

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundredth and second meeting of the Board of the Business Services Organisation was held on Thursday 26 October 2017 at 10.00 am in the Boardroom , BSO, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon

Mr Mark Campbell

Miss E P Gordon

Mr Jeremy Stewart

Professor Dorothy Whittington

Mr Liam McIvor (Chief Executive)

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

Mrs Wendy Thompson (Director of Finance – DoF)

In Attendance:

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

Mr Alphy Maginness (Chief Legal Adviser)

Ms Amanda Mills (Board Secretary)

1. Chair's Welcome and Opening Remarks and Apologies

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 Meetings held on 28 September 2017*

The minutes of the meeting held on 28 September 2017 were agreed as a true and accurate record of proceedings.

4. Matters Arising from Minutes

- (i) *Action Template – Paper BSO 79/2017*

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

5. Chair's Report

The Chair updated members on meetings she had attended during October 2017 which included an initial meeting of the Interview Panel for the Director of HR&CS post to discuss the recruitment and selection process. The Chair advised that the BSO Charity Coffee Morning in aid of the

Friends of the Cancer Centre is scheduled to take place on Thursday 30 November and encouraged members to attend if they were available.

6. Chief Executive's Report

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

(i) Meeting with Chief Nursing Officer (CNO) – Department of Health (DoH)

The Chief Executive briefed members on a meeting he and the Head of Clinical Education Centre (CEC) had with the CNO, DoH on 10 October 2017 to discuss the performance of CEC and how CEC could become a more integral part of the senior nursing team within NI. Of particular interest CEC were asked to produce a proposal to train the next cohort of nurses following the recruitment process for international recruitment.

(ii) Education Authority

The Chief Executive and Director of Operations met with the Chief Executive of the Education Authority on 13 October 2017 to explore the potential for delivering a Procurement and Logistics Service to Education Authority. At the meeting the Chief Executive outlined the legislative constraints on BSO providing services to other public bodies.

(iii) FPL System Upgrade

The Chief Executive briefed members on ongoing performance issues relating to the upgrade of the Finance, Procurement and Logistics (FPL) System on 5 October 2017. BSO has been working closely with the supplier on finding a solution to the performance issues, a number of which have been resolved. The situation is improving and communiques and desk top alerts are being sent to customers on a daily basis. The Chief Executive is meeting with the Supplier's Managing Director on Thursday 2 November 2017 where all the systems issues will be explored in full with a view to advising on early resolution. A Lessons Learned review will be produced once the system is back in Business as Usual (BAU) mode.

(iv) HRPTS Performance Issue

Members were also briefed on a performance issue with the Human Resource, Payroll, Travel and Subsistence System (HRPTS) portal. He advised that recently the portal is experiencing difficulties in meeting service demand. The Interim Head of Shared Services has written to the Supplier requesting urgent action be taken to re-stabilise system performance urgently. Members were re-assured that the performance issue did not impact on Staff's monthly pay, however, staff experienced delays in accessing their pay statement on the system. ITS are working with the supplier to identify the root problem and take corrective action.

(v) ITS System – Outage

The Chief Executive informed members of an IT System outage which occurred on Friday 20 October 2017 affecting a number of clinical systems but primarily RISOH (Cancer System) and a number of interfaces to Electronic Care Record (ECR). Engineers were called in immediately to diagnose the problem and ITS on-call and volunteer staff worked through the weekend to ensure service impact was minimised. Changes were implemented on Monday 23 October 2017 which resolved the RISOH connectivity issues. A SEA Report will now be produced and presented to the Board for information. In answer to a question from a Board member the Chief Executive

confirmed that regular communications were sent to Trusts all through the weekend of 21 and 22 October 2017. Board members once again voiced their concern about the importance of implementing a more formal arrangement for 24/7 cover and IT support arrangements to support BSO regional systems and the wider regional network. The Chief Executive advised that he will now write to the Director of E Health and External Collaboration, HSCB expressing the Board's concerns over the delay of approval of the Business Case for investment in extended IT support for BSO regional services. He also informed members that he has requested that this matter be placed on the agenda for the BSO mid- year accountability review meeting with the DOH scheduled for 21 November 2017.

There was considerable concern articulated by Board members, particularly in relation to the failure of third party service providers. However, there was also a consensus among Board members, that their support should be conveyed to those BSO staff dealing with the fallout from these failures.

7. Items for Approval

There were no agenda items for approval.

8. Items for Discussion

8.1 Financial Matters

(i) Finance Report – Month 6 – Paper BSO 80/2017

The DoF presented paper BSO 80/2017; a finance report for the six month period ended 30 September 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.

Members noted the Finance Report.

8.2 BSO Corporate Risk and Assurance Report – Paper BSO 81/2017

The Director of CCP presented Paper BSO 80/2017 which set out the recent changes to the Corporate Risk and Assurance Report for the period ended 30 September 2017 and to outline the progress made to date on risk actions.

One additional risk has been added to the Register relating to cybersecurity and the impact of a cyber-attack on regional systems. Members were advised that she had recently attended a workshop on cyber security and assured members the importance that BSO is placing on this matter. Mr Stewart advised that the Corporate Risk and Assurance Report had been considered by the GAC at its meeting on 17th October 2017 and in particular the issue of Cybersecurity had been debated at length. The Director of CCP stated that the Report had been presented to SMT for review on 25 October 2017 where it had been updated so the report presented to today's Board meeting was in fact now out of date. Discussion ensued about the sequencing process for presenting the report to SMT, GAC and the Board and recognised that this process needs to be reviewed. It was agreed that the CX Office would arrange a meeting between the Chair, Chief Executive, Chair of GAC and Director of CCP to review the process. Miss Gordon suggested that it would be helpful if future reports could include timescales and if a timescale is amended a reason to be inserted in the comments column to substantiate the change.

Members noted the Corporate Risk and Assurance Report.

8.3 Assessment of BSO Board Effectiveness – Paper BSO 82/2017

The Chair presented Paper BSO 82/2017 setting out a questionnaire to evaluate the effectiveness of the BSO Board. The Chief Executive suggested that the survey be created using Survey Monkey software. A link will be emailed to members asking for responses to be completed within two weeks and the results to be presented to the November Board meeting.

9. Items for Noting

9.1 Corporate Balanced Scorecard – Paper BSO 83/2017

The Director of CCP presented paper BSO 83/2017 which set out the performance of key service areas in the BSO for the period up to 30 September 2017. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

Members again raised concern relating to Indicator C9 – “General Recruitment – Overall Time to Fill (HSC wide) within 70 days”. The Director of CCP reported on the underlying issues relating to the failure to meet the interim target and it was agreed that a progress report on the Strategic Resourcing Innovation Forum (SRIF) work-plan should be presented to the November Board meeting.

Members noted the Corporate Balanced Scorecard.

9.2 BSTP - Shared Services Project - Highlight Report

The Chief Executive reminded members that the last meeting of the BSTP Programme Board will take place on 6 November 2017 where it is expected to formally close the project and move to business as usual under the governance umbrella of the Business Systems Forum (BSF).

The Board noted the report provided.

9.3 Report on BSO Prompt Payment for Period Ending 30 September 2017 – Paper BSO 84/2017

The Chief Executive presented paper BSO 84/2017 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in September 2017 by Payment Shared Services. It was noted that 93.41% of HSC invoices had been paid within 30 calendar days.

The Board noted the report provided.

9.4 Northern Ireland Infected Blood Scheme – Paper BSO 85/2017

The Director of Finance presented Paper BSO 85/2017 for members’ information regarding the NI Infected Blood Scheme which BSO has been asked to administer on behalf of the DOH with effect from 1 November 2017. In answer to a question from a Board member the DoF confirmed that an SLA with the DOH has been drafted for the provision of the administration of this scheme and assured members that full funding will be provided for both the scheme administration and the payments to individuals.

Members noted the position.

9.5 Executive Summary of Annual Reports for Financial Year 2016/217 for HSC Research Ethics Committees – Paper BSO 86/2017

The Director of CCP presented paper BSO 86/2017 which set out the activity undertaken by the Research Ethics Committees (RECs) in 2016/17. Members were asked to note that both RECs (A and B) continue to have the most efficient Key Performance Indicators (KPIs) in the UK exceeding the KPI targets on ethical decision timelines in all areas.

Members noted the Executive Summary for the RECs for 2016/17.

9.6 International Travel

Members were asked to note the international travel arrangements for the Head of Encompass, Mr Gary Loughran to attend an EU Workshop on GDPR in Brussels on 22 and 23 October 2017.

9.7 Annual Business Plan Performance Report – Period ending 30 September 2017 – Paper BSO 87/2017

The Director of CCP presented paper BSO 87/2017 which set out a summary exception report on the performance against the BSO Annual Business Plan for 2017/18 as at 30 September 2017. It was noted that at the end of quarter two 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 the period ending 30 September 2017.

10. Reports from Committees

10.1 Business and Development Committee (BDC)

(i) Report of Meeting held on 20 October 2017

The Chair of BDC briefed members on the key issues considered by the BDC at its meeting on 20 October 2017. Members received an update on the number of performance appraisals recorded on HRPTS where it was noted that there has been a significant increase of appraisals recorded. The Committee considered a revised Complaints Policy and Associated procedure which will be presented to the November Board for formal ratification. Members were advised that the BDC meeting will be held on a quarterly basis to align with with the presentation of the quarterly HR&CS Reports.

(ii) Minutes of Meeting held on 14 September 2017 – Paper BSO 88/2017

Members noted the BDC Minutes of 14 September 2017.

10.2 Governance and Audit Committee (GAC)

(i) Report of Meeting held on 17 October 2017 – Paper BSO 89/2017

The Chair of GAC briefed members on the key issues considered at the GAC meeting held on 17 October 2017. At the meeting a number of Internal Audit reports were considered and whilst it was acknowledged that BSO and the wider HSC were actively progressing the outstanding recommendations a number of significant issues still remain to be addressed. Therefore it was

agreed that an additional GAC was required to take place in November to further monitor progress.

(ii) Minutes of Meeting held on 17 August 2017 – Appendix A

Members noted the GAC minutes of 17 August 2017.

(iii) GAC Terms of Reference – Appendix B

Members considered and approved a revised GAC Terms of Reference.

(iv) Draft Mid Year Assurance Statement – Appendix C

The Chair of GAC presented the final draft Mid-Year Assurance Statement for 2017/18 for review.

The Board approved the final draft of the mid-year assurance statement and noted that this would now be signed by the Chief Executive.

11. Any Other Business

(i) BSO Communications Strategy

Miss Gordon requested that the Board be provided with an update on the implementation of the BSO Communications Strategy for the November Board meeting.

(ii) BSO Strategic Planning Day

The Chief Executive informed members that BSO are holding their Strategic Planning Day for BSO Directors and Heads of Service Areas on Wednesday 8 November 2017. Members will be briefed at the November Board meeting on the key issues emerging from the day.

12. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 23 November 2017 at 10.00am in the Boardroom, BSO Accounts Payable, Greenmount House, Woodside Industrial Estate, Woodside Road, Ballymena, BT42 4TP.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____