.

### **8.2 *Corporate Risk and Assurance Report 2017/18 –Paper BSO 31/2018***

The Director of CCP presented paper BSO 31/2018 outlining progress made to date on risk actions as at 31 March 2018. Members were reminded the Corporate Risk Register is presented to the GAC on a quarterly basis and the Board on a bi-annual basis. One additional risk has been added to the Register:- “BSO is unable to provide continuity of services on day 1 of EU Exit”.

Discussion ensued regarding Risk number 9 and it was agreed that this risk should be articulated and clarified outlining the tasks BSO has ownership for and those owned by Trusts. The Chief Executive advised that he will raise this issue with SMT with a view to reviewing the risk for 2018/19.

### **8.3 *Corporate Balanced Scorecard – Paper BSO 32/2018***

The Director of CCP presented paper BSO 32/2018 which set out the performance of key service areas in the BSO for the period up to 31 March 2018. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

Members noted the Corporate Balanced Scorecard.

### **8.4 *Annual Business Plan for 2017/18 – Summary Exception Report of Performance – Period ending 31/3/18 - Paper BSO 33/2018***

The Director of CCP presented paper BSO 33/2018 which set out a summary exception report on the performance against the Annual Business Plan for 2017/18 as at 31 March 2018. It was noted at year end 78% of the actions within the Business Plan were reported as complete within the agreed tolerance level. Members were advised that following discussion with DOH Sponsor Branch a number of the key priorities outlined in the Annual Business Plan have been rolled forward into 2018/189 Business Plan.

### **8.5 *GDPR Compliance Report – Paper BSO 34/2018***

Members noted paper BSO 34/2018 setting out key progress for BSO in preparation for the General Data Protection Regulations (GDPR) against the ICO’s guidance document on

preparing for GDPR. Members were assured that BSO is on track to be complaint by 25 May 2018.

### **8.6 *Declaration and Register of Interests for 2018/19 – Paper BSO 35/2018***

Members noted paper BSO 35/2018 which set out a summary of Board members' Register of Interests for 2018/19. Members were reminded that they must inform the Chief Executive's Office if any changes occur to allow the register to be amended.

## **9. Reports from Committees**

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

#### **(i) *Report from GAC Meeting on 17 April 2018 – Paper BSO 36/2018***

The Chair of GAC briefed members on the key issues considered by GAC at its meeting on 17 April 2018. The Committee reviewed all priority one and two recommendations of 4 internal audit reports.

#### **(ii) *Minutes of GAC Meeting held on 30 January 2018 – Appendix A***

Members noted the GAC minutes of 30 January 2018.

### **9.2 *Report of Business and Development Committee (BDC) Meeting held on 18 April 2018***

The Chair of BDC briefed members on the key issues considered by BDC at its meeting on 18 April 2018.

The Committee debated at length a paper on BSO Growth and Development and in particular the legislative restrictions from permitting BSO to provide services within its statutory limits. It was agreed that this matter would once again be raised with BSO Sponsor Branch in DOH.

## **10. Presentations**

### **10.1 *OREC NI***

Dr Siobhan McGrath, Head of the Office for Research Ethics Committees NI (OREC NI) made a presentation to members on the work of ORECNI. In particular she briefed members on the objectives of ORECNI and the composition of the Committees who all serve on a voluntary basis. The Chair on behalf of members congratulated Dr McGrath and her team on the continued success of ORECNI in continually meeting its targets over the past three years.

### **10.2 *EMM and CECS***

Mr Jonathan Semple, Head of Logistics made a presentation to members on the Electronic Materials Management (EMM) service and the Community Equipment and Contenance Service (CECS) based throughout the province. In looking to the future PALs are planning to develop and enhance the FPL Systems to allow EMM scanning to re-order products directly from the supplier.

11. **Any Other Business**

There was no any other business.

12. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 24 May at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

The Chair thanked everyone for attending and closed the meeting.

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Chair

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Chief Executive

Date \_\_\_\_\_