

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The fifty ninth meeting of the Business Services Organisation was held on Thursday 27 March 2014 at 2.00 pm in the Boardroom, The Cottage, 5 Greenmount Avenue, Ballymena, BT43 6DA

Present:

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy

Mr Alan Hanna

Mr Greg Irwin

Mr Sean Mahon

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 Peter Wilson (Acting Director of Operations)

In Attendance:

Mr Alphy Maginess (Chief Legal Adviser)

Mrs Rita Marsden (Acting Director of Customer Care and Performance)

Miss Amanda Mills (Board Secretary)

1. **Apologies**

An apology for absence was received from Karen Bailey.

2. **Chairman's Business**

The Chairman advised that a special Board meeting will have to be convened in mid- June to sign off the annual accounts for 2013/14. The Chief Executive's Office will contact members to confirm a date.

3. **Minutes of Meeting held on 27 February 2014**

The minutes of the meeting held on 27 February 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 (Paper BSO 24/2014)***

The actions arising from the BSO Board meeting held on 27 February 2014 were noted by members.

It was noted that the Head of Counter Fraud Unit will make a presentation to the Board in May.

5. **Chief Executive's Report**

(i) ***Review of Distribution of Work in BSO***

The Chief Executive advised that he has received correspondence from the BSO's sponsor branch in the Department confirming that they are content with the proposals relating to the proposed re-organisation of duties in respect of the Honest Broker and Internal Audit services. The Chief Executive will now consult with key stakeholders on this proposal to transfer responsibility for the provision of Internal Audit Services from the Director of Customer Care and Performance to the Director of Finance.

(ii) ***Occupancy of "Greenmount" Building for Shared Services***

The Chief Executive advised the Northern Trust are in the process of purchasing the Greenmount building in Ballymena; the BSO has only leased this accommodation for 18 months until permanent accommodation is secured. BSO has had sight of the Northern Trust's Outline Business Case (OBC) to purchase the Greenmount property and have slight concerns about some issues, as they affect BSO, which are detailed in the OBC and has written to the Department asking for its formal support for the BSO occupancy of Greenmount in order to operate an efficient and effective shared services centre in Ballymena.

Members noted the position.

6. **Financial Matters**

(i) ***Finance Report - (Paper BSO 25/2014)***

The Director of Finance presented a Finance Report for the eleven month period ended 28 February 2014.

Section 2 of the report provided a summary of the reported income and expenditure position for the period, with an overall small surplus; the surplus had primarily been generated by Core Services offset by a deficit within Managed Services. Members were advised that BSO has alerted Trusts that invoices relating to BSTP systems maintenance costs will be dispatched in the near future.

The Balance Sheet for the eleven month period was discussed and it was noted that the stock in Pals has been reduced now that the FPL system has been stabilised. A manual stocktaking exercise is being undertaken in the Pals Warehouse on Saturday and Sunday 29 and 30 March 2014 and will be verified by Internal Audit.

The Director of Finance informed members that BSO has already commenced the bidding process for capital expenditure items for 2014/2015 and has submitted a number of bids to the Department for consideration. Board members would be further informed of the outcome of this bidding process in due course.

Members noted the position.

(ii) ***BSO Service Offering 2014/2015 – (Paper BSO 26/2014)***

The Director of Finance presented paper BSO 26/2014 setting out the Organisation's Service Offering for 2014/15. The Department have, as in previous years, been briefed on the BSO's approach to securing efficiencies which is in the main delivered by productivity. Members congratulated the Director of Finance on once again producing a very focussed document which demonstrates to customers the value for money service which BSO provides underpinned by an improvement in overall efficiency of 3.6%.

Members noted the BSO Service Offering for 2014/15.

7. **Corporate Balanced Scorecard (Paper BSO 27/2014)**

The Director of Customer Care and Performance presented paper BSO 27/2014 setting out the performance of key services areas in the BSO for the period up to February 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.

Members noted the position.

8. **Board Governance 2013/14 Self Assessment – Board Impact Case Study on Performance Issues – (Paper BSO 28/2014)**

The Assistant Director of Customer Care and Performance referred to the February Board meeting where the draft summary report of the BSO Self Board Governance Self Assessment tool had been considered where it was suggested that the first case study relating to Data Centres should be condensed and brought back to the March Board meeting. The revised case study was considered by members however Greg Irwin was still of the view that the document was still too lengthy and needed further condensing. Members concurred with this view and it was agreed that Greg Irwin and the Assistant Director of Customer Care and Performance will review the submission again before inclusion into the Board Governance Self Assessment tool for 2013-14.

It was also agreed that a covering letter highlighting the work undertaken to date should accompany the 2013-14 Self Assessment which has to be submitted to the DHSSPS by 31 March 2014.

9. **Board Governance Self-Assessment 2014/2015 (Paper BSO 29/2014)**

At the invitation of the Chairman, Mrs Hilary McCartan presented the Board Governance Self-Assessment Action Plan for 2014/2015. Members considered and debated each action and in particular it was agreed that a review of the BSO Board agenda should be undertaken in the 2014/15 financial year.

Members approved the actions outlined in the Board Governance Self Assessment Action Plan for the year ahead.

10. **Report of BSO Corporate Risk Workshop – 30 January 2014 – (Paper BSO 30/2014)**

Members considered paper BSO 30/2014 which set out a summary of the BSO Board workshop held on 30 January 2014 to review the BSO Corporate Risk Register. Members concurred that the workshop was beneficial and it was agreed that this event should be held on an annual basis.

11. Corporate Risk and Assurance Report 2013/14 – Paper BSO 31/2014

The Assistant Director of Customer Care and Performance presented paper BSO 31/2014 which set out the amendments to the Corporate Risk Report made between January to March 2014. SMT reviewed the Corporate Risk Report at its meeting on 14 March 2014 to ensure proportionate risk actions had been outlined. The report also took on board suggestions raised by Board members at the Risk Workshop held in January. It was suggested and agreed that in light of the increasing amount of information that BSO holds, an assurance paper should be produced setting out the framework which is in place to manage Information Governance. The Director of Human Resources and Corporate Services agreed to prepare a paper for a future meeting. Mr McPoland also informed members that the Information Management Controls Assurance Standard has been provisionally assessed as moderately compliant, as required by DHSSPS, however a further self assessment exercise is scheduled to take place in early April to review individual criterion. It was noted that the date for completion of the Self Assessment CAS scores to the Department is Tuesday 6 May 2014.

Members noted the Corporate Risk and Assurance Report.

12. Implementation of BSTP in BSO (Paper BSO 32/2014)

The Chief Executive updated members on key issues relating to both the BSTP and Shared Services projects. Following the successful resolution of the collaborative planning module of the FPL system the FPL team are scheduled to stand down at the end of March. BSO will however maintain a small team to finalise the remaining outstanding matters and transfer to business as usual.

The Chief Executive reported that payroll has now been rolled out to the Western Trust however a small number of staff from the Western Trust did not receive their non- guaranteed pay (eg travel, allowances, overtime) as part of the March payroll run. When this matter was investigated the mis-payments occurred because the payroll shared service centre did not receive the paper based or electronic claims for enhancements. BSO will now make a subsequent payment to the affected staff in the first week in April. It was agreed that a more detailed briefing paper on this matter will be sent to Board members for information.

Members were briefed on the e-recruitment module which is being piloted in BSO only. BSO has emphasised to the supplier that if the e-recruitment module is not fit for purpose by the end of the pilot period an alternative solution may need to be explored.

Members were briefed on a proposal which has been sent to the Department for the establishment of a new project workstream under BSTP for benefits realisation. With the FPL Project scheduled to end by 31 March 2014 and the HRPTS by 30 June 2014 there still remains some important “loose ends” that will need continued attention and the creation of a benefits realisation project will provide the vehicle to not only address the vital business of implementing the recommendations of the Gateway Review but also to retain expertise to ensure the continued enhancement and value to the systems. Members supported this proposal and agreed that BSO must retain a skills repository for BSTP to ensure the successful roll-out of both projects.

Members noted the position.

13. **BSO Recognition Event 2014 (Paper BSO 33/2014)**

The Director Human Resources and Corporate Services presented paper BSO 33/2014 which set out the timetable and arrangements to proceed with the BSO's annual employee recognition event for 2014. Discussion ensued about the venue for this year's event and it was agreed that the Director of Human Resources would undertake some research and present his findings to SMT for approval. The event will be officially launched at the end of May with the assessment process taking place over the summer months.

Members endorsed this proposal.

14. **Proposal to Transfer the Regional Language, Interpretation and Translation Service to BSO - (Paper BSO 34/2014)**

The Chief Executive presented paper BSO 34/2014 which set out the proposal to transfer the Regional Language, Interpreting and Translation Service to BSO. It was noted that this service is currently commissioned as a demand responsive service and to that end the HSCB have formally written to the BSO confirming ... "that with effect from the date of transfer (1 October 2014) to BSO the HSCB will work with BSO to ensure that any financial deficit that may arise within the interpreting funding line will be resolved appropriately to ensure that there is no detrimental impact on BSO's overall financial position". Members were assured by this statement and recognised that this is a great opportunity to grow the organisation. The Chief Executive advised that a due diligence exercise will be undertaken by Internal Audit before the transfer date.

Members formally approved this proposal.

15. **Ophthalmic Committee Nomination (Paper BSO 35/2014)**

Members considered and approved paper BSO 35/2014 requesting that Mr William Stockdale be appointed to the BSO's Ophthalmic Committee until May 2015. Mr Stockdale will replace Mr Alan Rundle who has resigned from the Committee. It was noted that the HSCB have confirmed that they are content with this proposal.

16. **Verbal Report on a Complaint – (Paper BSO 36/2014)**

At the invitation of the Chairman, Mr Greg Irwin briefed members of a recent review of a complaint he and the Director of Customer Care and Performance had undertaken. Following this review, the panel produced a report which identified shortcomings in the BSO's handling of the complaint and recommended that the BSO conduct a lessons learnt review to ensure that any shortcomings are addressed in the future. One of the recommendations specifically asked that the Board be apprised of the issues which have raised concern. The Chairman advised that he had discussed that matter in advance of the Board meeting with both the Chief Executive and Greg Irwin and to that end he proposed to establish a sub group comprising of non-executives to examine if the complaints process as it stands is fit for purpose. A draft terms of reference will be produced and it was agreed that the membership of the sub group should be: -

Mr Gerald Strong
Mr Alan Hanna
Mr Greg Irwin

The Chief Executive's Office will arrange for the sub-group to meet and send out the terms of reference.

Members approved this proposal.

17. **AOB**

There was no any other business.

18. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Wednesday 30 April 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 _____