

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The seventieth meeting of the Business Services Organisation was held on Thursday 26 February 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 Brian McMurray
Mr Sean Mahon
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 Mr Robin McClelland.

2. Chairman's Business and Welcome Remarks

The Chairman welcomed everyone to the meeting and at the outset welcomed Mr Will Young from the Leadership Centre who was attending as an observer to fulfil the recommendation in the Board Self Governance Assessment Tool whereby this year's assessment has to be verified by an external assessor. The Chairman also welcomed Mr Ali Raza, a Graduate Management Trainee based in Belfast Trust who wished to observe the proceedings of a HSC sector Board meeting.

The Chairman referred to the Board workshop held prior to today's Board meeting where members reviewed the BSO's Corporate Scorecard. The Chairman stated that he found the workshop very useful and a good opportunity to get issues debated.

At the invitation of the Chairman, Mr Greg Irwin, Chair of the BSO Business Committee briefed members on the issues raised at the inaugural meeting which took place earlier in the day.

3. **Minutes of Meeting held on 29 January 2015**

The minutes of the meeting held on 29 January 2015 were agreed subject to a minor amendment. Once the amendment is made the Chairman will sign the minutes.

4. **Matters Arising from Minutes**

(i) ***Action Sheet Arising from Meeting held on 29 January 2015 (Paper A1)***

The actions arising from the Board meeting held on 29 January 2015 were noted by members.

The Chief Executive reported that he had received correspondence from Unison advising that their members have voted for strike action on 13 March 2015. As yet there has been no formal confirmation from NIPSA. The impact of the proposed Industrial Action will be considered by SMT.

(ii) ***Pension Reform Update – Minute 17 refers***

The Director of Operations informed members that the project to ensure the implementation of Pension Reform is delivered by the implementation date remains on target. It was agreed that the Director of Operations will provide a detailed report to the March Board meeting.

5. **Chief Executive's Report**

(i) ***Expansion of Shared Services***

The Chief Executive advised that the Permanent Secretary had written to Chief Executives of ALBs requesting additional information regarding the on-going review of administrative structures within the HSC. One of the areas highlighted in the Departmental correspondence was a request for ALBs to explore the scope for any expansion of shared services to be provided by BSO in order to improve efficiency and effectiveness. The closing date for responses is Friday 6 March 2015. Members were encouraged by this correspondence however enquired if BSO would be allocated additional resources if the organisation took on any additional areas of work. The Chief Executive reported that NIFRS has already signed an agreement for BSO to provide ITS and it is expected that BSO will also provide Procurement services in the near future.

(ii) ***Honest Broker Services (HBS)***

Members were advised that the demand for the HBS is continuing to increase and to that end the Department has provided the BSO with Ministerial approval to charge for this service. A charging methodology based on cost recovery has been agreed.

(ii) ***Attendance at Audit Committee Meetings***

The Chief Executive, the Director of Finance and the Head of Shared Services have recently attended meetings of the Western Trust and Nipic Audit Committee meetings to discuss the cost of Shared Services. The meetings proved to be very positive as it clarified issues relating to Shared Services for both organisations.

6. **Financial Matters**

(i) ***Finance Report – January 2015 – (Paper BSO 18/2015)***

The Director of Finance presented a summary finance report for the ten month period ended 31 January 2015.

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.

The Director of Finance stated that the Department have confirmed that BSO's RRL funding for 2015/16 will be reduced by 15%. SMT have already discussed and agreed a range of measures which will deliver the savings required and have also briefed the Department on the actions agreed. Meetings have also commenced with customers on SLAs and the Service Offering for 2015/16.

Members noted the position.

7. **Draft Corporate Strategy for 2015/18 and Draft Business Plan for 2015/16 – (Paper BSO 19/2015)**

The Director of Customer Care and Performance presented the draft corporate strategy for 2015/18 and the draft annual Business Plan for 2015/16 for members' approval. Subject to Board members' approval both documents will be submitted to the Department for comment and approval. It is envisaged that the revised documents will be brought back to the March Board meeting for final approval.

The draft documents were approved for onward transmission to the Department subject to a few amendments by members.

8. **BSO Corporate Balanced Scorecard – (Paper BSO 20/2015)**

The Director of Customer Care and Performance presented paper BSO 20/2015 setting out the performance of key services areas in the BSO for the period up to January 2015.

At the invitation of the Chairman, the relevant Directors briefed members on the rationale of the indicators which were highlighted either amber or red. The Director of Human Resources and Corporate Services advised that absence levels are pro-actively monitored by SMT on a monthly basis and within each Directorate on a case by case basis. It was agreed that an update report on sickness absence should be presented to the Board in June 2015 to assess the effectiveness of the measures which have been put in place to manage this matter.

Members noted the Corporate Balanced Scorecard.

9. **Board Governance Self- Assessment Tool for 2014/15 – Paper BSO 21/2015**

The Director of Customer Care and Performance presented the first draft of Board Governance Self- Assessment report. She advised that the final report will contain a case study relating to the BSO Recognition Events as part of its Employee Recognition Scheme.

As outlined earlier under Chairman's Business, the final version of the self-assessment report will also include the report by the external verifier.

Members approved the first draft of the Board Governance Self-Assessment for 2014/15 for submission to the Leadership Centre for independent verification.

10. **BSTP Benefits Realisation (BRP) Highlight Report – (Paper BSO 22/2015)**

The Director of Operations presented paper BSO 22/2015 setting out key issues regarding the Benefits Realisation Project (BRP). At the suggestion of the Chairman it was agreed that for 2015/16 financial year the highlight report should be supplemented by an executive summary setting out the key milestones, achievements, risks and mitigating actions.

Members noted the position.

11 (i) **BSTP Shared Services Highlight Report – (Paper BSO 23/2015)**

The Chief Executive presented paper BSO 23/2015 setting out an executive summary for the Shared Service Project. It was noted that payroll has now been rolled out to Northern Trust, NI Ambulance Service (NIAS) and NI Medical and Dental Training Agency (NIMDTA). A revised recruitment plan has been produced and is being rolled out on a phased basis. To that end it was agreed that the Board should visit the SS Recruitment premises in Armagh in the Spring.

Members noted the position.

11 (ii) **Report on BSO Prompt Payment for Period Ending 31/1/15 – Paper BSO 24/2015)**

The Chief Executive presented paper BSO 24/2015 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April to January 2015 by the BSO Shared Services Accounts Payable Department.

Members noted the position.

12. **Update on the FPS Replacement System – (Paper BSO 25/2015)**

The Director of Operations presented paper BSO 25/2015 which set out an overview of progress of the FPS System Implementation project.

It was noted that the first Dental payment was made on 22 January 2015 however some issues remained unresolved but are being actively addressed by the Dental UAT team.

UAT testing on the GP Payments System is continuing and the work on data migration is near completion.

BSO is now moving to the stage of ensuring that the correct staffing support is in place to support the FPS replacement system. To that end FPS and ITS staff are working closely with the supplier on moving to BAU stage. The Director of Operations in conjunction with the Head of FPS and HR have commenced work on a Benefits realisation project which will come into effect once the overall system is fully operational.

Members noted the position.

13. **BSO Benchmarking Update – Paper BSO 26/2015**

The Director of Customer Care and Performance presented paper BSO 26/2015 setting out a summary of recent benchmarking results from Counter Fraud and Probity, Pensions, Finance and Internal Audit undertaken via the CIPFA Benchmarking Club. The paper also provided an update on those actions identified in the benchmarking report which was previously presented to the Board in February 2014.

Members noted the benchmarking update with interest and were encouraged by the questionnaire results.

14. **Annual Business Plan Performance Report for period ending 31 December 2014 – (Paper BSO 27/2015)**

Members noted paper BSO 27/2015 which set out a summary exception report on the performance against the Annual Business Plan for 2014/15 as at 31 December 2014. It was noted that at the end of the third quarter of 2014/15 84.7% of the actions within the Business Plan were reported as complete. The Director of Operations advised members that the HSCB have still not circulated the draft Social Care Commissioning Strategy.

15. **Personal Injury Claims Management Policy and Procedure – (Paper BSO 28/2015)**

The Chief Legal Adviser presented a revised Personal Injury Claims Management Policy and Procedure for members' approval.

Members approved the revised policy and procedure.

16. **AOB**

(i) ***Loss of Legal File – Serious Adverse Incident***

The Chief Legal Adviser briefed members on a recent incident relating to the theft of a legal file. The incident has been reported to both the PSNI and the Information Commissioner's Office. The incident has been reported as a Serious Adverse Incident (SAI) which in turn will be investigated as a Serious Event Audit (SEA) for auditing purposes.

Members noted this incident.

(ii) ***Prescription Charges***

In answer to a question from a member the Chief Executive advised members on the impact on BSO if prescription charges were re-introduced.

17. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 26 March 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 _____