

HSC BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The twenty ninth meeting of the Business Services Organisation (BSO) was held on Thursday 29 September 2011 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

Present

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy	Mr David Bingham (Chief Executive)
Mr Alan Hanna	Mr Paddy Anderson (Director of Finance)
Mr Greg Irwin	Mrs Teresa Molloy (Director of Operations)
Mr Robin McClelland	Mr Hugh McPoland (Director of HR & Corporate Services)
Mr Brian McMurray	
Mr Gerald Strong	

In Attendance

Mrs Karen O'Loan – Director of Customer Care and Performance
Mr Alphy Maginness – Chief Legal Adviser
Mr Shane Devlin – BSTP Programme Director
Miss Amanda Mills (Secretary to the Board)

1. **Apologies**

Apologies for absence were received from Hilary McCartan and Sean Mahon.

2. **Chairman's Business**

The Chairman informed members that the outcome of a judicial review application by CPNI of the NI drug tariff should be announced in October.

The Chairman on behalf of members congratulated Mrs Karen O'Loan on her recent engagement.

3. **Minutes of Meeting held on 25 August 2011**

The minutes of the Board meeting held on 25 August 2011 were agreed subject to an amendment regarding the deletion of both Mr Maginness and Mr Devlin as being “in attendance”. The minutes had also correctly reflected that they had submitted apologies.

The minutes will be amended accordingly to reflect the accuracy of who was in attendance and the Chairman will sign the amended minutes.

4. **Matters Arising from Minutes**

(i) **Growth and Development – Agenda item 8 – Board Meeting 31 May 2011**

The Director of Customer Care and Performance briefed members of a recent meeting held with Departmental officers in respect of the BSO’s paper entitled “Growth and Development of the HSC Business Services Organisation” which was produced in conjunction with the BSO’s sponsor branch in the DHSSPS. The Department have said that this matter will be discussed at senior level with a view to sending a submission to the Minister in November/December. Members were advised that if the Minister approves the submission it could take some time to amend BSO’s position as legislation will be required. The BSO will continue to keep the momentum going and a further update meeting will be organised with Sponsor Branch in October/November.

Members noted the position.

(ii) **NEDC – Agenda item 13 (ii) – Board Meeting held on 30 June 2011**

The Chief Executive informed members that following discussions with the Department and the Northern and Western Trust it has been agreed that BSO will take on management responsibility for staff and services provided by NEDC with effect from 1 November 2011. Maura Devlin will now be formally appointed as Head of NEDC from the same date. In answer to a question from Geraldine Fahy the Chief Executive confirmed that there remains a few outstanding issues to be resolved in respect of the due diligence exercise.

Members noted the position.

(iii) **Action Sheet Arising from Board Meeting held on 25 August 2011**

The actions arising from the BSO Board meeting held on 25 August 2011 were noted by members.

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

The Director of Finance presented the Finance Report for the period ended 31 August 2011. The overall position for each segment of the organisation was outlined to members. Mr Anderson highlighted to members a deficit within the area of Healthy Start (£123k). He added that he is continuing to press DHSSPS for confirmation that this deficit will be addressed recurrently by way of an additional RRL allocation.

As advised at the August Board meeting this month's report now reflects the outcome of the detailed Latest Best Estimate (LBE) exercise which assesses the projected financial outturn at year-end based on the actual income and expenditure position to 31 July 2011. Members were reminded that two further LBE exercises are planned later during the financial year and a review of the effectiveness of this new forecasting regime will be performed in April 2012.

Discussion ensued regarding the variances highlighted in the financial report and the Director of Finance briefed members on the reasons attributed to the variances.

It was noted that the BSO has recently received an allocation of £38k from the Capital Efficiencies Programme for the Regionally Managed Locum Service Project. A commitment has been received from all Trusts to fund the additional revenue costs associated with operating the scheme and a business case is being prepared.

Members noted the financial report.

6. **Corporate Balanced Scorecard**

The Director of Customer Care and Performance presented Paper BSO 62/2011 setting out the performance of key service areas in the BSO for the period up to 31 August 2011.

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 information contained within the Corporate Balanced Scorecard

7. **Business Services Transformation Programme (BSTP) – Update**

The BSTP Programme Director presented paper BSO 63/2011 which provided Board members with an update against the BSTP schedule agreed in the Outline Business Case (OBC) regarding the replacement of the HR/Payroll Systems and the Finance/Procurement/Logistics Systems. At a meeting of the BSTP Programme Board on 12 September 2011 following the outcome of an evaluation process recommended to the DHSSPS to move to preferred bidder status with two bidders. The Department subsequently formally approved the recommendation and bidders were notified of the outcome of the procurement.

The process is now at a standstill period which will end on Monday 3 October 2011.

The Chairman congratulated the Programme Director and his team on the excellent work undertaken to reach this stage.

Members noted the position.

8. **Data Centre Shutdown – Update**

The Director of Operations presented paper BSO 64/2011 updating the Board on the actions taken to address the short term recommendations from the SAI Review which was presented at an earlier Board meeting, and to bring members up to date on the shutdown and restoration of the second HSC datacentre, which has been concluded. The additional issues which arose during the shutdown and power up of the second datacentre were reported on, and the learning points for future work were identified.

These included:-

- Planning for changes should allow more contingency between significant changes to allow for recovery
- Some elements of the infrastructure are overly complex and could be rationalised
- Some systems did not cope well with interruption to network services. These will be reviewed and improvements introduced where necessary.
- The powerdown process is a good test of resilience and business continuity processes. BSO will open discussions with other HSC bodies to allow consideration to be given to the introduction of further shutdown exercises, which complement Trusts own plans for business continuity testing on critical systems. This will be raised with Trusts at the HSC ICT Programme Board.

Now that the work at the second Datacentre has been completed, BSO management will also commence work on the longer term recommendations identified by the SAI Review Team.

It was agreed that the Board will be provided with a further update later in the year. It was noted that a full briefing on the exercise will be provided to the Regional ICT Programme Board in October where the arrangements for monitoring of the work emerging will be agreed.

Members noted the position.

9. **HR & Corporate Services Report (1/4/11 – 30/6/11)**

The Director of Human Resources presented paper BSO 65/2011 which set out a range of workforce information relating to BSO staff. At the outset Mr McPoland apologised to members for the late submission of the report due to holiday and dates of meetings during the summer and ensured members that every effort would be made to avoid a repetition. It was noted that the sickness absence level for the period 1/4/11 to 30/6/11 (3.27%) has decreased when compared with the same period in 2010 (3.71%). It is also 1.93% lower than the PFA target for absence which is 5.2%. Mr McPoland advised that he is currently producing a Draft Attendance at Work policy and will be consulting with the trade unions regarding the implementation of a revised Absence policy.

In answer to a question from Geraldine Fahy Mr McPoland confirmed that at present only a few directorates (Legal, Internal Audit, Equality, BMC) operate the time recording system however added that consideration of the introduction of such systems where appropriate is ongoing.

Members noted the HR & Corporate Services Report.

10. **Directorate of HR & Corporate Services – Complaints Report on Quarter 1 Activity**

As agreed at the last Board meeting the Director of Human Resources and Corporate Services presented a paper setting out the number of complaints, compliments and formal comments received by BSO from 1/4/11 to 30/6/11. It was suggested by Greg Irwin that it would be useful reports could be produced for the Board setting out activity levels on the website on a regular basis. It was agreed that this information would be presented to the Board on a 6 monthly basis.

Members noted with interest the Complaints Report for Quarter 1.

11. **Any Other Business**

There was no any other business.

12. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Thursday 27 October 2011 in the Boardroom, BMC, 12 Hampton Manor Drive, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____