

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The fifty second meeting of the Business Services Organisation was held on Thursday 29 August 2013 at 2.00 pm in the Boardroom, BSO Headquarters, 2 Franklin Street, Belfast.

Present:

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy

Mr Alan Hanna

Mr Greg Irwin

Mrs Hilary McCartan

Mr Robin McClelland

Mr Brian McMurray

Mr Sean Mahon

Mr Gerry Strong

Mr David Bingham (Chief Executive)

Mr Patrick Anderson (Director of Finance)

Mr Hugh McPoland (Director of HR &CS)

In Attendance:

Mr Alphy Maginess (Chief Legal Adviser)

Mrs Karen Bailey (Director of Customer Care and Performance)

Miss Amanda Mills (Board Secretary)

1. Apology

An apology for absence was received from Teresa Molloy.

At the outset of the meeting Martin Bradley, Assistant Director, HSC Pensions Branch, made a presentation to members on the Heywood Case Study. Mr Bradley set out the context and background to this project and briefed members on the outcome of a benchmark study which demonstrated that HSCNI Pensions provides the most cost effective pension service compared with other pension services across the UK. He advised that HSC Pensions migrated all data to the Altair Pension Scheme in May 2012 which now acts as a pension and integrated payroll system for pensioners. The benefits of the migration to Altair was set out to members which included reduction in staff costs, enhanced quality of service and reduction in cost per member compared with the average figure.

Mr Bradley informed members that the proposed introduction of the 2012 pension reform will pose further pressures for HSC Pensions and as a first step BSO will approach the Department for funding to take forward this initiative.

The Chairman on behalf of members congratulated Mr Bradley and his staff on the high professional levels of performance which have been independently verified by Heywood.

2. Chairman's Business

The Chairman advised members that Maura Devlin has recently been appointed as the NI member of the Nursing and Midwifery Council.

Members were advised that following a recent recruitment exercise, Teresa Molloy has been appointed as Director of Planning and Performance with the Western HSC Trust. An advert has been prepared to go in the press.

The Chairman advised members that as today's agenda was quite lengthy, and depending on the amount of time members may debate on some of the substantive items, he may decide to defer consideration of some agenda items until the September Board meeting.

3. Minutes

(i) *Minutes of Meeting held on 27 June 2013*

The minutes of the Board meeting held on 27 June 2013 were agreed as a true and accurate record of proceedings and were signed by the Chairman.

(ii) *Minutes of Meeting held on 25 July 2013*

The Minutes of the Board meeting held on 25 July 2013 were agreed as a true and accurate record of proceedings and were signed by the Chairman.

4. Matters arising from Minutes

(i) *Board Governance Baseline Self Assessment Action Plan – Minute 4 (ii) refers*

The Director of Customer Care and Performance presented paper 57/2013 which set out a proposed action plan to take forward the recommendations arising from the Board Self Assessment Governance Tool in order to ensure compliance with best practice.

Members considered in detail each action and it was noted that from September 2013 onwards the Chief Executive will present a Chief Executive's update report. Discussion ensued regarding the production of Case Studies, as recommended in the Self Assessment Governance Tool, and it was agreed that a paper will be brought to the September meeting on suggested topics.

The Chairman also suggested that members should spend some time considering Director level structures given the size and complexity of the BSO's portfolio of business. In light of the imminent departure of the Director of Operations at the end of October it was agreed that a paper should be presented to the Board on this matter in the Autumn after the position has been filled.

It was agreed that the Board should hold a strategic planning event in November to review the strategic direction of the organisation. The Chief Executive's Office will liaise with members to agree a suitable date and venue.

Members approved the actions outlined In the Board Governance Baseline Self-Assessment Action Plan.

5. **Financial Matters**

(i) ***Finance Report – July 2013***

The Director of Finance presented a Finance Report for the four month period ended 31 July 2013.

The overall position for each segment of the organisation was outlined to members. It was noted that the Finance Report presented a small surplus in the income and expenditure account which had been generated by Core Services, offset by a deficit within Managed Services. Members were advised that a meeting has been organised with DHSSPS and HSC Directors of Finance for 30 August 2013 to agree on a means by which maintenance costs in respect of FPL and HRPTS and other costs associated with BSTP implementation are recharged across HSC. To date BSO has borne these costs on behalf of the project however this position cannot be sustained. The Director of Finance highlighted the deficit within Healthy Start but reminded Board members of the DHSSPS guarantee in this regard.

BSO has received notification from DHSSPS that all of its 2013/14 capital bids have been approved.

Voice Picking in the Pals Warehouse is scheduled to go live in the near future and it is hoped that this initiative will be rolled out to the PaLS warehouse in Campsie thereafter.

Concern was raised at the significant deficit within Healthy Start so early in the financial year. The Director of Finance referenced DHSSPS's guarantee in this regard and further advised that a review of Healthy Start is on the agenda for consideration by GAC on 24 September 2013.

The Board noted this position.

6. **Implementation of BSTP in BSO**

The Chief Executive updated members on key issues relating to both the BSTP and Shared Services projects. The FPL System has successfully been rolled out to the NI Ambulance Service (NIAS) and South Eastern Trust and the Northern Trust and the NI Medical and Dental Training Agency (NIMDTA) are scheduled to go live at the start of September.

HRPTS is scheduled to go live in September with Western HSC Trust and Belfast HSC Trust in November 2013.

The recruitment process to appoint staff for the Shared Services Team is near completion with the interviews for the Assistant Director of HR and Finance Shared Services scheduled to take place in September 2013. With regards to the accommodation issues for Shared Services Centres, there still remains a delay in obtaining approval for the Outline Business Case. BSO is actively trying to resolve any queries raised by the Economists and Health Estates. It was agreed that a presentation would be made to Board members at a future Board meeting on the detailed plans for Shared Services.

It was agreed that the Risk Register should be reviewed in light of the forthcoming recruitment exercises for the Director of Operations Post and the AD Shared Services.

7. **Corporate Balanced Scorecard**

The Director of Customer Care and Performance presented paper BSO 59/2013 setting out the performance of key service areas in the BSO for the period up to 31 July 2013.

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

Members noted the Corporate Scorecard for July 2013.

8. **Pensions Scorecard – July 2013**

The individual scorecard for HSC Pensions was also presented by the Head of Pensions. It was noted that the pensions function for processing GP Pensions is transferring from FPS to Pensions Department with a target date of 30 September 2013.

Members noted the HSC Pensions scorecard for July 2013.

9. **SAI Action Plan**

At the invitation of the Chairman, the Director of Customer Care and Performance briefed members on the lead up to events relating to the failure of the air conditioning units serving the regional data centres on the morning of Thursday 25 July 2013 which caused the failure of both regional IT data centres at the Royal and Belfast City Hospital sites. An emergency meeting subsequently took place with Belfast Trust Estates staff and BSO on 26 July 2013 to examine in detail the timeline relating to the outage, the cause of the outage and to agree on what immediate remedial actions needed to be taken.

Following the meeting a number of mitigating actions were put in place with immediate effect, which included the appointment of a security guard to monitor the data centre temperature on a 24 hours basis and formalising BSO ITS staff out of hours on-call arrangements. BSO in liaison with Belfast Trust Estates have put in place arrangements to purchase additional temperature alerting components for the air conditioning units which would automatically alert key officers, ie ITS staff, air conditioning engineers if the temperature rises. Arrangements have also been put in place with Steria to monitor the temperature of the Data Centres. Belfast Estates have commenced a study to determine the feasibility of installing a free air supplementary cooling system which would be thermostatically controlled to start if the main air conditioning equipment units (3 in each data centre) should stop cooling the room. Members were advised that in order to install this system an agreed action plan will have to be put in place which will necessitate a planned shut-down of the service. Belfast Trust has placed an order to purchase 9 Surge Protectors in each Data Centre which would mitigate against a recurrence of the air conditioners tripping out due to a spike in the power supply caused by lightning. It was noted that surge protectors will not be effective if a drop in supply occurred, such as that caused by snow on power lines.

The Chairman asked the Director of Customer Care and Performance for an update on the business cases for the Third Copy Data solution and the Shared Service Data Centre. The business case for the third copy data solution has been approved by the Department and the indicative date for implementation of this solution is the end of December/beginning of January 2014.

Although DFP have approved the shared data centre business case, approval has still not been received by the BSO from DHSSPS. Further issues have been raised by the economists regarding the BSO's business case for this venture. A meeting has been arranged with the Department to clarify these issues for 6th September 2013. It was agreed that if these issues are not resolved by the middle of September the Chairman would write to the Department setting out the Board's concern at the delay.

A lengthy debate ensued and it was agreed that the most viable option to secure stability is the procurement of the joint data centre. It was agreed that BSO has taken the necessary actions to try and mitigate any further outages occurring.

It was agreed that this matter would become a substantive agenda item at each Board meeting.

Members noted the position.

10. **Performance Report for Quarter 1 on Annual Business Plan for 2013/2014**

The Director of Customer Care and Performance presented paper BSO 61/2013 which summarised the progress to date on BSO's achievement in delivering the key actions identified within the annual business plan for 2013/2014. The report summarised the progress using the traffic light system rating and to that end members were briefed on the key actions which were highlighted as Red or Amber. Members noted the performance report and it was suggested and agreed that in future Board reports an exception report should be included. This report will be sent to the Department in September and will form the basis of discussion at the BSO's mid-year accountability review meeting in November.

Members noted the Performance Report for Quarter 1.

11. **Staff Attitude Survey 2012**

It was agreed that consideration of this matter would be deferred to the September Board meeting.

12. **HR Service Improvement Plan**

It was agreed that this agenda item would be deferred until another meeting.

13. **Human Resources and Corporate Services Report**

It was agreed that consideration of this matter would be deferred to the September Board meeting.

14. **BSO Complaints Policy**

The Director of Human Resources and Corporate Services presented a draft BSO Complaints Policy and associated procedural document for members' approval.

Members approved the Complaints Policy.

15. **Information Governance in the BSO – Policies for Approval**

- Freedom of Information (FOI) Policy
- Privacy Policy
- Information Security Policy
- Records Management Strategy

The Director of Human Resources and Corporate Services presented paper BSO 66/2013 for members' consideration and approval. He advised that the Information Security policy and Records Management policy were revised policies however the Freedom of Information policy and Privacy policy were new policies. These policies are required to ensure that the BSO is adhering to the Information Governance Controls Assurance Standard which requires all organisations to have corporate and departmental policies. A query was raised by Mr Strong if the BSO should have a specific policy relating to Clinical information and Mr McPoland agreed to give this matter consideration and take appropriate action if necessary.

Members approved the FOI policy, Privacy Policy and Information Security policy subject to minor amendments however it was agreed to defer consideration of the Records Management Strategy until the September Board meeting.

16. **Counter Fraud and Probity Services (CFPS) Annual Report for 2012/2013**

The Chief Executive presented the CFPS Annual Report for 2012/2013. The report will be formally published at the formal launch of Fraud Awareness month on 2 October 2013. Members were advised that the Head of CFPS, Mr Neville Jones, retires from the BSO on 30 August 2013 however following a recent recruitment exercise no appointment was made. The Chief Executive will discuss with the Director of Operations on the best way forward to fill this post.

Members noted the CFPS Annual Report for 2012/2013.

17. **Presentation on Pharmacy Payment**

It was agreed to defer this presentation until a further meeting.

17. **AOB**

(i) ***Gartner Sub Group***

The Chairman advised that a meeting of the Gartner Sub Group would be arranged for the end of September/start of October.

18. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 26 September 2013 in the Mac Complex, St Anne's Square, Belfast at 2.00 pm. The annual Reward and Recognition event will precede the Board meeting.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____