

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The seventy seventh meeting of the Board of the Business Services Organisation was held on Thursday 24 September 2015 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mr Alexander Coleman (Chairman)

Mr Greg Irwin

Mr Alan Hanna

Mrs Hilary McCartan

Mr Robin McClelland

Mr Brian McMurray

Mr Sean Mahon

Mr Gerald Strong

Mr David Bingham (Chief Executive)

Mr Hugh McPoland (Director of HR &CS)

Mr Sam Waide (Director of Operations)

In Attendance:

Mrs Karen Bailey (Director of Customer Care and Performance)

Mr Alphy Maginness (Chief Legal Adviser)

Miss Emma Thompson (Acting Assistant Director of Finance) – For Agenda item 6 (i)

Miss Amanda Mills (Board Secretary)

1. Apologies

Apologies for absence were received from Geraldine Fahy and Andrea Henderson.

2. Chairman's Business

The Chairman advised members that the Director of Finance post will be advertised in the press in the first week in November and the interviews planned for early December 2015.

The Department have confirmed that the BSO's mid-year accountability review meeting will take place on Monday 23 November 2015.

3. Minutes

(i) *Minutes of Meetings held on 27 August 2015*

The minutes of the meetings held on 27 August 2015 were agreed subject to a minor amendment. Once the amendment is made the Chairman will sign the minutes.

4. Matters Arising from Minutes

It was noted that any matters arising from the August Board meeting could be covered in today's agenda.

5. Chief Executive's Report

(i) *NIFRS*

The Chief Executive advised that BSO has received correspondence from the Interim Chief Executive of NIFRS indicating that in light of the proposed move of sponsorship arrangements from DHSSPS to the Department of Justice they could not proceed with the transfer of procurement staff from NIFRS to BSO. It was recognised that there may be implications for other services that BSO provides to NIFRS. It was agreed that a risk assessment would be carried out and brought back to the Board.

(ii) *Procurement of Public Sector Shared Data Centres*

The Chief Executive advised members that the Investment Directorate, DHSSPS has confirmed that they along with DFP have approved the full business case (FBC) for BSO Data Centre Options. The FBC confirms that the preferred option is for BSO to become part of a wider NI Public Sector Shared Data Centre project as a Managed Service solution and provides cover for capital expenditure of up to £8.340m. The Director of Customer Care & Performance and her team are now producing a project plan to manage the transition from old data centres to the new purpose built premises; this document will be brought to the Board in October for information.

Members were briefed on an unscheduled power outage in the BCH data centre linked to Belfast Trust testing their generators on the BCH site over the weekend of 19 and 20 September. The outage affected a number of systems including the ECR system and an SAE has been declared. It was noted that the ITS staff worked all weekend to resolve the matter and there was minimal disruption to clinical services. The Chairman asked the Chief Executive to pass on thanks those staff in ITS who had worked over the weekend to restore services.

(iii) *Medical Consultants*

Members were advised that BSO ITS has recently appointed two medical consultants on a part time basis to assist with NI ECR implementation and other E-health issues. It was expected that Dr Roy Harper and Dr Damien Fogarty would commence working with BSO in October. It was agreed to invite both consultants to future Board meetings where they can make a presentation on their areas of work. The CEX and Board congratulated the Director of Customer Care & Performance on attracting this expertise to the BSO.

(ix) *Unlicensed Use of Software Following Termination of Contract*

The Chief Executive briefed members on an issue relating to a claim that the HSC made unlicensed use of software following termination of a contract. BSO is actively trying to resolve the matter and the Chief Executive agreed to keep members apprised of the matter.

6. *Financial Matters*

(i) *Finance Update – August 2015 – Paper BSO 98/2015*

The Acting Assistant Director of Finance presented a finance report for the five month period ended 31 August 2015.

Section 2 of the report provided a summary of the reported income and expenditure position for the period, with an overall surplus reported for the period. The surplus has been generated by Core Services.

Members were advised that the finance report for the October Board meeting will contain the results of the Latest Best Estimate Exercise (LBE1).

Members noted the position.

7. Expansion of Shared Services in BSO

The Chief Executive advised that the Minister has granted approval for the Business Case to engage external consultants to assist with the feasibility study for the expansion of shared services. The Business Case will now go to DFP for final endorsement. The Chief Executive added that he had discussed with the Permanent Secretary the possibility of extending the remit of provision of shared services to include Occupational Health Services. The Chief Executive stated that if BSO took on this service it would require a major redesign and as with the other services that BSO may be taking over it would require a similar type of scoping exercise. This matter was discussed at a recent SMT meeting where it was agreed that no action would be taken until formal approval is gained from DFP to the business case. Members concurred.

The Chief Executive stated that the Director of Human Resources is in the process of developing service offerings to the smaller regional bodies for the provision of Finance, Human Resources and Corporate Services. The Chief Executive was invited to meet with the Chief Executives of the regional organisations on 21 September 2015 to discuss this matter. It is envisaged that the first draft of the Service Offerings will be sent to the ALBs in the first week in October.

Members noted the position.

8. Corporate Balanced Scorecard – Paper BSO 99/2015

The Director of Customer Care and Performance presented paper BSO 99/2015 setting out the performance of key service areas in the BSO for the period up to 31 August 2015. At the invitation of the Chairman, the relevant Directors briefed members on the rationale of the indicators which were highlighted either amber or red. The Director of Human Resources and Corporate Services advised members that he has received correspondence from the Department advising that sickness absence rates should be improved by 2.5% on 2014/15 levels. He also advised of an issue on HRPTS relating to the accuracy of recording the number of Performance Appraisals and BSO is working with the supplier to try to resolve the issue.

Members noted the Corporate Balanced Scorecard.

9. Annual Business Plan Performance Report – Period Ending 30 June 2015 – Paper BSO 100/2015

The Director of Customer Care & Performance presented Paper BSO 100/2015 which members noted. This set out a summary exception report on the performance against the Annual Business Plan for 2015/16 as at 30 June 2015. It was noted that by the end of first quarter of 2015/16 86% of the actions with the Business Plan were reported as complete or will be delivered by the completion date.

10. BSTP Benefits Realisation Project (BRP) Highlight Report – Paper BSO 101/2015

The Director of Operations presented paper BSO 101/2015 setting out benefits, progress and key issues regarding the BRP project. Members were advised that the both the Cloud invoicing and Self Billing solutions have gone live which will be used to speed up the approval of supplier invoices. The milestone date for the go live of the supplier portal has been postponed until November 2015. The SRO for the BSTP has agreed to postpone the Single Pay Frequency (SPF) project to April/May 2016. This delay, however, means that the BSTP and BRP teams would need to stay in place into the 2016/17 financial year as they will be necessary to support the project.

Members noted the position.

11 (i) Shared Services Highlight Report – Paper BSO 102/2015

The Chief Executive presented paper BSO 102/2015 setting out an executive summary for the Shared Services project. It was noted that both the SE Trust and Western Trusts have confirmed transition dates to BSO Recruitment Shared Services.

Members noted the position.

11 (ii) Report on BSO Prompt Payment for Period Ending 31 August 2015 – Paper BSO 103/2015

The Chief Executive presented paper BSO 103/2015 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2014 to August 2015 by the BSO Accounts Payable Department. It was noted that 90.61% of HSC invoices have been paid within 30 calendar days in August 2015 compared to 75.69% in April 2014. The target for paying invoices within 30 days is 95% and the Chief Executive is hoping that BSO will achieve this target in later this year.. Members were also advised that the Accounts Payable team have made significant progress in clearing the backlog of invoices for Belfast Trust.

Members noted the position.

12. FPS Payment Systems Benefits Realisation Report – Paper BSO 104/2015

The Director of Operations presented paper BSO 104/2015 which set out an overview of progress of the FPS System Implementation Project. The training plan to train GP practitioners on using the payments portal is scheduled for completion in October 2015. The development of the pharmacy portal is scheduled to be complete in mid-November and a meeting is taking place today with CPNI to discuss the use of the portal which is due to go live in March 2016.

The GP Payments staff based in County Hall, Ballymena have all been allocated new posts in the Ballymena area and therefore will not have to be re-located to Belfast. They will be trained accordingly in their new posts and members congratulated BSO in securing a successful outcome to this matter.

Members noted the position.

13. Controls Assurance Standards (CAS) : Performance in 2014/15 and Reporting Requirements for 2015/16 – Paper BSO 105/2015

The Director of Customer Care and Performance presented paper BSO 105/2015 which set out correspondence from the DHSSPS outlining the CAS performance of HSC organisations in 2014/15 and the reporting requirements for 2015/16. It was noted that BSO achieved substantive compliance on all the Controls Assurance Standards.

Members congratulated BSO on this achievement.

14. Update of Scheme of Delegation for Approval of Direct Award Contracts (STAs) Paper BSO 106/2015

The Director of Operations presented paper BSO 106/2015 asking for approval to update the BSO's Scheme of Delegation for STAs. The amendments set out in paper 106/2015 take into account the changed procurement levels above which procurements without communication are considered Direct Award Contracts, new EU thresholds resulting from changes to the status of HSC organisations within the new Public Contracts Regulations 2015 and changes in BSO executive personnel.

Members considered and approved the following amendments to the Scheme of Delegation for STAs:-

- (i) Increase of the lower figure of £2,000 to £5,000 to reflect the changed levels contained in Procurement Guidance Note (PGN) 04/12 – Procurement Control Limits;
- (ii) Include the revised EU Threshold of £111,676 within the Scheme of Delegation where a figure is stated;
- (iii) Amend the names and signatures of senior executives to reflect the current Acting Director of Finance and Director of Operations postholders.

15. Declaration and Register of Interests for 2015/16 – Paper BSO 107/2015

Members noted a revised summary of members' declared interests for 2015/16.

16. AOB

(i) International Business Travel

The Director of HR&CS requested members' approval for forthcoming business travel by BSO staff outside of the United Kingdom.

The travel related to the following officers:-

Mr David Bingham – Attendance at a NI Ecosystem Meeting in Brussels – 12 October 2015.

Ms Eunice Heelham, ITS – Attendance at a Training School on “Beyond Silos Project” - Salerno, Italy, 30 September 2015.

Retrospective approval – Mr Greg McCloskey, Head of Shared Services, Conference on Shared Services, Berlin, 22 and 23 September 2015.

Members approved the overseas travel applications on the basis that such travel was necessary and was undertaken on the most economic basis.

(ii) ***Information Commissioner***

The Director of HR&CS informed members that the Information Commissioner has formally written to BSO advising that they will not be taking any further action following the incident involving the theft of a legal file from a solicitor's vehicle.

(iii) ***Disability Action Plan***

Mr McClelland advised that he plans to provide an update on the Disability Action Plan to the November Board meeting.

(iv) ***Resignation of Chief Executive***

The Chairman informed members that he has received formal notification from the Chief Executive that he plans to retire from the BSO on 31 March 2016. The Chairman has informed the Permanent Secretary of this announcement and it has been agreed that he will arrange to meet with him to discuss how to progress this matter. Hilary McCartan on behalf of members thanked David Bingham for his commitment to the organisation.

(v) ***Annual Recognition Awards Ceremony***

Hilary McCartan referred to the recognition event ceremony held earlier today and suggested that it may be opportune to review the BSO's Recognition Scheme. The Director of HR&CS stated that he will place this matter on the agenda of the BSO OWD Group and report back to the Board.

17. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 29 October 2015 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 _____