

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The sixtieth meeting of the Business Services Organisation was held on Wednesday 30 April 2014 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 Greg Irwin

Mr Sean Mahon

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 Peter Wilson (Acting Director of Operations)

**In Attendance:**

Mr Alphy Maginess (Chief Legal Adviser)

Mrs Karen Bailey (Director of Customer Care and Performance)

Miss Amanda Mills (Board Secretary)

1. **Apologies**

There were no apologies.

2. **Chairman's Business**

The Chairman informed members that he has recently heard that with effect from 1 July 2014 Dr Andrew McCormick will transfer from his current post as Permanent Secretary, Health, to the Department of Enterprise, Trade and Development (DETI). He understands that the incoming Permanent Secretary will be Mr Richard Pengelly, who currently is the Permanent Secretary for Department of Regional Development (DRD).

The Chief Executive has recently met with the incoming Chief Executive of the HSCB, Valerie Watt. Ms Watt formally takes up post on 1 July 2014.

3. **Minutes of Meeting held on 27 March 2014**

The minutes of the meeting held on 27 March 2014 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 Board Meeting (Paper BSO 37/2014)***

The actions arising from the BSO Board meeting held on 27 March 2014 were noted by members. It was noted that a terms of reference for the Board Sub-Group on complaints has been produced and the inaugural meeting of the group took place prior to today's Board meeting to discuss the way forward. Mr Strong, Chair of the sub-group advised members that a further meeting of the group will take place in mid-May and have requested that Mr McPoland be in attendance to answer any relevant questions.

(ii) ***BSO Board Schedule of Events for 2014/15- (Paper BSO 38/2014)***

The Director of Customer Care and Performance presented paper BSO 38/2014 which set out the scheduled events for non execs during 2014/2015. It was agreed that the annual Board Strategic Planning Workshop scheduled to be held in November should take the form of a residential event. The Chief Executive's Office will liaise with the Directorate of Customer Care and Performance to organise this year's event. It was suggested and agreed that the Chairman should invite the new Permanent Secretary to speak to members on the evening of the workshop.

5. **Chief Executive's Report**

(i) ***GP Network***

The Chief Executive briefed members on the recent award to ITS of a contract for the regional GP Network, which provides email and internet services for GP practices.

(ii) ***BSTP Issues***

The Chief Executive briefed members on a significant problem which emerged affecting staff who hold more than one contract in a Trust. On investigation it emerged that there was a software problem in the payroll system which means that affected staff had additional national insurance payments deductions made from their pay. The cause of the error has been identified and steps have been taken to ensure that this problem does not recur when there are further software updates. A further problem subsequently emerged wherein an incorrect tax code was applied to a large number of staff resulting in the overpayment of tax contributions in April. Whilst normally it would be a matter for individual employees to resolve tax issues with HMRC, HSC is working with them on a regional basis to help resolve the errors. Work is also on-going to ensure that this problem does not re-occur.

A request had been submitted to HSC by the trade unions asking for a postponement to the roll-out of payroll for Belfast Trust. This request was considered by the BSTP Programme Board at its meeting on 29 April 2014 however it was decided that the transfer of payroll from Belfast Trust to Shared Services should continue with 1 May 2014 as the start date. It was agreed that the transition would be made as smooth as possible with as little disruption to staff. It was noted that Belfast Trust has 20,000 employees. Any changes to the current programme of roll out of Shared Services would be a matter for the BSTP Programme. The Chief Executive said that he would make representations to the Programme Board if the current schedule for roll-out posed additional risks.

(iii) ***Honest Broker Service (HBS)***

The Ministerial launch of the HBS is scheduled to take place on Friday 20 June 2014.

(iv) ***CFPS – 404 Initiative***

The Chief Executive briefed members on the establishment of a new Access to Health Team in CFPS. The remit of the team is to identify individuals who may have accessed free health services in NI, which should have been chargeable. To date the team have contacted 404 people and as a result approximately 200 names have been removed from GP lists. It was noted that the Head of CFPS is making a presentation to the Board in May where members will have a chance to review the work done to date in more detail.

Members noted the position.

6. **Financial Matters**

(i) ***Finance Report - (Paper BSO 39/2014)***

The Director of Finance presented a Finance Report for the year ended 31 March 2014 which set out the provisional outturn position on income and expenditure as well as the Balance Sheet and Capital positions as at that date.

Section 2 of the report provided a summary of the reported income and expenditure position for the year, with an overall small surplus which the Director of Finance reported is within breakeven tolerances. The surplus has primarily been generated by Core Services offset by a deficit within Managed Services.

The Balance Sheet for the twelve month period was discussed and it was noted that the stock holding within Pals is greater than last year. This increase has been planned by Pals to ensure that stock is in hand to bring service levels into line with SLA standards.

Members noted the position.

7. **Draft Annual Report for 2013/2014 – (Paper BSO 40/2014)**

The Director of Customer Care and Performance presented the draft Annual Report for 2013/2014 in text format only. She advised that the final version of the report will be presented to the June Board meeting along with the annual accounts. A number of amendments were suggested by members and it was agreed that these will be considered and included, where appropriate, in the final version.

8. **Annual Business Plan Performance Report period ending 31 March 2014 – (Paper BSO 41/2014)**

Members noted Paper BSO 41/2014 which set out a summary exception report on the performance against the Annual BSO Business Plan for 2013/2014 as at 31 March 2014. It was also noted that by the end of the 4<sup>th</sup> quarter 96.5% of the actions in the Business Plan were reported as complete.

9. **Corporate Balanced Scorecard (Paper BSO 42/2014)**

The Director of Customer Care and Performance presented paper BSO 42/2014 setting out the performance of key services areas in the BSO for the period up to March 2014.

At the invitation of the Chairman, the relevant Directors briefed members on the rationale of the indicators which were highlighted either amber or red.

10. **HR and Corporate Services Report – (Paper BSO 44/2014)**

The Director of Human Resources presented paper BSO 44/2014 which set out a range of workforce information relating to BSO staff for the period 1 April 2013 – 31 March 2014.

Members noted the position.

11. **Fire Safety Annual Report for 2013/2014 – (Paper BSO 45/2014)**

The Director of Human Resources presented the Fire Safety Annual Report for 2013/2014 for noting. Members were advised that a revised Health and Safety policy will be presented to members later in the year for approval.

Members noted the BSO Fire Safety Annual Report for 2013/2014.

12. **Sustainable Development Report:- Reporting Framework for DHSS Arms Lengths Bodies – (Paper BSO 46/2014)**

The Director of Human Resources and Corporate Services presented the BSO's Sustainable Development Report which demonstrates how BSO makes its contribution to the achievement of sustainable development. He advised that this report is required for Controls Assurance Standards purposes.

Members noted the Sustainable Development Report for BSO.

13. **Implementation of BSTP in BSO (Paper BSO 32/2014)**

The Chief Executive updated members on key issues relating to both the BSTP and Shared Services projects. He advised that work is commencing on the establishment of a Benefits Realisation approach.

Members were briefed on the e-recruitment module which is being piloted in BSO only. There are still concerns regarding this system and BSO staff are working with the supplier in trying to resolve the issues. The pilot is due to run to 31 May 2014.

An invoice backlog team has been established in Shared Services Accounts Payable whose task is to resolve any issues which lead to the delay of the prompt payment of invoices.

Members noted the position.

14. **Draft Governance Statement for 2013/14 – (Paper BSO 47/2014)**

The Chief Executive presented a draft Governance statement for members' comment. It was noted that an earlier draft of the document had been considered by both SMT and GAC on 9<sup>th</sup>

and 15 April respectively and comments received have been incorporated into the draft statement. A few minor amendments were suggested by members and these will be included in the document. It was noted that the Governance Statement will not be finalised until the submission of the BSO's year-end Accounts to the Department.

15. **Report from GAC Meeting held on 15 April 2014 – (Paper BSO 48/2014)**

Mrs Hilary McCartan presented paper BSO 48/2014 presented a summary of the key issues which were considered at the GAC meeting held on 15 April 2014.

Members noted the Report of the GAC meeting held on 15 April 2014 and also the minutes of the GAC meeting held on 14 January 2014.

16. **AOB**

(i) **Approval to attend Overseas Conference**

The Director of Customer Care and Performance requested the Board's retrospective approval for a member of staff from ITS, Mr Gary Loughran, to attend a World Health Mobile Conference in Barcelona. Members approved this request.

17. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Wednesday 29 May 2014 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

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Chair

\_\_\_\_\_  
Chief Executive

Date \_\_\_\_\_