

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The sixty first meeting of the Business Services Organisation was held on Thursday 29 May 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

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 Paula Sheils (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)

Mr Andrew Cameron (HR Graduate Trainee)

1. **Apologies**

Sean Mahon.

2. **Chairman's Business**

The Chairman welcomed Andrew Cameron who was attending as an Observer.

The Chairman advised that he along with the Chief Executive are scheduled to meet with the Permanent Secretary and BSO Sponsor Branch on 20 June 2014 for a year-end Accountability Review meeting.

Reference was made to the special Board meeting scheduled to take place on Thursday 12 June to consider the BSO's Annual Accounts for 2013/14. Unfortunately the Chairman is unable to attend the meeting however he has asked Mr Brian McMurray to chair the meeting. The Chairman stressed the need to have a quorum and asked members to confirm their attendance with the Chief Executive's Office.

The Chairman reminded members that the annual performance appraisal pro-formas for non-executive directors must be completed and returned to the Public Appointments Unit, DHSSPS on or before 30 June 2014. The Chief Executive's Office will arrange for the Chairman to meet with non-execs in June to finalise the documentation.

The Chairman and Chief Executive will be attending the NHS Confederation Annual Conference in Liverpool from 4 – 6 June 2014.

3. **Minutes of Meeting held on 30 April 2014**

The minutes of the meeting held on 30 April 2014 were agreed subject to a minor amendment. Once the amendment is made the Chairman will sign the minutes.

4. **Presentation by Mr Mark Harvey, Head of Counter Fraud and Probitiy Services (CFPS)**

Mr Mark Harvey, Head of CFPS made a presentation on the work of the CFPS Directorate and gave an overview of the roles and challenges facing the Department. Members were briefed on the introduction of the Access to Healthcare Team based in CFPS. The remit of the team is to identify individuals who may have accessed free health services in NI, who are not ordinarily resident in NI. He advised that the team is working in collaboration with the Home Office to identify persons who should not be registered with a NI GP.

5. **Matters Arising from Minutes**

(i) ***Action Sheet arising from Board Meeting (Paper BSO 49/2014)***

The actions arising from the BSO Board meeting held on 30 April 2014 were noted by members.

6. **Chief Executive's Report**

(i) ***Director of Operations***

Sam Waide formally takes up his post as BSO Director of Operations on Monday 2 June 2014.

(ii) ***Honest Broker Service (HBS)***

The Minister will formally launch the HBS on Friday 20 June 2014. Two workshops have recently taken place on HBS which were very well attended. One workshop focussed on Data Analysis Tools and approaches, where a demonstration of the Data Analytical tool took place, and the second event was a public launch of HBS for HSC staff.

(iii) ***Staff Engagement Workshops***

The Chief Executive has commenced his annual round of staff engagement workshops and these will continue into June and July.

(iv) ***Transforming your Care (TYC)***

A BSO TYC Scoping group was established in 2014 to scope the TYC programme of work and the impact it will have on BSO. The Group has met on one occasion and is scheduled to meet at the end of June 2014.

7. **Implementation of BSTP in BSO**

The Chief Executive advised that there still remain on-going problems with the transition of shared services payroll. Major issues relating to the payment of allowances from staff based in the Western Trust are still causing problems. The Assistant Director of Shared Services and senior payroll staff are scheduled to meet with the Western Trust in the first week in June to resolve the timesheet issue. The issues reported to the Board in April iro National Insurance and the incorrect application of the tax code to a large number of staff have largely been resolved. Additional staff have been employed to operate the phones in Payroll and a triage system has been put in place to effectively direct the significant number of phone queries to the appropriate payroll section. In light of the issues which Payroll are still experiencing it has been decided to delay any further of roll-out of payroll to allow stabilisation of the service for at least two months.

With regard to Accounts Payable the backlog of invoices is continuing to decrease. A decision was taken by BSO that Accounts Payable should not take on any backdated invoices from the Trusts who are scheduled to transfer to BSO Shared Services.

The FPL System collaborative planning approach is working well and work is progressing on the BACs interface. When this work is completed to BSO's satisfaction it will allow BSO to disengage from the current contract provider for this service which will result in significant savings. The next step towards maximising the FPL System will be electronic invoicing and electronic ordering functionality.

Members noted the position.

8. **Board Governance Self-Assessment Action Plan – Management Statement and Financial Memorandum (MSFM) – Paper BSO 51/2014**

Members noted with interest the Management Statement and Financial Memorandum (MSFM) for BSO. Members were advised that the MSFM is scheduled for its first review by DHSSPS towards the end of the 2014/15 financial year.

9. **Corporate Balanced Scorecard (Paper BSO 52/2014)**

The Director of Customer Care and Performance presented paper BSO 52/2014 setting out the performance of key services areas in the BSO for the period up to April 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. It was suggested and agreed that where an indicator was rated as Red a narrative should be included setting out the reasons for not meeting the target.

Members noted the Corporate Scorecard for April 2014.

10. **Update on the NI Electronic Care Record (NIECR) – Paper BSO 53/2014**

The Director of Customer Care and Performance presented paper BSO 53/2014 setting out progress in the implementation of the NI Electronic Care Record across the HSC.

11. **Declaration and Register of Interests – Paper BSO 54/2014**

A summary of members declared interests for 2014/15 was presented and it was noted that the Register is available for public inspection. Members were reminded that if they feel uncertain as to whether they may have to declare an interest they can contact the Chairman for the Chief Executive for advice.

12. **AOB**

(i) ***Legal Services***

The Chief Legal Adviser briefed members on recent case activity.

(ii) ***Shared Services Data Centre***

The Director of Customer Care and Performance advised that the tendering process has commenced for the Shared Data Centre. Members all agreed that this was welcome news to see that the procurement process is underway. Members will be kept apprised on this project.

13. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 26 June 2014 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 _____