

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The ninety second meeting of the Board of the Business Services Organisation was held on Thursday 22 December 2016 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon	Mr Liam McIvor (Chief Executive)
Mr Alan Hanna	Mr Hugh McPoland (Director of HR &CS)
Mr Greg Irwin	Ms Wendy Thompson (Director of Finance)
Mr Robin McClelland	Mr Sam Waide (Director of Operations)
Mr Jeremy Stewart	
Prof Dorothy Whittington	

In Attendance:

Mrs Karen Bailey (Director of Customer Care and Performance)
Mr Alphy Maginness, (Chief Legal Adviser)
Ms Amanda Mills (Board Secretary)

1. Apologies

An apology for absence was received from Ms E P Gordon.

2. Chairman's Business

The Chair welcomed everyone to the newly constituted Board of the BSO. At the invitation of the Chair each member provided a brief introduction of themselves. New Board members have been provided with information packs as part of the induction process, with meetings organised with Chair and Chief Executive.

3. Minutes

(i) *Minutes of Meetings held on 24 November 2016*

The minutes of the meeting held on 24 November 2016 were agreed as a true and accurate record of proceedings.

4. Financial Matters

(i) *Finance Update – November 2016 – Paper BSO 100/2016*

The Director of Finance presented paper 100/2016 which was her Financial Report for the eight month period ended 30 November 2016.

The summary financial position for the period reported a surplus for the first eight months and forecasted a year end breakeven position. The Director of Finance then summarised the main

financial trends for the period covering Core Services, ITS Programme, Trading and Management services.

Members were advised that the Director of Finance in the Department of Health (DoH) has written to BSO asking for scenario planning around cash releasing savings in 2017/18 based on RRL reductions of 2%, 5% and 15%. A range of savings proposals will be presented to SMT for consideration early in the New Year. It was recognised that this level of savings will present some real challenges for the organisation, particularly around BSO's flexibility to address new and continually growing customer demands.

The Board noted the financial position.

5. Chief Executive's Report

The Chief Executive provided an update on key business meetings which he had attended following the previous Board meeting. The Board noted the following updates:

(i) NI Public Shared Services Network

The Chief Executive advised that at the last meeting of the NI Public Shared Services Network members considered the first draft of the Outline Business Case (OBC) for this project. A number of amendments were suggested to the options appraisal document and the amended draft will be presented to project board members in the New Year.

(ii) Official Opening of NI Public Sector Shared Data Centre

The Minister of Finance opened the Shared Data Centre facility in Telephone House on 30 November 2016. At the event the Chief Executive had the opportunity to inform him of the BSO's involvement in the programme and of recent engagement with its counterparts in the Republic of Ireland.

(iii) HSC Partnership Forum

The Minister of Health has established a Strategic Health Partnership Forum with membership comprising of HSC Chief Executives, key stakeholders across the HSC and trade union officials. The second meeting took place on 1 December 2016 where a draft terms of reference was considered. The Forum is scheduled to meet on a quarterly basis.

(iii) EHCR

Mr Gary Loughran has been appointed as EHCR Programme Director and took up post in mid December 2016. At the invitation of the Chairman, the Chief Executive briefed members on the EHCR project along with the Infrastructure and Applications Review.

(iv) NI Public Sector Shared Services Programme Board

The Chief Executive briefed members on the NI Public Sector Shared Services Project which has been established to consider the development of shared services across the public sector, ie HR, Payroll, Finance and IT. The Chief Executive is a member of the Shared Services Programme Board, which is chaired by the Head of the Civil Service, and membership also includes a number of Permanent Secretaries as well as representatives from the current shared services across the Public Sector. BSO has been asked to support this project and to that end a number of its key staff

have been seconded to work and support this project. The Chair suggested that a presentation should be made to Board members on this programme in the near future.

(v) ***Payroll***

The Chief Executive briefed members of a meeting with Unison officials relating to their concerns about the operation of the Payroll system. The Director of Human Resources and the Acting Head of Shared Services also attended the meeting which proved to be a very useful and positive meeting. It was recognised at the meeting that a significant amount of issues were outwith the BSO Payroll Directorate and in the majority of cases the responsibility belonged to the employee's line manager. To that end it was agreed that BSO will produce a "How to" guide to assist staff manage payroll processes and issues.

The Chief Executive also informed members that he had received correspondence from two Trust Chief Executives regarding General Ledger Interface and Payroll issues, specifically around the calculation of Employers Pension Contributions. BSO has implemented a programme and is taking appropriate action to resolve this matter. A communique will be sent out to Trust Chief Executives informing them of this affirmative action.

(vi) ***Transformation Implementation Group (TIG)***

The Chief Executive advised members that the Permanent Secretary has established a Transformation Implementation Group (TIG) comprised of the Top Management Team in the DoH, HSC Chief Executives and other stakeholders. The Group has met on two occasions and a terms of reference has been agreed. The purpose of the group is to provide the strategic leadership to oversee and make decisions on the design, development and implementation of the Minister's vision for health and social care – "Health and Well-being 2026:- Delivering Together" BSO has been assigned to one workstream relating to Social Care Clauses.

6. Corporate Risk and Assurance Report 2016/17 – Paper BSO 101/2016

The Director of Customer Care and Performance presented paper BSO 101/2016 which set out the amendments to the Corporate Risk and Assurance Report made between September and December 2016. Members were advised that a workshop to review the Corporate Risk Register in depth is scheduled to take place in the New Year which will assist members to gain a better understanding of services provided by BSO.

Members noted the Corporate Risk and Assurance Report for 2016/17.

7. BSTP - Shared Services Project - Highlight Report – Paper BSO 102/2016

The Chief Executive in tandem with the Director of Operations presented paper BSO 102/2016 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

Members were advised that the BSTP programme is unable to formally stand down until E Recruitment is fully deployed across all HSC Trusts. Three Trusts are still to fully deploy to E Recruit however an action plan has been produced and it is envisaged that the remaining Trusts will be fully deployed by Q2 2017.

The Board noted the report provided.

8. Report on BSO Prompt Payment for Period Ending 30 November 2016 – Paper BSO 103/2016

The Chief Executive presented paper BSO 103/2016 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2016 to November 2016 by Payment Shared Services. It was noted that 94.05% of HSC invoices had been paid within 30 calendar days. He advised that proposals are in place to implement both the Cloud and Self Billing process which will increase the number of invoices to be paid and ultimately improve the prompt payment figures.

The Board noted the report provided.

9. FPS Payment Systems Benefits Realisation Report – Paper BSO 104/2016

The Director of Operations presented paper BSO 104/2016 which set out an overview of progress of the FPS Payment Systems Project.

The Board noted the report provided.

10. Board Assurance Report – Procurement – Paper BSO 105/2016

The Director of Operations presented paper BSO 105/2016 which set out two Procurement Assurance Reports for the periods April 2015 to March 2016 and April 2016 – September 2016 respectively.

Members noted the Board Assurance Reports on Procurement.

11. BSO Draft Corporate Plan 2017-22 and Draft Annual Business Plan 2017/18

The Director of Customer Care and Performance informed members that BSO is in the process of producing its five year Corporate Business Plan for 2017 – 2022 and supported with an Annual Business Plan for 2017/18. The first draft of both plans will be presented to the February Board meeting for members comment and endorsement. A draft output from the BSO's senior level planning workshops which took place in October and November 2016 was also presented for member's consideration. The template included proposals on a revised Mission, Corporate Objectives and Values for the organisation for the next five years. The timetable for production of both plans was discussed and it was recognised that the organisation has to produce these documents within a very tight timetable which is determined by the DoH. It was suggested and agreed, if possible, that a first cut of the plan should be circulated to Board member in advance of the February Board meeting to allow members to provide some constructive feedback.

Members noted the position.

11. SEA Reports – Paper BSO 107/2016 refers

The Director of Customer Care and Performance presented paper BSO 107/2016 detailing two Significant Event Audit Reports (SEA) which occurred in August and September 2016 relating to BSO ITS Directorate. She advised that normally SEA Reports would be presented to the Business and Development Committee for discussion but as this committee had temporarily been stood down she thought it appropriate to bring it to the attention of the Board.

Members noted the two SEA reports.

12. **Any Other Business**

(i) ***Board Meetings for 2017***

The Chair advised that she has discussed the schedule for Board meetings in 2017 with the Chief Executive and it would be her intention to hold the meetings on the 4th Thursday of each month with a start time of 10.00 am. It was agreed that the Chief Executive's Office will send out a schedule of the Board and GAC meetings for 2017 to members.

(ii) ***Business and Development Committee***

The Chair stated that now that the Board is back to its full complement of membership that the Business and Development Committee should be re-convened. The Chair has discussed this matter with Greg Irwin who was chair of the Committee prior to it standing down in October 2016 and has agreed that Robert Bannon and Patricia Gordon will be co-opted as members.

The Chief Executive's Office will arrange for the Committee to meet in the New Year.

(iii) ***BSO Disability Champion***

The Chair advised that Professor Dorothy Whittington will become the BSO's Disability Champion from 1 April 2017. Robin McClelland is the current Disability Champion until 31 March 2017.

13. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 26 January 2017 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____