

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The fifty sixth meeting of the Business Services Organisation was held on Thursday 19 December 2013 at 10.00 am 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 Gerald Strong

Mr David Bingham (Chief Executive)

Mr Patrick Anderson (Director of Finance)

Mr Hugh McPoland (Director of HR &CS)

Ms Paula Sheils (Acting 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**

An apology for absence was received from Sean Mahon.

2. **Chairman's Business**

The Chairman welcomed everyone to the meeting and reminded members that the annual Christmas buffet lunch is scheduled to take place at 12.30 pm today and to that end he was aiming to complete Board business at 12 Noon.

The Chairman advised members that he along with the Chief Executive attended a fact finding visit to a Health Analytics meeting in the BT building in Belfast. Arrangements are being made for BSO to visit a Data Centre based in Dublin in the New Year.

3. **Minutes of Meeting held on 28 November 2013**

The minutes of the meeting held on 28 November 2013 were agreed as a true and accurate record of proceedings and were signed by the Chairman.

4. **Matters arising from Minutes**

(i) ***Action Sheet Arising from Board Meeting (Paper BSO 102/2013)***

The actions arising from the BSO Board meeting held on 28 November 2013 were noted by members.

The Chairman suggested and it was agreed that a Board workshop will take place on Thursday 30 January 2014 at 12.30 pm to review the BSO's Corporate Risk Register. The Chief Executive's Office will organise a further Board workshop, prior to either the February or March Board meeting, to review the BSO's Corporate Scorecard.

It was noted that a briefing paper summarising the series of visits by non-executive director to BSO sites will be presented to the January Board meeting.

5. **Chief Executive's Report**

(i) ***HSC Interpreting and Translation Services***

The Chief Executive advised members that BSO has been approached by HSCB requesting that BSO take on the Regional Interpretation and Translation Service. He illustrated to members by making a short presentation of the significant growth in the translation service since its inception in 2004. The service is currently provided by the Belfast Trust and funded by the HSCB. In taking this matter forward it has been agreed that a project Board should be established in the New Year and a Project Initiation Document (PID) be produced. It was recognised that this is a demand led service however as with the Healthy Start Scheme, the fundamental issue for the BSO would be confirmation that the funding is covered and BSO's financial position would not be put at risk. The Chief Executive will provide a further update to members in January.

(ii) ***Head of Clinical Education Centre (CEC)***

The shortlisting for the Head of CEC took place on 15 December 2013. The interviews will take place on Thursday 16 January 2014.

(iii) ***OREC***

Members were briefed on a revised committee structure for the Research Ethics Committees (RECs).

(iv) ***Transforming your Care (TYC)***

The Chief Executive advised that he has established a scoping group to review the impact of TYC on BSO to facilitate planning for the future. Nominations have been requested around to departments which will be affected by TYC and the HSCB has been invited to send a rep to the group.

(v) ***Acting Director of Operations***

The Chief Executive informed members that as advised at the October Board meeting, Paula Sheils and Peter Wilson would undertake the Director of Operations post on a rotational basis. To that end it was reported that Peter Wilson will take up post as Acting Director of Operations from 1 January 2014 to 28 February 2014. To that end the Chairman on behalf of Board members thanked Paula Sheils for her work in maintaining the business continuity of the Operations Directorate.

6. **Financial Matters**

(i) ***Finance Update - (Paper BSO 103/2013)***

The Director of Finance advised that due to the Board meeting taking place a week earlier than normal in the month it was not possible to produce a full finance report for the eight month period ended 30 November 2013. A full finance report for the nine months ended 31 December 2013 will be presented to the January Board meeting and will be accompanied by the second Latest Best Estimate forecast exercise.

Members noted the interim financial position.

As highlighted at previous Board meetings, BSO has formally requested confirmation from the BSTP SRO that HSC will fully reimburse the Organisation in respect of Systems Maintenance and other BSTP costs incurred in 2013/14. The advice received is that BSO should continue to assume full reimbursement in this regard. Unfortunately BSO has been unable to secure confirmation from HSC organisations of their intention to pay their respective elements of these costs and a letter has now been produced for the Permanent Secretary's attention from the BSO Chief Executive in this regard.

Members noted the final version of the 2012/13 Report to those Charged with Governance.

7. **Data Centre Update (Paper 104/2013)**

The Director of Customer Care and Performance presented paper BSO 104/2013 which set out to members' progress on the Data Centre issues.

The initiatives to enhance the services provided by the Data Centres are all progressing well. In particular, it was noted that BSI ITS have implemented three types of alerting and monitoring systems in the Data Centres. The Surge Protection equipment was installed in the power feeds to the RVH and BCH Data Centres in November and was successfully achieved without any interruption to the services.

The equipment for the third party data centre has been successfully installed and configured in Centre House along with the necessary network links. Extensive testing on the functionality and ability to restore systems and data is scheduled to take place in January 2014.

Following approval of the BSO business case for the replacement shared data centres, a Project Board has now been established. The inaugural meeting took place on 12 December 2013 where it was agreed that the Strategic Investment Board (SIB) will appoint a Programme Director. At the meeting it was agreed that a workshop will take place in January 2014 to consider an outline technical specification for the project. The workshop will also look at the governance structures for the project and agree the membership for the procurement and implementation phases of the

project. The SRO for the project will be Paul Wickens however David Bingham and another officer from BSO will sit on the Governance Project Board.

Members were informed that BSO has recently appointed a Data Centre Manager.

Members noted paper BSO 104/2013.

8. **Draft Business Plan for 2014/2015 – (Paper 105/2013)**

The Director of Customer Care and Performance presented a draft business plan for 2014/2015. The contents of the plan take into account the outcomes of the BSO Board Strategic Planning Workshop held on 28 November 2013, the senior staff planning workshop held in October 2013, SMT meetings and the DHSSPS's correspondence of 11 November 2013 relating to BSO requirements for 2014/2015 Annual Business Plans. It was noted that the final draft of the Business Plan must be sent to the Department by Friday 17 January 2014 with a view to having in place a fully approved plan in place by 31 March 2014.

The Director of Customer Care and Performance advised that BSO have been approached by the NI Fire and Rescue Service (NIFRS) with a view to BSO providing them with some services. A scoping meeting has been arranged for the BSO Chief Executive and Director of Customer Care in mid January with the Chief Executive of NIFRS and members will be provided with a further update at the January Board meeting.

A lengthy discussion ensued relating to some of the targets highlighted in the Plan and amendments were suggested. It was also suggested and agreed that the Board would hold a further workshop in Autumn 2014 to review the issues/themes which were raised at the Board workshop in November with a view to creating a "vision" document for the BSO.

The draft business plan for 2014/20145 was approved subject to the comments suggested by members.

9. **Report of BSO Board Strategic Planning Workshop – (Paper BSO 106/2013)**

The Director of Customer Care and Performance presented paper BSO 106/2013 setting out the key issues which were raised at the Board Strategic Planning Workshop on the evening of 27 November where the Chief Medical Officer from the Department set out a strategic overview of the HSC and identified what contribution BSO could make to the overall HSC agenda, the areas included:- Supporting the new Public Health Strategy, Supporting the Quality 2020 Strategy and the unique position of BSO iro the amount of Data it holds. The Workshop continued on the morning of 28 November 2013 with a Strategic Planning Workshop. The paper concluded by setting out the outcomes of the strategic planning workshop and recommendations to take the matters forward.

Members approved the report and agreed that the paper should be used as the basis for the "visioning" workshop to take place in 2014.

10. **Implementation of BSTP in BSO**

The Chief Executive updated members on key issues relating to both the BSTP and Shared Services projects. He advised that following the implementation and roll-out of FPL across Trusts work will commence in early 2014 to commence the transition process from BSTP to Business as Usual (BAU).

With regard to HRPTS both Southern and South Eastern Trusts are scheduled to go live in December with NI Ambulance Service, NI Medical and Dental Training Agency and Northern Trust scheduled to go live in February 2014. A benefits realisation exercise will be required to assess that all staff have been trained and have access to technology to use both ESS and MSS services in HRPTS.

The lease for the Shared Services accommodation in Greenmount House in Ballymena for Accounts Payable staff has been signed and the Chief Executive advised that he plans to visit the premises early in the New Year. It was suggested and agreed that Board members should visit the Shared Services Payments Centre once it is fully operational in the first quarter of 2014.

11. **Update Response to Audit Reports into BSTP Systems**

The Chief Executive advised that he proposes to present a report to the January Board meeting setting out the recommendations arising from the two audit reports and the management responses. He informed members that most of the outstanding issues have been resolved and hopes to bring this matter to completion early in the New Year.

Members noted the position.

12. **Corporate Risk and Assurance Report – (Paper BSO 107/2013)**

The Director of Customer Care and Performance presented paper BSO 107/2013 which set out amendments to the Corporate Risk Report by SMT during the period October – December 2013. SMT reviewed the report at its meeting of 6 November 2013 to ensure that proportionate risk actions had been identified.

Greg Irwin suggested that consideration should be given to revising the risk score to Risk No 13: - “Risk to Data Centres....” and it was agreed that in light of the Board workshop in January on the Corporate Risk Register, this will be considered in further detail then.

Members noted the position.

13. **Report on Health and Social Care (Amendment) Bill – (Paper BSO 108/2013)**

The Chief Executive presented paper BSO 108/2013 which set out the amendments to the Health and Social Care (Reform) Act 2009. The main amendments in the Bill are in relation to the functions of BSO. The Bill will ensure that BSO has the legislative authority to provide services to all the DHSSPS’s arms’ length bodies and to administer any health and social care functions on behalf of the Department. The Bill has completed its Committee stage and will now go back for further or final consideration by the Assembly.

Members noted the position to date.

14. **Board Governance Self-Assessment for 2013/2014 – (Paper BSO 109/2013)**

The Director of Customer Care and Performance presented paper BSO 109/2013 which set out correspondence from the Permanent Secretary to Chairs of ALBs regarding the Board Governance self- assessment tool for all DHSSPS sponsored ALB Boards. Members were reminded that the baseline Board Governance Self-Assessment for 2012/2013 was submitted to the Department in April 2013. It was agreed that Greg Irwin and Hilary McCartan would

once again meet with the Director of Customer Care and Performance to complete the first draft of the self-assessment questionnaire with a view to producing a response for consideration at the January Board meeting.

15. **AOB**

(i) ***Suggested Date for Board Meetings in 2014***

The Board agreed that the BSO Board Meetings for the period January – June 2014 would be as follows:-

Thursday 30 January  
Thursday 27 February  
Thursday 27 March  
Wednesday 30 April  
Thursday 29 May  
Thursday 26 June

16. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 30 January 2014 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chairman wished everyone a very happy Christmas and closed the meeting.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Chief Executive

Date \_\_\_\_\_