

HSC BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The twenty fourth meeting of the Regional Business Services Organisation (BSO) was held on Thursday 28 April 2011 at 2.00 pm in the Boardroom, BSO HQ, 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 Paddy Anderson (Director of Finance)

Mr Hugh McPoland (Director of HR & Corporate Services)

In Attendance

Mr Alphy Maginness (Chief Legal Adviser)

Mr Shane Devlin (Programme Director BSTP)

Miss Amanda Mills (Secretary to the Board)

1. **Apologies**

Apologies for absence were received from Teresa Molloy and Karen O'Loan.

2. **Chairman's Business**

The Chairman welcomed Mr Patrick Anderson to his first formal Board meeting as Director of Finance.

It has been confirmed that the Remuneration and Terms of Service Committee will take place at 12.30 pm on 31 May 2011. The agenda and associated papers will be circulated in advance of the meeting.

The Chairman advised members that he is planning to organise an awareness session for non-executives on the implementation of the Bribery Act during the month of June. The event will be held in the Beeches Management Centre and will commence at 5.00 pm and finish punctually at 7.00 pm. The Chairman also proposes to extend the invitation to non-executive colleagues from the HSCB, PHA and the NI Fire and Rescue Service. The Chief Executives Office will confirm the date of the event with invitees.

3. **Minutes of the Meeting held on 31 March 2011**

The minutes of the Board meeting held on 31 March 2011 were agreed as a true and accurate record of proceedings and were signed by the Chairman.

4. **Matters Arising from Minutes**

It was noted that any matters arising were included in the agenda.

5. **Action Sheet Arising from Board Meeting held on 31 March 2011**

The actions arising from the BSO Board meeting held on 31 March 2011 were noted by members.

Mrs Molloy confirmed that a presentation will be made to the September Board meeting on the implementation of the revised Drug Tariff.

6. **Director of Finance's Report to the Board for Period Ended 31 March 2011**

Mr Paddy Anderson presented the Finance Report for the year ended 31 March 2011. The overall position for each directorate was outlined. In particular, Core Services outturned a surplus for the financial year of £31,000 which is within the Organisation's statutory financial performance (break even) parameter (ie, +/- 0.25% of breakeven).

Members were advised that work is progressing on the production of the financial strategy for 2011/2012 and members will be briefed on this issue at the May Board meeting.

It was noted that the general capital expenditure allocation for 2011/2012 to BSO is £181,000. Already there are preliminary bids for the purchase of replacement vehicles for PALs, Electronic Document Storage, Teleconferencing Equipment and a Central Health Index (CHI) Look up facility for Dental Practitioners. These bids, along with any additional bids, will be considered and prioritised by SMT before being presented to the Board for information.

Mr Anderson advised members that he plans to review the format of the Finance Report. The Chairman suggested to members that if they have any comments on the presentation of the Finance Report they should contact the Director of Finance. It was agreed that Mr Anderson would facilitate an awareness training session entitled "financial information for non-executives" prior to a Board meeting during the Summer.

Mr Mahon on behalf of members congratulated Mr Anderson and his staff on meeting the breakeven target and management of the budgets over the year.

In answer to a question from Greg Irwin regarding the level of vacancies in the organisation, the Chief Executive confirmed that the BSO continues to impose a vacancy control process. Members were advised that a significant number of posts were approved by SMT in the last quarter of the financial year and the effect of the posts being filled will not be reflected in the financial reports until the new financial year.

Members noted the Finance Report.

7. **Corporate Balanced Scorecard**

The Director of Customer Care and Performance presented Paper BSO 28/2011 setting out the performance of key service areas in the BSO for the period up to 31 March 2011.

Attention was drawn to the graph relating to the % number of ITS incidents resolved within the SLA Target (91%) and reference to the results of the Customer Survey iro ITS. Members were advised that the migration of legacy systems commenced in December 2011 and this might have attributed to some of the negative results in the survey. The Chief Executive advised members that he has discussed this matter with the Director of Operations and agreed that she produce an in-depth action plan to address the issues raised both in the Customer Survey and the Corporate Scorecard. It was agreed that an individual Scorecard for ITS will be presented to the August Board meeting. The Chairman suggested holding a Board meeting in the Autumn/Winter in ITS combined with a visit to the Directorate later this year.

The individual scorecard for Legal Services was also presented by the Chief Legal Adviser and members were briefed on the indicators highlighted at Amber. In particular Mr Maginness briefed members on the financial position of the Directorate and the steps being considered to ensure that the Directorate of Legal Services does not find itself in a deficit position in the current financial year.

Members noted the information contained within the Corporate Balanced Scorecard.

8. **Draft Annual Report for 2010/2011**

The Director of Customer Care and Performance presented the draft Annual Report for 2010/11 to members for noting. A number of comments were suggested by members and it was agreed that these will be considered and included, where appropriate, with a final version to be presented to the Board for approval in May or June.

9. **Management and Governance Arrangements for the Merger of the Beeches Management Centre (BMC) and the Nursing Education and Development Consortium (NEDC) into BSO**

The Chief Executive presented paper BSO 30/2011 which set out the background information on the proposals to merge BMC and NEDC into BSO. The document also referred to the management and governance arrangements which would be implemented when the merger took place.

A lengthy discussion ensued and subject to the due diligence process members approved the new governance arrangements outlined in the document.

10. **Draft Statement of Internal Control (SIC)**

The Chief Executive presented a draft Statement on Internal Control (SIC) to members for information. It was noted that an earlier draft of the document had been considered by the Governance and Audit Committee at its meeting on 12 April 2011 and comments received had been incorporated into the paper.

A few minor amendments were suggested by members and these will be included into the document and will be forwarded to the DHSSPS in early May.

Members noted the draft SIC.

11. **Revised Terms of Reference – Governance and Audit Committee**

Members considered and approved the revised terms of reference for the Governance and Audit Committee (GAC). It was noted that the revisions had previously been considered by the GAC. The Standing Orders will now be amended to reflect the changes.

12. **Revised Gifts and Hospitality Register – Revision to Paragraph 15**

The Director of Finance presented paper BSO 34/2011 which set out revisions to Paragraph 15 in the Gifts and Hospitality Register. The revisions reflect a response to an internal audit recommendation that Gifts and Hospitality Registers should be held at Directorate level in addition to the Register which is currently held in the Chief Executive's Office. The GAC endorsed this recommendation at its meeting on 12 April 2011.

Members approved the revisions and the Standing Orders will be amended accordingly.

13. **HR and Corporate Services Report**

The Director of Human Resources presented paper BSO 35/2011 which set out a range of workforce information relating to BSO staff. It was noted that a Health and Wellbeing Strategy will be produced in the first quarter of this year.

The report on Corporate Services activities was also considered by members and in particular Mr McPoland drew members' attention to 2 serious adverse incidents which have occurred relating to FPS and ITS.

The first adverse incident related to Royal mail collecting in error a number of sacks containing patient information for onward transmission to BSO HQ to General Practices. The transfer of this information is contracted out to a private company. Remedial action was taken immediately and processes have been put in place to ensure this incident will not re-occur.

The second adverse incident occurred during the course of scheduled estates work commissioned by ITS which required the power-down of the RVH Data Centre. There are two HSC data centres which are designed to replicate systems and the data they store across two centres. In normal circumstances a failure in one data centre should automatically result in the other maintaining business continuity (referred to as "resilience") across the data centres. This did not happen and whilst a number of clinical systems were unaffected, some regional systems were disrupted for much of the day the incident occurred. Members were asked to note that no data was lost during this incident.

Following an initial investigation it was agreed that a formal review should be initiated whose membership would comprise of HSCB and BSO staff and supported by an external expert. A terms of reference will be produced for the review which is scheduled to take place in late May. Members will be briefed on the outcome of the review in June.

Members noted the HR and Corporate Services Report.

14. **BSO Comments on Consultation Document on Equality Scheme**

Members considered and approved the amendments following the consultation process on the draft Equality Scheme and the final Equality Scheme for onward submission to the Equality Commission.

15. **Governance and Audit Committee**

(i) **Minutes of Meeting held on 18 January 2011**

Members noted the minutes of the Governance and Audit Committee meeting held on 18 January 2011.

At the invitation of the Chairman Mr Brian McMurray briefed members on the issues considered at the GAC meeting which took place on 12 April 2011.

16. **Any Other Business**

There was no any other business.

17. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Tuesday 31 May 2011 in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____