

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The seventy eighth meeting of the Board of the Business Services Organisation was held on Thursday 29 October 2015 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy
Mr Alan Hanna
Mr Robin McClelland
Mr Brian McMurray
Mr Sean Mahon

Mr David Bingham (Chief Executive)
Mr Hugh McPoland (Director of HR &CS)
Mr Sam Waide (Director of Operations)
Ms Andrea Henderson (Acting Director of Finance)

In Attendance:

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

1. **Apologies**

Apologies for absence were received from Greg Irwin, Hilary McCartan and Gerald Strong.

2. **Chairman's Business**

The Chairman advised members that the closing date for receipt of applications for the Director of Finance post is Friday 6 November and the interviews are scheduled to take place on Friday 4 December 2015. The formal recruitment process for the Chief Executive post has commenced with the advert being published in the press week commencing 2 November 2015.

Members were reminded that the BSO Board Strategic Planning Workshop is scheduled to take place on Thursday 26 November 2015 in Clifton House Heritage Centre, North Queen Street, Belfast and the Permanent Secretary has been invited to speak at the workshop. The Board meeting will take place on the afternoon of 26th November 2015 at 2.00 pm in Clifton House.

3. **Minutes**

(i) ***Minutes of Meetings held on 24 September 2015***

The minutes of the meeting held on 24 September 2015 were agreed as a true and accurate account of proceedings and were signed by the Chairman.

4. Matters Arising from Minutes

(i) *Presentation on NIECR Project - ITS (E Health) in Supporting Front Line Services*

Dr Roy Harper, Clinical Adviser, ITS (E Health Programme) and Mr Gary Loughran, ITS E Health Programme Manager made a presentation to members titled “E Health in Supporting Front Line Services”. In particular members were updated on the significant developments which have taken place since the inception of the NI Electronic Care Record.

The Chairman thanked Dr Harper and Mr Loughran for their extremely informative and innovative presentation and it was agreed that a further update on this project should be made in the first quarter of the New Year.

5. Chief Executive’s Report

(i) *NIFRS*

The Chief Executive advised that following the last Board meeting BSO commenced a risk assessment of providing services to NIFRS in light of the decision to transfer responsibility for NIFRS from DHSSPS to Department of Justice. He stated however there is still some uncertainty of which services BSO will continue to provide to NIFRS in the 2016/17 financial year. Once BSO receives formal confirmation of the position the Chief Executive will advise the Board accordingly.

(ii) *DLS*

Members were advised that DLS have maintained their ISO and Lexcel re-accreditations following an annual assessment.

6. Financial Matters

(i) *Finance Update – September 2015 – Paper BSO 108/2015*

The Acting Assistant Director of Finance presented a finance report for the six month period ended 30 September 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 has been generated by Core Services. The report also reflected the outcome of the Latest Best Estimate (LBE1) exercise.

Members were also briefed on correspondence from the Department dated 12 October 2015 requesting that BSO present a range of savings proposals to DHSSPS to meet a potential 5%, 10% or 15% recurrent savings requirement for 2016/17. BSO SMT are currently working through an exercise to find a range of savings and will circulate to members the final response which is due for return by Friday 20 November 2015.

Discussion also ensued on the ownership of the liability for the non-adherence to the prompt payment policy and Mr McMurray advised members that this matter was raised at the last meeting of GAC where members were advised that the responsibility the process for late payments is clearly traceable.

Members noted the position.

7. Expansion of Shared Services in BSO

The Chief Executive advised that the date for return of tenders to engage external consultants to assist with the feasibility study for the expansion of shared services closes on Friday 30 October 2015 and it is envisaged that the contract start date will be 1 December 2015.

The service offerings to the smaller regional bodies for the provision of Finance, Human Resources and Corporate Services have now been issued and the Director of HR&CS and his team have been holding a series of meetings with the respective organisations on an individual basis to work through any queries they may have. He advised that to date the meetings have proved to be very positive. The Chief Executive stated that he expects that expansion of shared services to be a substantive item for discussion at the forthcoming mid-year accountability meeting scheduled for 23 November 2015.

Members noted the position.

8. Corporate Balanced Scorecard – Paper BSO 109/2015

The Director of Customer Care and Performance presented paper BSO 109/2015 setting out the performance of key service areas in the BSO for the period up to 30 September 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. Discussion ensued re target for the percentage of manual/off cycle payments iro payroll. It was agreed that SMT should review the target of 0.5% for this area of work.

Members noted the Corporate Balanced Scorecard.

9. Annual Business Plan Performance Report – Period Ending 31 August 2015 – Paper BSO 110/2015

The Director of Customer Care & Performance presented Paper BSO 110/2015 setting out a summary exception report on the performance against the Annual Business Plan for 2015/16 as at 31 August 2015. It was noted that by the end of second quarter of 2015/16 86% of the actions within the Business Plan were reported as complete or will be delivered by the completion date.

The Chief Executive informed members that a proposal for HSC to deliver EU procurement compliance across social care sourcing activities will be presented to the Regional Procurement Board in January 2016. The proposal provides a cost effective approach to the provision of social care procurement to HSCNI and contains a number of options. If this proposal is endorsed by the Procurement Board Pals will take this matter forward in 2016/17. Alan Hanna stated that he would be very interested in learning more about this area of work and it was agreed that it would be put back on the agenda in the New Year.

Members noted the Annual Business Plan Performance Report.

10. Draft BSO Annual Quality Report for 2014/15 – Paper BSO 111/2015

The Director of Customer Care and Performance presented paper BSO 111/2015 setting out the BSO's Annual Quality Report for 2014/15 for members' approval. The report was approved subject to a number of minor amendments. Once these are made the Report will be forwarded onto the Department and subsequently published on the BSO's website.

11. FPS Payments System - Dental Registration Issue

The Director of Operations briefed members on an issue which has arisen relating to the non-payment of patient registration claims to Dentists. An initial investigation has taken place which has revealed that registrations have not been processed since early August. This means that Dental practitioners' lists have not been accurately maintained and has resulted in Capitation and Continuing Care Payments being calculated incorrectly in August and September. Discussion ensued regarding the impact of this systems error and Mr Waide confirmed that both the HSCB and British Dental Association (BDA) are aware of the issue. BSO has initiated a data cleansing exercise which is still in progress and ITS have identified a number of mitigating actions to resolve the matter however these cannot be implemented until the data cleansing exercise is completed. Members were assured that BSO is being proactive in trying to resolve this matter and a paper will be produced for SMT on appropriate action to ensure this type of error will not reoccur.

Members noted the position and it was agreed that the Board would be provided with a further update in the New Year. It was also noted that SMT will receive regular updates.

12. BSTP Benefits Realisation Project (BRP) Highlight Report – Paper BSO 112/2015

The Director of Operations presented paper BSO 112/2015 setting out benefits, progress and key issues regarding the BRP project. Members were advised that the HRPTS system upgrade is being tested within the next few days and the go-live scheduled for November.

Members noted the position.

13 (i) Shared Services Highlight Report – Paper BSO 113/2015

The Chief Executive presented paper BSO 113/2015 setting out an executive summary for the Shared Services project. It is planned to invite the Health Minister to formally open the Recruitment and Selection Centre in Armagh in the New Year.

Members were briefed on an issue whereby a number of staff in Belfast Trust did not receive allowances in the October monthly payment. The problem related to an error in the Belfast Trust E Roistering System where it did not pick up additional payments and upload them into HRPTS. Payroll has now introduced a series of checks to ensure this type of error does not re-occur. Members were also advised that the affected staff will receive the additional payments by Tuesday 3 November 2015.

Members noted the position.

13 (ii) **Report on BSO Prompt Payment for Period Ending 30 September 2015 – Paper BSO 114/2015**

The Chief Executive presented paper BSO 103/2015 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2014 to September 2015 by the BSO Accounts Payable Department. It was noted that 90.02% of HSC invoices have been paid within 30 calendar days in September 2015 compared to 75.69% in April 2014. Members noted the position.

14. **FPS Payment Systems Benefits Realisation Report – Paper BSO 115/2015**

The Director of Operations presented paper BSO 115/2015 which set out an overview of progress of the FPS System Implementation Project. The training plan to train Dental practitioners on the portal has been delayed due to the number of system faults on the system. A meeting with Community Pharmacy NI (CPNI) took place earlier this month to discuss the use of the portal which is scheduled to go live in March 2016. FPS will now implement a series of road-shows to demonstrate the system to Pharmacists. The delay in rolling out both the Dental and Pharmaceutical portals will defer the proposed savings for reducing the headcount of FPS staff. HR in conjunction with FPS are developing a Workforce plan for FPS.

15. **Corporate Risk and Assurance Report for 2015/16 – Paper BSO 116/2015**

The Director of Customer Care and Performance presented paper BSO 116/2015 which set out the amendments to the Corporate Risk and Assurance Report during the period July to October 2015. Two new risks have been added to the register relating to the delays in payroll responding to pension queries which may result in fines from the Pension Regulator and the consequences if the proposed HRPTS system upgrade fails. Geraldine Fahy suggested that SMT should review the risk relating to the delays in processing pensions queries as in her opinion there is a bigger risk of reputational damage to the organisation. The Chief Executive advised that an action plan has been instigated in payroll to help resolve the pensions processing issue.

Members noted the Corporate Risk and Assurance Report for 2015/16.

16. **Data Centre Transition Programme Plan – Paper BSO 117/2015**

The Director of Customer Care and Performance presented paper BSO 117/2015 setting out the progress to date on the proposed transition from the existing data centre sites on the RGH and BCH sites to two public shared services facilities based in Belfast. The Shared Public Sector Centre Contract (SPSDC) was signed in September between DFP and BT and the contract “Go Live date is scheduled for 29 August 2016. The Director of Customer Care and Performance will be the SRO for the Transition project and it is planned to recruit additional staff to focus on the work of rationalising the current environment and development of the private cloud platform which is being designed into the new infrastructure and which BSO customers will use after migration. A Risk Register has been produced for the project, some of which are categorised at a high level, and these will be discussed at the next meeting of the Shared Services Data Centre Programme Board.

It was agreed that members would receive regular updates on this matter and that a further progress paper should be presented to the Board in the New Year.

Members noted the position.

17. Ophthalmic and Pharmaceutical Committee Nominations – Paper BSO 118/2015

Members considered and approved the following nominations onto the BSO's Ophthalmic and Pharmaceutical Committees for a period of four years:-

Ophthalmic Committee

Ms Helen McGloin and Dr Michael Quinn

Pharmaceutical Committee

Mr Ian Groves, Ms Sandra Cooke and Mr David McCrea.

18. GAC

(i) *Report of Meeting held on 20 October 2015 – Paper BSO 119/2015*

The Chair of GAC presented paper BSO 119/2015 setting out a summary of the key issues which were considered at the GAC meeting held on 20 October 2015.

Members noted the report which included a number of actions to be considered by SMT following the review of internal audit reports by GAC. The minutes of the GAC meeting held on 9 June 2015 was also noted by members.

(ii) *Draft Mid-Year Assurance Statement for 2015/16 – Paper BSO 120/2015*

The Chief Executive presented the draft - year assurance statement for 2015/16 for review. He advised that the statement had been considered by both SMT and GAC and all proposed amendments had been made. He also advised that a draft mid- year assurance statement had been forwarded to the Department on 16 October 2015 to meet departmental deadlines.

Members approved the draft mid- year assurance statement and the Acting Director of Finance will arrange for signed version to be sent to the Department.

(iii) *Draft BSO Standing Orders – Paper BSO 121/2015*

Members considered and approved the proposed amendments to the BSO's Standing Orders. It was noted that the amendments had previously been considered by both SMT and the GAC at its meeting on 20 October 2015.

19. Business Committee Report – Paper BSO 122/2015

Mr Alan Hanna presented paper BSO 122/2015 which highlighted the key issues which were considered at the Business Committee meeting held on 16 October 2015. The minutes of the meeting held on 12 August 2015 were also presented to the Board for information. The HR&CS quarterly report for the period ending 30 September 2015 was also considered by the Business Committee and was included in the report for formal noting by Board members.

Members noted the Business Committee Report and associated papers.

20. **AOB**

There was no any other business.

21. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 26 November 2015 at 2.00 pm in the Conference Room, Clifton House Heritage Centre, North Queen Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____