

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The eightieth meeting of the Board of the Business Services Organisation was held on Thursday 17 December 2015 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy

Mr Alan Hanna

Mr Sean Mahon

Mr Robin McClelland

Mr Brian McMurray

Mr Gerald Strong

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 and Hilary McCartan.

2. **Chairman's Welcome and Opening Remarks**

The Chairman advised members that the interviews for the Director of Finance post took place on Friday 4 December 2015 and the panel had recommended making an offer of an appointment to one candidate; a reserve candidate had also been nominated.

The recruitment process for the BSO Chief Executive post has commenced with the preliminary assessment centres taking place on 14 and 18 December 2015. The final interviews are scheduled to take place on Monday 11 January 2016.

The Chairman thanked his non-executive colleagues for their involvement in both recruitment exercises.

3. **Minutes**

(i) ***Minutes of Meetings held on 26 November 2015***

The minutes of the meeting held on 26 November 2015 were agreed subject to a minor amendment.

4. Matters Arising from Minutes

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

5. Presentation on the New Yarra System

Miss Joy Hollywood, Consultant, Leadership Centre and Miss Claire Hamilton, Interpreting Service Manager, made a presentation on the revised changes on how to book an Interpreter via an automated booking system (Yarra) which in turn automates payments to Interpreters. Members were provided with a step by step demonstration on the process to book an interpreter via an Interpreter App. Members were also briefed on the timetable for implementation of this new system which will be on a phased basis and it was noted that the system is scheduled to be rolled out to SE Trust in mid-January 2016. Members were delighted to see the progress to improving the efficiency and effectiveness of this highly valued service.

6. Chief Executive's Report

(i) *Head of Counter Fraud and Probity Services*

The Chief Executive advised members that following a recent recruitment exercise Mr Patrick O'Hara has been appointed as Head of Counter Fraud and Probity on a secondment basis.

(ii) *Pharmacy Payments System Failure – Adverse Incident*

The Chief Executive briefed members on an adverse incident relating to the failure in the processing of the BACs payments to Pharmacy and Ophthalmic Contractors in November and the failure of communication following the incident. Contingency arrangements were initiated immediately and BSO staff started manually processing Banking Online Payments and the majority of payments were processed via the contingency payment process. However on Monday 30 November following a review of the bank account from which the payments were to be debited it was detected that the Bank had not transacted many of the payments. BSO immediately contacted the Bank's senior officials and asked them to process as many contractor payments as possible.

Since that time BSO is in the process of conducting a thorough review of the circumstances which led to this error and is putting in place a new process to mitigate the risk of re-occurrence. BSO is also reviewing contingency arrangements due to the fact that the Bank was unable to process the volume of Same Day Money Transfers in the time required to have all payments lodged in contractors' accounts on Monday 30 November. BSO has also written to all Pharmaceutical Contractors to apologise for any inconvenience and has offered to reimburse any bank charges incurred as a result of the late payment.

It was agreed that this matter should be considered by the Business Committee in January. It was noted that an Action Plan is being produced which will be considered by SMT.

7. Financial Matters

(i) *Finance Update – November 2015 – Paper BSO 132/2015*

The Acting Director of Finance advised that due to the Board meeting taking place a week earlier than normal in the month it was not possible to produce a full finance report for the eight

month period ended 30 November 2015. A full finance report for the nine month period ending 31 December 2015 will be presented to the January 2016 meeting and will be accompanied by the second Latest Best Estimate forecast exercise (LBE2).

Members noted the position.

8. Expansion of Shared Services in BSO – Paper BSO 133/2015

The Chief Executive advised that Deloitte have commenced work to take forward the next stage of the process to look at the feasibility of providing Shared Data Centres and IT support, Business Intelligence, Regional Employment Bank including Nurse Bank and E Locums on a shared service basis. To date workshops have taken place on Business Intelligence and Shared Data Centres and IT support, where discussion centred on consideration of a range of options for delivery of shared services to the HSC. The first meeting of the Reference Group established to review the feasibility process took place on 16 December 2015 and is scheduled to meet on 10 February 2016 again.

At the invitation of the Chairman, the Director of HR&CS advised members that service offerings have been issued to ALBs for provision of Corporate Services. To date four organisations have accepted the offering however Mr McPoland pointed out that if any organisation fails to accept the offering the costs and staffing structure will change and a revised service offering would have to be issued.

Members noted the position.

9. Corporate Risk and Assurance Report – Paper BSO 133/2015

The Director of Customer Care and Performance presented paper BSO 133/2015 which set out the amendments to the Corporate Risk and Assurance Report during the period October - December 2015. One new risk has been added to the register relating to the ability to retain full HSCB SLA funding post closure. It was noted that the public consultation document on HSC restructuring has been published it was agreed that due to the significant impact of this potential risk SMT would discuss this matter at a meeting in the New Year. Geraldine Fahy suggested that in light of the recent events concerning the failure to pay Pharmacists and Opticians in a timely manner a further risk should be added relating to the contingency arrangements which were not fit for purpose. Members concurred with this suggestion.

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

10. Honest Broker Service (HBS) Annual Report for 2014/15 – Paper BSO 134/2015

The Director of Customer Care and Performance presented paper BSO 134/2015 setting out the first annual report for the HBS, highlighting the achievements made from June 2015 to May 2015.

Mr Strong asked a number of questions around the governance aspects of this area of work and asked to have more details of the governance structure for assurance purposes. Mr Hanna concurred with Mr Strong's request and stated that it was important to have robust processes in place due to the significant amount of data the BSO holds. The Director of Customer Care and Performance stated that BSO has strict regionally agreed protocols in place, an established and operational Regional Honest Broker Governance Board populated by representatives from the wider HSC and a 'Safe Haven' room has been established in BSO for interrogation of the data

sets which is under strict surveillance. She added that the Honest Broker process has clear processes and procedures which researchers must comply with and which have been endorsed by the Information Commissioner.

Mr Hanna welcomed the Annual Report for what is recognised to be an important new service area and asked that further detail about structures be included in the Annual Report.

It was noted that the Business Committee has asked for a presentation on the Honest Broker Service in the New Year.

Members noted the HBS Annual Report.

11. Investors in People (IIP) Feedback Report – Paper BSO 136/2015

The Director of HR&CS presented Paper BSO 136/2015 setting out the IIP Assessors Report following the re-accreditation process for BSO in November 2015. Members were referred to Annex 2 in the Report which set out a proposed continuous Action Plan and these will be reflected in the BSO Business Plan for 2016/17 to take forward.

Members congratulated the BSO on this positive report.

12. BSTP Benefits Realisation Project (BRP) Highlight Report – Paper BSO 137/2015

The Director of Operations presented paper BSO 137/2015 setting out benefits, progress and key issues regarding the BRP project.

Members noted the position.

13 (i) Shared Services Highlight Report – Paper BSO 138/2015

The Head of Shared Services presented paper BSO 138/2015 setting out an executive summary for the Shared Services project.

Members noted the position.

13 (ii) Report on BSO Prompt Payment for Period Ending 30 November 2015 – Paper BSO 139/2015

The Chief Executive presented paper BSO 139/2015 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2014 to November 2015 by the BSO Accounts Payable Department. It was noted that 92.914% of HSC invoices have been paid within 30 calendar days in November 2015 compared to 75.69% in April 2014.

14. FPS Payment Systems Benefits Realisation Report – Paper BSO 140/2015

The Director of Operations presented paper BSO 140/2015 which set out an overview of progress of the FPS System Implementation Project. The deployment of the GP Portal has now been substantially deployed however UAT testing is still on-going for the Dental and Pharmacy portals.

Members noted the position.

15. Business Committee Report – Paper BSO 141/2015

Mr Strong presented paper BSO 141/2015 which highlighted the key issues which were considered at the Business Committee meeting held on 30 November 2015. The minutes of the meeting held on 16 October 2015 were also presented to members for information. A number of Information Management policies, which were endorsed by the Business Committee for onward transmission to the Board for formal approval in order to comply with Controls Assurance Standard (CAS) directives, were appended to the Board papers.

Mrs Fahy raised concern that a number of the Information Management documents were, in her opinion, procedural documents rather than policy documents and the Board is not required to approve procedural documentation. She added that there should be a clear distinction between policy and procedural documentation. In the absence of Greg Irwin (Chair of Business Committee) Mr Hanna advised that the Business Committee scrutinised the Information Management documentation thoroughly and due to time constraints decoupling the documents would be a major exercise and requested at this time the Board approve the Information Management documentation. To that end it was agreed that Mrs Fahy's comments would be considered and taken account of in future policy development.

The Board approved the following Information Management documentation for CAS purposes:-

- (i) BSO ICT Security Policy
- (ii) BSO Use of ICT Equipment
- (iii) BSO Use of Electronic E Mail
- (iv) BSO Use of the Internet
- (v) BSO Clear Desk and Screen Policy
- (vi) Email Quarantine Service User Guide
- (vii) Safe Stick User Guide
- (viii) Information Governance Communication Strategy for 2015- 2017

Members also noted the Business Committee report and associated papers.

16. AOB

- (i) *International Travel*

The Director of HR&CS requested members' approval for forthcoming international business travel by BSO staff.

Mrs Julie-Ann Walkden – Attendance at a MAGIC training event for non-Magic members, Italy – 12 – 16 January 2016

Members approved the overseas travel application on the basis that such travel was necessary and was undertaken on the most economic basis.

Members were advised that due to the nature of the SBRI projects Mrs Walkden will be required to travel to Europe on a number of occasions and given the nature of the project and need for future travel at short notice it was agreed that a paper should be submitted on a regular basis to the Board reporting on travel undertaken and funded from programme funds. Travel funded by BSO normal revenue funds would require approval through the normal processes.

17. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 28 January 2016 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 _____