

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The sixty fourth meeting of the Business Services Organisation was held on Thursday 28 August 2014 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mr Sean Mahon (Acting Chairman)

Mrs Geraldine Fahy
Mr Alan Hanna
Mr Greg Irwin
Mrs Hilary McCartan
Mr Robin McClelland
Mr Brian McMurray

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:

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

1. **Apologies**

Apologies for absence were received from Alexander Coleman and Mr Gerald Strong.

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

There was no Chairman's Business.

3. **Minutes of Meeting held on 26 June 2014**

The minutes of the meeting held on 26 June 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 held on 26 June 2014 (Paper BSO 75/2014)***

The actions arising from the BSO Board meeting held on 26 June 2014 were noted by members.

5. **Financial Matters**

(i) ***Finance Report – July 2014 – (Paper BSO 76/2014)***

The Director of Finance presented a summary finance report for the four month period ended 31 July 2014.

Section 2 of the report provided a summary of the reported income and expenditure position for the period, with an overall surplus; the surplus had primarily been generated by core services offset by a deficit within managed services. A breakeven position has been reported within BSTP. Invoices for the quarter ended 30 June 2014 have been issued to all HSC bodies in respect of BSTP systems maintenance costs. The break-even position assumes full recompense of these invoices.

Following the submission of capital bids to the Department in April 2014 the Director of Finance advised members that the majority of the bids submitted have now been approved.

It was noted that the earlier submission and agreement of SLAs with customers had enabled BSO to reduce its level of trade debtors.

Hilary McCartan enquired if the BSO had received any notification from the DHSSPS concerning possible in year budget cuts. Mr Anderson advised that to date the BSO has not received formal confirmation but are expecting to receive correspondence in the near future.

Members noted the position.

6. **Chief Executive's Report**

(i) ***Benefits Realisation Project Manager Post***

The Chief Executive advised members that Mr Michael Crawford would be leaving his position as Programme Director of BSTP. He will be replaced by Mr Michael Stevenson who will take up post as Benefits Realisation Project Manager on a fixed term contract in September 2014.

(ii) ***Board Strategic Planning Event – 27 November 2014***

The Chief Executive confirmed the arrangements for the BSO Strategic Planning Workshop on the morning of Thursday 27 November 2014 and advised that Mr Richard Pengelly, Permanent Secretary will address members at the start of the workshop. The Board meeting will follow the workshop in the afternoon of 27 November 2014.

(iii) ***Meeting with Permanent Secretary***

The Chief Executive briefed members on his first formal meeting with the new Permanent Secretary, Richard Pengelly which took place on 23 July 2014. At the meeting the Chief Executive invited Mr Pengelly to visit the BSO and this has subsequently been arranged for Wed 1 October 2014.

(iv) ***Meeting with Chief Executive, HSCB***

The Chief Executive informed members that he met with the new Chief Executive, HSCB on the 30 July 2014.

(v) ***Strategic Regional Co-Ordination of the Unscheduled Care Task Group***

Members were advised that the Department has established a working group comprised of senior officers from the HSC to look at eliminating the lengthy waiting times in A&E. The Chief

Executive is a member of this group and the Chair is shared between the Chief Medical Officer and the Chief Nursing Officer

(vi) ***HPMA Excellence in HRM Award***

BSO in conjunction with the trade unions has been awarded Best Social Partnership for the Lesbian/Gay/Bi-Sexual and Transsexual Forum (LGBT). Members congratulated BSO on this achievement.

(vii) ***Social Care Procurement***

Members were advised that it is envisaged that a report on Social Care Procurement is scheduled to be published in September 2014. It was agreed that once the report is published a summary paper will be presented to the Board on the impact to BSO and HSC.

(viii) ***ISO – Re-Accreditation (ITS)***

The Chief Executive reported that ITS have successfully retained its ISO Accreditation.

(ix) ***Resignation of AD HR***

Members were advised that Mrs Jacqui Kennedy, AD HR is leaving the BSO and taking up a post in the Belfast Trust in December 2014. A recruitment process will now commence to fill the vacancy.

7. **Implementation of BSTP in BSO – (Paper BSO 77/2014)**

The Chief Executive reported that steady progress was being made on the implementation of BSTP. He advised that at present there were no major issues around the August payroll, early indications were that this was the best performance since implementation commenced. He informed members that the threat of Industrial Action from staff in Payroll has been lifted.

The E-Recruitment module is scheduled to be deployed in October 2014. Progress continues to be made in reducing the backlog of invoices in Accounts Payable and the FPL Budgeting module had now completed rollout.

Members noted the position.

8. **Annual Business Plan Performance Report, Period Ending 30 June 2014 – Paper BSO 78/2014)**

Members noted Paper BSO 78/2014 which set out a summary exception report on the performance against the Annual BSO Business Plan for 2014/15 as at 30 June 2014. It was noted that by the end of the first quarter of 2014/15 87% of the actions contained within the Business Plan were reported as complete.

9. **Corporate Balanced Scorecard (Paper BSO 79/2014)**

The Director of Customer Care and Performance presented paper BSO 79/2014 setting out the performance of key services areas in the BSO for the period up to July 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.

Mr Hanna suggested that in light of the implementation of Shared Services could SMT give consideration to including additional indicators relating to Payroll and Income.

Members noted the Corporate Scorecard for the months of June and July 2014.

10. **Transforming your Care (TYC): Progress Update – (Paper BSO 80/2014)**

The Director of Customer Care and Performance presented paper BSO 80/2014 which set out the various actions taken by BSO to support and facilitate the delivery of TYC initiatives. It was noted that the Chief Executive established a BSO working group in January 2014 to raise awareness of the impact of TYC on BSO services and to scope the TYC programme of work.

Members noted the position.

11. **Benchmarking Update - (Paper BSO 81/2014)**

Members noted the contents of Paper BSO 81/2014 which provided a summary of recent benchmarking results from ITS, Pals and Legal Services, along with an update on those actions identified in a previous benchmarking report to the Board in February 2014 on Pensions, Counter Fraud, Internal Audit and Human Resources. Members were reminded that the benchmarking exercises were undertaken through the CIPFA Benchmarking Club.

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

12. **Update on the FPS Replacement System – (Paper BSO 82/2014)**

The Director of Operations presented paper BSO 82/2014 which set out an overview of progress of the FPS System Implementation project. It was noted that the first Pharmacy payment went live on 25 July 2014 and was successfully submitted to BACs for payment to Pharmaceutical contractors.

The next go live Milestone is Dental and this project is scheduled to go live on 21 November 2014, subject to ratification by the FPS System Project Board which is scheduled to meet on 5 September 2014.

Due to the delay with the Dental Payments system the GP Payments System will not go live until February 2015. It was suggested and agreed that this issue should be placed on the FPS Risk Register due to the date of go live being so close to year end. It was also agreed that the FPS Project Board members should be made aware of the potential risk and the Board's concerns.

The Director of Operations referred to the June Board meeting where members were advised that there would be a potential overspend on the FPS Systems Replacement project of approx £244k.

Since that time the overspend projection has reduced to £88k which will not go beyond the optimum bias and therefore a business case will not be required.

Members noted the position.

13. **HR&CS Report (April – June 2014) – (BSO 83/2014)**

The Director of Human Resources and Corporate Services presented paper BSO 83/2014 which set out a range of workforce information relating to BSO staff for the period April – June 2014. Mr McClelland requested a breakdown of staff on Short Term and Long Term absence.

Members noted the position.

14. **Annual Complaints Report for 2013/14 – (Paper BSO 84/2014)**

The Director of Human Resources and Corporate Services presented paper BSO 84/2014 setting out information on the numbers and nature of complaints processed by BSO in 2013/14. It was noted there is a requirement under the Controls Assurance process to provide the Board with an annual report on complaints procedure.

Members noted the BSO Annual Complaints Report for 2013/14.

15. **BSO Response to HSC Framework Document – (Paper BSO 85/2014)**

The Director of Customer Care and Performance presented paper BSO 85/2014 which set out the BSO's response to the Department's HSC Framework Document setting out the roles and functions of the various health and social care bodies and the systems that govern their relationships with each other and the Department. The BSO have suggested an amendment to para 2.23 of the Framework document.

Members noted the BSO's response to the HSC Framework Document.

16. **Executive Summary for the Office of Research Ethics Committees (HSC RECs) for 2013/14 – Paper BSO 86/2014)**

The Director of Customer Care and Performance presented paper BSO 86/2014 which briefed the Board on the activity undertaken by the Research Ethics Committees (RECs) in NI for 2013/14.

Members noted the report and acknowledged the important role that the RECs perform.

17. **AOB**

(i) ***Regional Interpreting Service***

The Chief Executive reminded members that the BSO will take over the responsibility for the Regional Interpreting Service from 1 October 2014. It was agreed that the Director of Operations will make a presentation to the September Board meeting on the implementation and transition of the service.

(ii) ***BSO Charity Dinner Dance***

The Chief Legal Adviser informed members that the BSO's inaugural Charity Dance will take place on Thursday 2 October 2014 in the Wellington Park Hotel. Tickets can be purchased from the Chief Executive's Office or any member of the BSO Social Group.

18. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 25 September 2014 at 2.00 pm in the Mac, Conference Centre, 10 Exchange Street, Belfast. The BSO Annual Recognition Event for 2014 will take place at 12 Noon on 25 September at the Mac.

The Acting Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____