

HSC BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The thirtieth meeting of the Business Services Organisation (BSO) was held on Thursday 27 October 2011 at 2.00 pm in the Boardroom, BMC, 12 Hampton Manor Drive, 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)

Robin McClelland

Mr Hugh McPoland (Director of HR & Corporate Services)

Mr Brian McMurray

Mr Gerald Strong

Hilary McCartan

Sean Mahon

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)

Miss Lorraine King (Head of HSC Leadership Centre)

Mrs Maura Devlin (Head of NEDC)

1. **Apologies**

There were no apologies.

2. **Chairman's Business**

The Chairman on behalf of Board members welcomed Lorraine King, Head of the HSC leadership Centre and Maura Devlin, Head of the HSC Clinical Education Centre to the meeting and wished them every success in their new posts.

The Chairman referred to the recent visit undertaken by some of the non-executive directors to the RGH Data Centre and thanked Teresa Molloy for hosting the visit. The members who attended agreed it proved to be a very informative visit and asked Mrs Molloy to pass on their thanks to the staff concerned.

3. **Minutes of Meeting held on 29 September 2011**

The minutes of the Board meeting held on 29 September 2011 were agreed as an accurate and true reflection of the meeting and were signed by the Chairman.

4. **Matters Arising from Minutes**

(i) **Growth and Development – Agenda item 4 (i)**

The Director of Customer Care and Performance advised members that she had recently received correspondence from the BSO's sponsor branch in the DHSSPS confirming that they had received clearance from DFP and the Deputy Secretary, DHSS PS that there were no "policy" objections to the BSO going down the route of providing services to other organisations. A meeting will now be arranged with the legislative department to commence the process to amend the legislation.

Members noted the position.

(ii) **Action Sheet Arising from Board Meeting held on 29 September 2011**

The actions arising from the BSO Board meeting held on 29 September 2011 were noted by members.

5. **Director of Finance's Report to the Board for Period Ended 30 September 2011**

The Director of Finance presented the Finance Report for the period ended 30 September 2011. The overall position for each segment of the organisation was outlined to members. As advised to members on previous occasions there still remains a deficit within the area of Healthy Start (£136k). 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.

Members noted the financial report.

6. **Corporate Balanced Scorecard**

The Director of Customer Care and Performance presented Paper BSO 69/2011 setting out the performance of key service areas in the BSO for the period up to 30 September 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.

The individual scorecard for Internal Audit was also presented by the Director of Customer Care and Performance and members were briefed on the indicators highlighted at Amber. Mrs O'Loan informed members that an Internal Audit Customer Forum will be established in the Autumn with the membership consisting of a range of customers whom BSO provides internal audit services. The Forum will meet on a quarterly basis.

Members welcomed this initiative.

7. **Corporate Risk and Assurance Report**

The Director of Customer Care and Performance presented paper BSO 70/2011 which set out the changes made to the Corporate Risk Report following discussion at SMT meetings during September/October 2011 and to outline progress made to date on risk actions. It was noted that two risks had been revised relating to the implementation of the Bribery Act and also the planned Industrial Action Day scheduled for 30 November 2011. Members were advised that BSO will endeavour to maintain a normal level of service on that day.

Members noted the position.

8. **Executive Summary for the Office of Research Ethics Committees (NI) for 2010/2011**

The Director of Customer Care and Performance presented paper BSO 71/2011 which briefed the Board on the activity undertaken by the Research Ethics Committees (RECs) in NI for 2010/2011.

Members considered and noted the report and acknowledged the important role that the REC's perform.

9. **HR & Corporate Services Report (1/7/11 – 30/9/11)**

The Director of Human Resources presented paper BSO 72/2011 which set out a range of workforce information relating to BSO staff. It was noted that the sickness absence level for the period 1/4/11 to 30/9/11 (3.15%) has decreased when compared with the same period in 2010 (4.11%). It is also 2.05% lower than the PFA target for absence which is 5.2%. Mr McPoland advised that he is finalising a revised Attendance Management policy which will be presented to a future meeting of the Board.

The Corporate Services Report relating to the same period was also considered by members and it was noted that there no formal complaints were received during the period June – September. During this reporting period there were a number of complimentary comments received relating to services provided by the Directorate of Legal Services. Members congratulated Mr Maginness and his staff.

Members' attention was drawn to the recent developments in respect of Information Governance which included the publication by DHSSPS of the final version of the

2011 edition of Good Management, Good Records (GMGR) which will be laid before the NI Assembly in December. There are a number of minor items in the document which will require amendments to the BSO's Records Management Policy and the "Retention and Disposal Schedule". The BSO has already commenced amending the documentation and the revised Records Management policy will be presented to the Board once the NI Assembly has formally approved the document.

Members noted the HR & Corporate Services Report.

10. **2011/2012 BSO Mid-Year Assurance Statement**

The Director of Finance presented a draft mid-year assurance statement for 2011/2012 for BSO which is a statutory requirement by the Department. Members were advised that the statement was designed to enable the Accounting Officer to attest to the continuing robustness of the organisation's system of internal control. The statement was previously considered by the Governance and Audit Committee at its meeting on 4 October 2011 and was recommended for approval by the Board. It was noted that the mid-year assurance statement will form the basis for discussion at the BSO's mid-year Accountability Review meeting scheduled for 22 November 2011.

Members approved the mid-year assurance statement.

At the invitation of the Chairman the Chair of the GAC briefed members on his recent meetings with the Chairs of the HSCB and PHA Governance and Audit Committees, following their concerns relating to the reporting of the financial performance by the BSO. The inaugural meetings proved to be constructive and it has been agreed that the GAC chairs will meet on a regular basis.

Members welcomed this initiative.

11. **Annual Review of Standing Orders, Scheme of Delegation and Standing Financial Instructions**

The Director of Finance presented paper BSO 74/2011 for members' approval. He explained that the purpose of the paper was three fold, firstly to report on the proposed mechanism for an annual review of the Standing Orders (SOs) and Standing Financial Instructions (SFIs) in line with best practice, secondly to report on the proposed amendments to the SOs, Chief Executive's Scheme of Delegation and SFI's for 2011/2012 and thirdly to report on a proposed draft guidance on SFIs for dissemination to BSO staff. It was noted that this document had been considered by the GAC at its meeting on 4 October 2011 and recommended that it be presented to the Board for formal approval.

The paper was approved subject to a number of minor amendments relating to the draft guidance document to staff. It was agreed that SMT would consider the final version of this document before being circulated to staff.

12. **Joint Emergency Plan (JEP)**

It was decided to defer consideration of this agenda item in order to allow members additional time to read the JEP as it was acknowledged it was quite a lengthy document.

It was agreed that members should contact the Chief Executive's Office if they preferred to have a hard copy of the JEP instead of reading it online.

13. **BSO Response to HSC Review**

The Chief Executive made a presentation to members on the review of Health and Social Care in NI which has been commissioned by the Minister of Health. The Chief Executive set out the context of the review which is being headed by John Compton and set out an overview of the Project. It was noted that the Review Panel must have their report completed and sent to the Minister by the end of November 2011.

A lengthy discussion ensued on what key areas should be contained in the response to the Review and it was agreed that it should be BSO specific rather than a generic response. A number of issues emerged during the discussion and it was agreed that the Chief Executive would draft a response and present it to SMT for consideration in advance of the closing date for responses, ie 6 November 2011.

The Chief Executive thanked members for their contribution.

14. **Any Other Business**

There was no any other business.

15. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Tuesday 24 November 2011 in the Boardroom, BSO, HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____