

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundredth meeting of the Board of the Business Services Organisation was held on Thursday 24 August 2017 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 Alan Hanna

Mr Greg Irwin

Mr Robin McClelland

Mr Jeremy Stewart

Professor Dorothy Whittington

Mr Hugh McPoland (Director of HR & Corporate Services – HRCS)

Mr Sam Waide (Director of Operations)

In Attendance:

Mrs Karen Bailey (Director of Customer Care and Performance - CCP)

Mr Simon McGrattan (AD Finance) for Agenda item 7

Ms Amanda Mills (Board Secretary)

1. Chair's Welcome and Opening Remarks and Apologies

Apologies for absence were received from Mr Liam McIvor, Wendy Thompson and Alphy Maginess.

2. Declaration of Conflicts of Interest

There were no conflicts of interest declared.

3. Minutes

- (i) *Minutes of Meetings held on 22 June 2017*

The minutes of the meeting held on 22 June 2017 were agreed as a true and accurate record of proceedings.

4. Matters Arising from Minutes

- (i) *Action Template – Paper BSO 57/2017*

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

(ii) Significant Event Audit (SEA) Report – Domain Name System (DNS) Resolution Issues – Minute 4 (iv)

The Director of CCP informed members that the Root Cause Analysis exercise to establish the reason for the DNS error has been completed along with a lessons learned document and will be presented to the BDC in the Autumn for information.

5. Chair’s Report

The Chair updated members on meetings she had attended during July and August. In particular she informed members that Julie Anne Walkden, Small Business Research Initiative Executive (SBRI) had been nominated by Invest NI for a “Champions of EU Research” award and subsequently won iro MAGIC (Mobile Assistance for Groups and Individuals within the Community – Stroke) Project in the Horizon 2020 Programme. Members asked the Chair to convey their congratulations to the MAGIC Team on winning this prestigious award.

6. Chief Executive’s Report

The Chair and BSO Directors, in the absence of the Chief Executive, briefed members on key business activities which have taken place since the last Board meeting.

(i) End of Year Accountability Meeting with DoH

The Chair briefed members on the issues discussed at the BSO’s end of year accountability meeting with the Permanent Secretary.

(ii) Payroll Improvement Project

The Director of Operations briefed members on progress to date on the Payroll Improvement Project which was established following the publication of an unsatisfactory audit report on SS Payroll. It was noted that this matter was discussed in detail at a special meeting of the GAC on 17 August 2017 where it was noted that a number of work-streams have been established along with a Customer Assurance Board (CAB) which is co chaired by the DoF of BSO and the DoF of South Eastern Trust. The BSO DoF will also provide regular updates to SMT on this project.

(iii) North/South E Health Collaboration

The Director of CCP attended an E Health Collaboration Event hosted by Deloitte on 10/11 August 2017 where in particular a number of projects were identified for collaboration.

(iv) Cyber Security

Members were advised that an emergency funding case for cyber security has been approved by the DOH. Funding has also been secured to recruit a Cyber Security Specialist. BSO has produced a Business Case to address the issue of provision of 24 hour IT support services for all service users including cyber security. This programme will look at prioritisation and support arrangements for services across all HSC organisations.

(v) Public Sector Shared Services (PSSSP)

The Director of HR&CS briefed members on a workshop held on 20 July 2017 to review the recommendations made by the Gateway Review Team.

7. Financial Matters

(i) *Finance Report – Month 4 – Paper BSO 58/2017*

The AD Finance presented paper BSO 58/2017; a finance report for the four month period ended 31 July 2017.

The summary financial position of the report provided a summary of the reported income and expenditure position for the period, with an overall surplus reported for the period. The surplus has been generated by Core Services.

In answer to a question regarding the level of vacancies in the Organisation, the Director of HR&CS advised that this matter has been discussed at SMT and Directors have been urged to remind senior managers to recruit vacancies in a more expeditious manner. An exercise is currently underway outlining the recruitment activity in each BSO service area along with the number of recruitment agency staff and this will be considered at the next meeting of BDC scheduled to take place on 14 September.

Members noted the Finance Report.

(iii) *BSO Savings Plan for 2017/18 – Paper BSO 59/2017*

The AD Finance presented paper BSO 59/2017 which set out the final draft of the BSO 2017/18 savings plan which was submitted to the DOH at the start of August 2017. Members formally approved the BSO Savings Plan for 2017/18 however it was noted that to date the DoH have not formally approved the submission.

8. Corporate Balanced Scorecard – Paper BSO 60/2017

The Director of CCP presented paper BSO 60/2017 which set out the performance of key service areas in the BSO for the period up to 31 July 2017. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

With regard to the Indicator relating to the time to fill vacancies by SS Recruitment (C9) the Director of HR&CS advised that a Strategic Resourcing Innovation Forum (SRIF) has been established to continue to progress the necessary work-streams following the standing down of the Task and Finish Group in May 2017. It was agreed that a briefing paper would be presented to the September BDC meeting outlining the progress on the various work-streams and the timescales for each project.

A lengthy discussion ensued regarding Indicator L2 (Performance Reviews Completed by 30 June) where it was noted that a slight improvement was made in July but nowhere near the target of 90%. The Director of HR&CS advised that his HR team are sending out constant reminders to staff across the organisation encouraging them to complete the appraisal process on HRPTS. The Chair on behalf of members reiterated the Boards view of the importance of this issue and the Director of HR&CS assured members that his HR team will continue to be pro-active around the issue of staff appraisals.

Members noted the Corporate Balanced Scorecard.

9. BSTP - Shared Services Project - Highlight Report – Paper BSO 61/2017

The Director of Operations presented paper BSO 61/2017 which was the BSTP Shared Services Project Highlight Report and updated the Board on progress against key milestones and timelines set for completion of projects within Shared Services.

The penultimate meeting of the BSTP Programme Board took place on 10 July 2017 where the BSTP Financial Benefits Realisation Paper detailing the realisation of revenue savings as a result of the programme was presented. A key action for BSO emanating from the meeting is to reconcile the Business Case benefits to allow this project to formally close and transfer to Business as Usual (BAU) status. It is envisaged that the last programme board meeting will take place in the Autumn.

There was also discussion about the role of the new Strategic Resourcing Forum and Board members asked for regular updates on the progress of the action plan and particularly as it affects Recruitment Shared Services.

The Board noted the report provided.

10. Report on BSO Prompt Payment for Period Ending 31 July 2017 – Paper BSO 62/2017

The Chief Executive presented paper BSO 62/2017 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in July 2017 by Payment Shared Services. It was noted that 93.62% of HSC invoices had been paid within 30 calendar days.

The Board noted the report provided.

11. PALs Assurance Report – October 2016 – March 2017 – Paper BSO 63/2017

The Director of Operations presented paper BSO 63/2017- Procurement Assurance Report for the period October 2016 – March 2017. Members commented on the great performance by PALs on the tender renewal process, ie 100%.

Members noted the PALs six monthly Assurance Report.

12. Annual Business Plan Performance Report – Period ending 30 June 2017 – Paper BSO 64/2017

The Director of CCP presented paper BSO 64/2017 which set out a summary exception report on the performance against the Annual Business Plan for 2017/18 as at 30 June 2017. It was noted at the end of quarter one of 2017/18 80% of the actions within the Business Plan were reported as complete within the agreed tolerance level.

Members noted the Annual Business Plan Performance Report for period ending 30 June 2017

13. Board Governance Self Assessment 2017 – Paper BSO 65/2017

The Chair presented paper BSO 65/2017 which set out the Board Self Governance Self-Assessment questionnaire and associated Action Plan for 2017. She explained to members the process she and the CCP team undertook in producing the self- assessment documentation and advised that she would establish a working group to produce the 2018 assessment. She further

advised members of her intention to produce a specific BSO Board self- assessment document for presentation to the Board in the Autumn.

Members approved the Board Governance Self-Assessment for 2017.

14. Governance and Audit Committee (GAC)

(i) Report from GAC Meeting – 17 August 2017

The Chair of GAC briefed members on the key issues considered at an additional meeting of GAC on 17 August 2017 to review progress on a number of Limited and Unacceptable Internal Audit Reports issued in 2016/17 which included Payroll and Recruitment and Selection Shared Services.

(ii) Minutes of GAC Meeting held on 9 June 2017 – Paper BSO 66/2017

Members noted the minutes of the GAC meeting held on 9 June 2017.

15. Presentation on General Data Protection Regulations (GDPR) – Paper BSO 67/2017

Mr Alan McCracken, BSO Information Management Officer made a presentation to members on the implementation of the GDPR which comes into force on 24 May 2018. He advised that BSO has already completed a self- assessment based on the toolkit provided via the Information Commissioners Office (ICO) which has highlighted a number of actions for BSO to ensure readiness. It was agreed that the Board would be provided with regular updates on this issue.

16. Draft Board and Committee Meeting Dates for 2018/19 – Paper BSO 68/2017

The Chair presented paper BSO 68/2017 setting our proposed dates of Board and Committee meetings for 2018 and 2019. A final version of the schedule will be circulated to members once the template is fully populated.

17. Any Other Business

The Chair reminded members that the BSO Annual Charity Dinner Dance will take place on 27 April 2018.

18. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 28 September 2017 at 10.00am in the Conference Room, Recruitment and Selection Shared Service Centre, Rosewood Villa, 73 Loughall Road, Armagh.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____