

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and sixteenth meeting of the Board of the Business Services Organisation was held on Thursday 20 December 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
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)
Miss Jane Keenan (Governance and Risk Officer, CCP)

1. Chair’s Welcome and Opening Remarks and Apologies

The Chair welcomed everyone to the meeting and noted the attendance of Miss Jane Keenan who was attending the meeting in an observer capacity as part of the curriculum for her CIPFA Accredited Certificate in Corporate Governance course.

Apologies for absence were received from Mr Jeremy Stewart and Mr Sam Waide.

2. Declaration of Conflicts of Interest

There were no conflicts of interest declared.

3. Minutes

(i) *Minutes of Meeting held on 22 November 2018*

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

4. Matters Arising from Minutes

(i) *Action Template – Paper BSO 90/2018*

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

(ii) *List of HSC EU Projects – Paper BSO 91/2018 refers*

Members noted paper BSO 91/2018 setting out a list of EU Projects facilitated by BSO. In answer to a question from Professor Whittington the Chief Executive confirmed that the EU projects were funded and would not be affected in the event of no deal EU Exit.

5. Chair's Business

The Chair and Chief Executive attended a mid- year accountability meeting with the Permanent Secretary on 29 November 2018. The Chief Executive will report on the key issues discussed at the meeting under his Chief Executive's report.

6. Remuneration and Terms of Service Committee – 20 December 2018

The Chair briefed members on the issues considered by the Remuneration and Terms of Service Committee meeting which took place prior to today's Board meeting. The committee considered the BSO's annual return relating to the salary details for BSO's Senior Executives for 2016/17. Members endorsed the salary pro-forma and recommended that it be presented to the Board for formal approval.

Members approved the BSO's annual return relating to the salary details for BSO Senior Executives for 2016/17, subject to clarification relating to the Chief Executive's salary, for onward transmission to the DoH.

7. Chief Executive's Report

HSCB Closure

The Chief Executive advised that the governance approach to take forward the proposed HSCB closure has been produced.

PSSSP

The Chief Executive informed members that the PSSSP at its meeting on 19 December 2018 approved the PSSSP Outline Business Case following confirmation from all sectors that they support implementation of a sector based workplan.

EU Exit Preparedness

At the invitation of the Chief Executive, the Director of Operations updated members on EU Exit issues. BSO has been asked to become a member of the DOH EU Medicines and Preparedness Group and a terms of reference will be presented to the Group in January for approval. PALs have provided an assurance update to the DOH Top Management Group

(TMG) on No Deal Contingency Plans being implemented. The minor works for additional warehousing capacity are near completion and orders have now been placed for additional stockpiles supplies which are due for delivery before mid February 2019.

NI Public Sector Shared Network Services

The Chief Executive and the Director of CCP attended the official contract signing of the NI Public Shared Services Network contract on 16 November 2018 which offers potential for significant savings for the public sector.

Mid Year Accountability Review

The Chief Executive briefed members on the key issues discussed at the BSO mid year accountability review meeting with the DOH. These included a briefing on the BSO's preparatory work to implement the AFC Pay Award for 2018/19, proposed Closure of HSCB – role of BSO, update on the Cyber Security Programme and preparedness for EU Exit.

7. Items for Approval

7.1 Health and Safety Policy – Paper BSO 92/2018

Members considered and approved the BSO Health and Safety Policy. It was noted that this document had previously been considered by both SMT and BDC and recommended for formal ratification by the Board.

7.2 Environmental Management Policy – Paper BSO 93/2018

Members considered and approved the BSO Environmental Management Policy. It was noted that this policy had previously been considered by both SMT and BDC and recommended for formal ratification by the Board.

8. Items for Noting

8.1 Finance Report – Month 8 – Paper BSO 94/2018 refers

The Director of Finance (DOF) presented paper BSO 94/2018; the finance report for the eight month period ending 30 November 2018.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period and we are continuing to forecast a break even position at year end.

A focus for Finance in the next two months will be the AFC pay award for 2018/19 and to that end work has commenced on assessing the likely impact on service area budgets and ultimately SLA recharging. As the proposed award exceeds the 1%, which is already taken account of in the budgets, the DoF will have to liaise with both Trusts and DoH personnel as it will affect the BSO's RRL position and management fee income. A more detailed briefing on this matter will be given at the January Board when it is envisaged the position will be clearer.

Members noted the Finance Report.

8.2 *Report on BSO Prompt Payment for Period Ending 30 November 2018 – Paper BSO 95/2018*

The Chief Executive presented paper BSO 95/2018 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in November 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 prompt payment report.

8.3 *Information Governance within BSO – Paper BSO 96/2018*

The Director of HR&CS presented paper BSO 96/2018 updating members on a range of Information Governance issues. These included BSO's compliance with GDPR/DPA, Data Breaches, update on the Whistleblowing Action Plan and staff training on Information Governance. Members welcomed the update but raised concern about the level of staff who have still not attended the mandatory training course on Information Governance. The Director of HR&CS advised that there still remains the view that staff are still not recording their attendance at training programmes on HRPTS. HR&CS staff are continuing to work on this area and hope to see an improvement in the future.

Members noted the Information Governance Update.

8.4 *Report of GP Cyber Incident – Friday 7 December 2018*

The Director of CCP briefed members of a recent cyber attack on a GP practice which resulted in the practice's data being encrypted and a ransom demanded for decryption. The Director outlined the response and actions taken. Further forensic investigation is being undertaken by PSNI and a detailed incident report and review with the wider service is underway. This will be presented to the Board once complete. A communique has been issued to all GP Practices and Practice Managers setting out immediate actions to better protect practices and their patient data and to aid recovery.

Members thanked both the Chief Executive and the Director of CCP for this comprehensive report. It was suggested and agreed that the Board should receive a briefing session on Cyber Security in the first quarter of 2019.

8.5 *Amended Declaration and Register of Interests – Paper BSO 97/2018*

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 30 November 2018 – Paper 98/2018 refers*

In the absence of the Chair of GAC Mr Sean McKeever briefed members on the key issues considered at the GAC meeting on 30 November 2018. The focus of the meeting centred on outstanding priority one recommendations issued to Payroll Shared Services. The second part of the meeting took the form of an informal workshop/discussion regarding future reporting arrangements to GAC in relation to payroll internal audit recommendations; this included a discussion around the BSO's current audit control process. It was agreed that the meeting proved to be very beneficial as a significant number of matters were clarified.

Members noted the minutes of the GAC meeting held on 16 October 2018.

10. Presentation

10.1 *Overview of Shared Services Regional Interpreting Service*

The Head of Shared Services and the Head of the Regional Interpreting Services made a presentation to members on the services provided by Regional Interpreting Services. Members were informed that the demand for this service significantly increases each year with 97,000 requests received for 2018/2019 to date. Members were also informed that following a regional review undertaken by HSCB of communication support services for Deaf, Deaf/Blind and Hard of Hearing it has been determined that BSO should provide this service on a shared services basis.

Members thanked the presenters for a very thorough and informative presentation on this growing area of business.

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 January 2019 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street.

The Chair wished everyone a happy Christmas and closed the meeting.

Chair

Chief Executive

Date _____