

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The sixty ninth meeting of the Business Services Organisation was held on Thursday 29 January 2015 at 2.00 pm in the Boardroom, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy
Mr Alan Hanna
Mr Greg Irwin
Mrs Hilary McCartan
Mr Robin McClelland
Mr Brian McMurray
Mr Gerald Strong

Mr David Bingham (Chief Executive)
Mr Patrick Anderson (Director of Finance)
Mr Hugh McPoland (Director of HR&CS)
Mr Sam Waide (Director of Operations)

In Attendance:

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

1. Apologies

An apology for absence was received from Sean Mahon.

2. Chairman's Business and Welcome Remarks

The Chairman welcomed everyone to the meeting and at the outset advised that due to the inclement weather he aimed to close the Board meeting sometime after 4.30 pm as some members had a considerable distance to travel home.

He reported that the final meeting of the Gartner sub Group took place earlier in the day and he was pleased to announce that the replication of all live backup nodes is now 100% complete. Plans are now underway to test the HP mobile solution which will involve the restoration of the GP out of Hours system from the 3rd copy backup to HP equipment hosted in the mobile Disaster Recovery solution located on the Boucher Crescent site. It is proposed that similar tests will take place on a yearly basis. It was agreed that the Gartner sub group will be stood down and any issues relating to the Gartner recommendations will be presented to the new BSO Business Committee.

Members endorsed this proposal.

3. **Minutes of Meeting held on 18 December 2014**

The minutes of the meeting held on 18 December 2014 were agreed subject to a minor amendment. Once the amendment is made the Chairman will sign the minutes.

4. **Matters Arising from Minutes**

It was noted that any matters arising from the December Board meeting would be covered in today's agenda.

5. **Chief Executive's Report**

(i) ***Donaldson Report – “The Right Time, The Right Place”***

Members were advised that the Donaldson Report – “The Right Time – The Right Place” has been published and circulated to HSC organisations. A copy of the Minister's Press Release and the recommendations emanating from the report was tabled to members. The Chief Executive's Office will email the full version of report to members.

(ii) ***Expansion of Shared Services – Concept Paper***

The Chief Executive advised the Permanent Secretary requested that the BSO produce a “concept paper” to look at other areas where BSO would potentially extend its current range of shared services. BSO responded and outlined 4 areas for consideration:- Shared Data Centres and Systems Support, Extension of BSO Client Accounting Services to Trusts and Regional Bodies, Creation of a Regional Employment Bank and E Locum Service and Leadership Development. It was recognised that there will need to be a planned approach in taking each of these areas of work forward and in light of this BSO has requested if feasibility studies could be carried out, and depending on the outcomes, there would be an agreed project plan to write Outline Business Cases (OBCs).

The Chief Executive is scheduled to meet the Permanent Secretary at the beginning of February 2015 for an update on the expansion of shared services. It was agreed that subject to the outcome of that meeting he would inform the HSCB of the BSO's proposal to provide a complete managed ITS service to HSC. The Chief Executive will keep the Chairman apprised of progress during his update meetings.

(iii) ***Stand Down of Legal Challenge***

The Chief Executive advised members that the legal challenge in respect of the Shared Public Data Centre project has been stood down.

(iv) ***Cross Cutting Reform Working Group***

The Chief Executive has been nominated by the Department to be a member of a working group to look at cross-cutting reform. The inaugural meeting is scheduled for 30 January 2015 where a terms of reference will be agreed.

(v) ***E-Challiance International Network of Connected Health Ecosystems Conference***

The Chief Executive reported that following approval by the Chairman he attended a conference in Brussels on 27 and 28 January 2015 hosted by NI E-Challiance.

6. **Financial Matters**

(i) ***Finance Report – December 2014 – (Paper BSO 1/2015)***

The Director of Finance presented a summary finance report for the nine month period ended 31 December 2014.

Section 2 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 had primarily been generated by core services offset by a deficit within managed services and trading. It was noted that the deficit on managed services is due to a higher level of expenditure than budgeted associated with the Healthy Start Programme, although the level of overspend had moderated compared to 2013/14. The finance report also reflected the outcome of the detailed Latest Best Estimate (LBE 2) exercise, which indicated a projected year end breakeven position.

It was noted in the Balance Sheet that stock levels held by PaLS had fallen due to optimised delivery schedules and a greater level of confidence amongst PaLS's customer base.

The Director of Finance briefed members on the planned reductions to RRL funding in 2015/16. To that end the Director of Finance, in conjunction with SMT, has commenced working on the production of the BSO service offering and budget for 2015/16.

Members noted the position.

7. **Establishment of a new Board Committee (Paper BSO 2/2015)**

The Chairman presented paper BSO 2/2015 which outlined the proposed terms of reference for the new Board Business Committee. The Chairman informed members that he had asked Greg Irwin to take on the role as Chair of the Committee for a year in the first instance and explained the rationale of his decision to members. The other members of the Business Committee would be: Mr Strong, Mr Hanna and Mr Mahon. It was also agreed that the Director of Human Resources and Corporate Services would be the designated director to be in attendance at the meetings and the Chief Executive's Office would act as Secretary to the Committee.

Members approved the draft terms of reference subject to the amendments discussed and it was agreed that the Committee will come into immediate effect, ie 29 January 2015. Mr Irwin will ask the Chief Executive's Office to convene the inaugural meeting in the near future.

8. **BSTP Benefits Realisation (BRP) Highlight Report – (Paper BSO 3/2015)**

The Director of Operations presented paper BSO 3/2015 setting out an executive summary for the Benefits Realisation Project (BRP).

Members noted the position.

9 (i). **BSTP Shared Services Highlight Report – (Paper BSO 4/2015)**

The Chief Executive presented paper BSO 4/2015 setting out an executive summary for the Shared Service Project.

Members noted the position.

9 (ii). **Report on BSO Prompt Payment for Period Ending 31/12/14 – Paper BSO 5/2015)**

The Chief Executive presented paper BSO 5/2015 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April to December 2014 by the BSO Shared Services Accounts Payable Department. Members were advised that the Governance and Audit Committee had recommended that the Prompt Payment Reports should be presented to the Board on a monthly basis for information.

Members noted the position.

10. **Update on the FPS Replacement System – (Paper BSO 6/2015)**

The Director of Operations presented paper BSO 6/2015 which set out an overview of progress of the FPS System Implementation project.

It was noted that the first Dental payment was made on 19 January 2015.

UAT testing on the GP Payments System has been extended by four weeks due to key FPS staff having to focus on ensuring the Dental pre and post go live issues were resolved.

Members noted the position.

11. **Provision of a Managed ITS Service to NIFRS**

Mr Hanna requested that he be excused from the meeting during consideration of this issue due to a conflict of interest.

The Director of Customer Care and Performance presented paper BSO 7/2015 setting out BSO's proposal to deliver an IT managed service to the NI Fire and Rescue Service (NIFRS). She explained the background to this proposal and advised that BSO ITS staff undertook a thorough review of the current ICT provision within NIFRS which culminated in a number of recommendations which were set out in the proposal. A lengthy discussion ensued and it was noted that there was a proposal that NIFRS may move to the Department of Justice, and if that was the case would BSO would be able to provide the service. The risks associated with taking on this service were also discussed however the Chief Executive assured members that the organisation recognised the risks involved but were confident that BSO could take on this service. To that end members approved the proposal for BSO to take on a managed IT Service for NIFRS.

12. ***Human Resources and Corporate Services***

(i) ***HR&CS Report – Paper BSO 8/2015***

The Director of Human Resources and Corporate Services presented paper BSO 8/2015 which set out a range of workforce information relating to BSO staff for the period April – December 2014. Staff absence continues to be an issue of concern and HR is currently working on the BSO's Absence Management policy in liaison with Occupational Health to make it more robust. In conjunction with Occupational Health BSO has introduced a series of workshops for stress related issues as it was noted that mental health related illness currently accounts for 30% of the current absence. Mr McPoland advised that he had received notification from Trade Unions of the intention to ballot their members regarding proposed industrial action scheduled for 13

March 2015. It was agreed that if the Industrial Action goes ahead a business continuity plan should be enacted to ensure as normal working arrangements as possible on the day.

Mr Strong requested that in future reports he would like reference made to any additional costs incurred iro staff absence resulting, eg if a member of staff is off on long term sick leave and BSO has to cover the vacant post with a recruitment agency member of staff. Mr McPoland agreed to give consideration to this matter for inclusion in future reports.

Members noted the HR&CS Report.

(ii) **Policy for Reporting of Adverse Incidents – Paper BSO 9/2015**

It was agreed to defer consideration of this policy and place it on the agenda for the new BSO Business Committee. The policy will need to be amended to reflect that the Policy will be considered by the Business Committee rather than the Board. The Director of HR&CS will make the necessary changes and present to new Board committee.

(iii) **BSO Publication Scheme – Paper BSO 10/2015**

The Board considered and approved the revised Publication Scheme which takes into account the recent changes proposed by the Information Commissioner's Office relating to Health Service bodies.

(iv) **BSO Health and Well-Being Strategy – Paper BSO 11/2015**

Members considered and approved the BSO's Health and Well-Being Strategy which forms a key element of the approach to managing staff attendance and was an integral action arising from the implementation of the Corporate HR Strategy.

13. **Policy on Validation and Monitoring of Professional Registration – Paper BSO 12/2015**

Members considered and approved subject to a minor amendment on para 10 the draft policy on Validation and Monitoring of Professional Registration. It was suggested and agreed that SMT should consider drafting a similar policy document for non-clinical registrations, eg CPD.

14. **Customer Care and Performance**

(i) ***BSO Corporate Balanced Scorecard – Paper BSO 13/2015***

Members noted the BSO's Corporate Balanced Scorecard for the period ended December 2014.

(ii) ***BSO Benchmarking Update – Paper BSO 14/2015***

It was agreed to defer consideration of this matter until the February Board meeting,

(iii) ***Annual Business Plan Performance Report for period ending 31 December 2014 – Paper BSO 15/2015***

It was agreed to defer consideration of this matter until the February Board meeting.

15. **SEA Audit Report – NIPACS – Paper BSO 16/2015**

The Director of HR&CS presented paper BSO 16/2015 setting out details of a Significant Event Audit (SEA) Report relating to an incident relating to the NIPACs service which is a regionally managed diagnostic imaging service managed by ITS. The issues have now been addressed and the SEA Report has been forwarded to the HSCB for action.

Members noted the SEA Audit Report.

16. **Report from GAC Meeting on 13 January 2015 – Paper BSO 17/2015**

The Chair of the Governance and Audit Committee presented paper BSO 17/2015 setting out the key issues which were considered at the GAC meeting on 13 January 2015.

Members noted the Report of the GAC meeting held on 13 January 2015 and also the minutes of the GAC meeting held on 14 October 2014.

17. **Pension Reform – Update**

The Director of Operations updated members recent developments iro the implementation of pension reform on 1 April 2015. The Pension Reform Project Board meet on a regular basis and workshops have been taking place across the HSC to brief staff on major changes on pension reform.

Members noted the position.

18. **AOB**

There was no any other business.

19. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 26 February 2015 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____