

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and fourteenth meeting of the Board of the Business Services Organisation was held on Thursday 25 October 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
Miss E P Gordon
Mr Sean McKeever
Mr Deep Sagar
Mr Jeremy Stewart
Professor D Whittington

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

In Attendance:

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

2. Declaration of Conflicts of Interest

There were no conflicts of interest declared.

3. Minutes

- (i) *Minutes of Meeting held on 27 September 2018*

The minutes of the meeting held on 27 September 2018 were agreed as a true and accurate record of proceedings.

4. Matters Arising from Minutes

- (i) *Action Template – Paper BSO 72/2018*

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

It was suggested and agreed from this point forward to remove those actions which have been closed for 2018/19 and just maintain “live” or ongoing actions on the template.

5. Chair’s Business

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

The Chair along with Fidelma Carolan from Unison was nominated as the panel members for the BSO Values Awards and has spent a significant amount of time this month reviewing the applications. Members were reminded that the official Values Awards event takes place on Tuesday 6 November 2018 at Girdwood Community Hub and the Permanent Secretary has agreed to address the event.

The Chair informed members that she will not be available to attend the November Board meeting and has asked Patricia Gordon to chair the meeting in her absence.

6. Chief Executive’s Report

The Chief Executive tabled to members a paper setting out the key business activities which have taken place since the last Board meeting.

Encompass Programme

The Encompass Programme is at procurement stage and is conducting the competition following the competitive dialogue procedure to identify the most economically advantageous tender for its requirement. A Digital Care Forum has been established and is being led by Dr Michael Quinn, EHCR Clinical Director.

PSSSP

The status of this project is Green and the benchmarking exercise is complete however to date there remains a delay with the sign off for the OBC due to clarification on some issues around the Sector Work Programmes (SWPs).

Transformation Implementation Group (TIG)

The Chief Executive advised that at the last meeting TIG were provided with an update on the development of a Regional Improvement and Innovation System for the HSC. The potential to transfer this service to the BSO needs to be developed further. A detailed presentation of the NI Population needs Assessment for Urgent and Emergency Care was made to TIG members.

Transformation funding

Members were advised that the projected spend for transformation recruitment is not aligned to the profiled spend and explained the main contributory factor to the variance is lack of workforce resources. The Director of HR&CS briefed members on ongoing discussions which have been taking place with the DoH regarding Agenda for Change (AFC) pay for HSC staff in NI compared to its counterparts in England, Scotland and Wales. A lengthy discussion ensued regarding how to attract and encourage applicants to work in HSC

however members recognised that this issue was more of a problem for Trusts than BSO as BSO is the recruitment processor. The Chair stated that she will discuss this matter off line with the Chief Executive and the Director of HR&CS to see if BSO can further assist with any aspect of the transformation recruitment process.

E Health

The Chief Executive attended a workshop on the development of a blueprint for E Health. This process is in the early stages of development and a further workshop is scheduled to take place on 22 November 2018.

7. Items for Approval

7.1 BSO Corporate Plan 2018-21 – Paper BSO 73/2018 refers

Members considered and approved the final draft of the BSO Corporate Plan for 2018-21.

7.2 BSO Annual Business Plan for 2018/19 – Paper BSO 74/2018 refers

Members considered and approved the final draft of the BSO Business Plan for 2018/19.

7.3 BSO Draft Quality Report for 2017/18 – Paper BSO 75/2018 refers

Members considered and approved, subject to a minor amendment, the final draft of the BSO Quality Report for 2017/18.

8. Items for Noting

8.1 Finance Report – Month 6 – Paper BSO 76/2018 refers

The Director of Finance (DOF) presented paper BSO 76/2018; a finance report for the six month period ending 30 September 2018.

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. She informed members that she has just completed a series of in year finance review meetings with Directors and Heads of Service which helps support the detailed year end forecast that BSO will break even at year end.

BSO has received an allocation of £1.6m as part of the Confidence and Supply Transformation Fund for the following service areas:-

SBRI (Small Business Research Initiative)
HSC Leadership Centre
HSC Clinical Education Centre (CEC)
Procurement and Logistics (Pharmacy project support)

The business cases for each project has been approved by DOH however as mentioned by the Chief Executive, slippage is being anticipated due to unavoidable delays in getting projects officially started.

Members noted the Finance Report.

8.2 *Report on BSO Prompt Payment for Period Ending 30 September 2018 – Paper BSO 77/2018*

The Chief Executive presented paper BSO 77/2018 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in September 2018 by Accounts Payable Shared Services. It was noted that 92.02% of HSC invoices had been paid within 30 calendar days.

Members noted the prompt payment report.

8.3 *Corporate Balanced Scorecard – Paper BSO 78/2018*

The Director of CCP presented paper BSO 78/2018 which set out the performance of key service areas in the BSO for the period up to 30 September 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 Performance Report – Period Ending 30 September 2018 – Paper BSO 79/2018*

The Director of CCP presented paper BSO 79/2018 which set out a summary exception report on the performance against the Annual Business Plan for 2018/19 as at 30 September 2018. It was noted that at the end of quarter two of 2018/19, 91% of the actions within the Business Plan were reported as complete and within the agreed tolerance level.

8.5 *Draft BSO Mid-Year Assurance Statement – BSO 80/2018*

The Director of Finance presented the final draft mid-year Assurance Statement (MYA) for 2018/19 for review. She advised that GAC had reviewed an earlier draft at its meeting on 16 October 2018.

Members approved the draft MYA for sign off by the Chief Executive.

8.6 *Amended Declaration and Register of Interests – Paper BSO 81/2018*

Members noted a further amendment to the Declaration and Register of Interests for 2018/19.

9. Governance and Audit Committee (GAC)

9.1 *Report from Meeting held on 16 October 2018 – Paper BSO 82/2018*

The Chair of GAC presented paper BSO 82/2018 which set out the key issues considered at the GAC meeting on 16 October 2018. In particular following a review of the Payroll Shared Services Follow up Review Internal Audit report which had a Limited assurance GAC decided to hold an additional meeting on 30 November 2018 to focus on progress in relation to payroll recommendations. At the meeting on 16 October 2018 the Head of Shared Services

had presented a draft template for reporting progress on payroll for GAC review which was welcomed by members. The Chair of GAC and Director of Finance will meet prior to the meeting scheduled for 30 November 2018 to discuss the agenda for the meeting.

9.2 Minutes of GAC Meeting held on 7 June 2018 – Appendix A

Members noted the minutes of the GAC meeting held on 7 June 2018.

9.3 Revised Terms of Reference for GAC – Appendix B

Members considered and approved a revised terms of reference for GAC

10. Presentation

10.1 Overview of ITS

The Director of CCP and the Head of ITS made a presentation to members providing an overview of the services provided by BSO's ITS. An invitation was issued to the Board to attend a more detailed briefing session in the New Year on the large projects which ITS are involved.

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 22 November 2018 at 10.00am in the Boardroom, Leadership Centre, 12 Hampton Manor Drive, Belfast.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____