

## **HSC BUSINESS SERVICES ORGANISATION**

### **Minutes of Proceedings**

The thirty first meeting of the Business Services Organisation (BSO) was held on Tuesday 29 November 2011 at 2.00 pm in the Boardroom, BSO, 2 Franklin Street, Belfast.

### **Present**

	Mr Alexander Coleman (Chairman)
Mr Alan Hanna	Mr David Bingham (Chief Executive)
Mr Greg Irwin	Mr Paddy Anderson (Director of Finance)
Mr Brian McMurray	Mrs Teresa Molloy (Director of Operations)
Mr Gerald Strong	Mr Hugh McPoland (Director of HR & Corporate Services)
Hilary McCartan	

### **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)  
Ms Leeanne Rankin, HR Trainee

#### **1. Apologies**

Apologies for absence were received from Geraldine Fahy, Sean Mahon and Robin McClelland.

#### **2. Chairman's Business**

The Chairman on behalf of Board members welcomed Leanne Rankin, HR Trainee who was observing the meeting. The Chairman congratulated Patrick Anderson on the birth of his son, James Michael. It was noted that a date has been set for the reading of the Judicial Review judgement iro the revised drug tariff for Friday 16 December 2011.

#### **3. Minutes of Meeting held on 27 October 2011**

The minutes of the Board meeting held on 27 October 2011 were agreed as an accurate and true reflection of the meeting and were signed by the Chairman.

4. **Matters Arising from Minutes**

(i) **Action Sheet Arising from Board Meeting held on 27 October 2011**

The actions arising from the BSO Board meeting held on 27 October 2011 were noted by members.

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

The Director of Finance presented the Finance Report for the period ended 31 October 2011. The overall position for each segment of the organisation was outlined to members. Members were informed that a second Latest Best Estimate exercise (LBE) will commence during December 2011 and members will be briefed on the outcome at the January 2012 Board meeting. As advised to members on previous occasions there still remains a deficit within the area of Healthy Start (currently £183k). He added that he is continuing to press DHSSPS on this issues and seek confirmation that this deficit will be addressed recurrently by way of an additional RRL allocation.

It was noted that there was a significant deficit in the Operations Directorate and Mrs Molloy explained that this was due to a number of vacancies in both Pals and FPS. She advised members that the proposed implementation of new systems in FPS and Pals would have an impact on the numbers of staff required, hence the decision to delay recruitment of some posts. Members were advised that a review of this situation will be made in the last quarter of the financial year

Greg Irwin requested that he would like to see included in a future financial report the impact which the TOPs Programme has made on the BSO's financial situation.

Members were advised that the BSO is planning to implement a "pricing strategy" for 2012/2013 and members will be briefed in the New Year on the draft proposal.

Members noted the financial report.

6. **Corporate Balanced Scorecard**

The Director of Customer Care and Performance presented Paper BSO 78/2011 setting out the performance of key service areas in the BSO for the period up to 31 October 2011.

In particular members' attention was drawn to Indicator C2 relating to the roll out of EMM where it was noted that Pals have met their target and completed the roll-out. The Chairman, on behalf of members, congratulated Pals on this achievement.

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. **Bowel Cancer Screening Report**

The Director of Operations made a presentation to members on the Review of the BSO's Call/Recall Service which was undertaken by the Head of Bowel Screening, Wales in June 2011.

The Review Team made a number of findings in their report and an action plan has been produced which was appended to the Board agenda for members' information. The Report and the Action Plan will be presented to a meeting of the PHA Project Board in December as they are the Commissioners of this regional based service.

In answer to a question from Hilary McCartan Mrs Molloy confirmed that a follow up review of the call/recall service will be undertaken by the PHA through the quality assurance process.

The Chairman enquired if there were any quality assurance procedures in place to audit the invitation process undertaken by the company who issues the letters to clients. Mrs Molloy agreed to look at how a formal assurance could be given on the performance of the contractor on this issue and include it in the action plan.

It was suggested and agreed that the Board should undertake a visit to the Bowel Screening Unit in the New Year.

Members noted the Report and the Action Plan emerging from the Bowel Screening Review.

8. **Escalation of Risk within and between HSC Organisations**

The Director of Customer Care and Performance presented paper BSO 80/2011 which set out the proposed amendments to the BSO's Risk Management Framework and the Adverse Incident Policy.

Mrs O'Loan informed members that this issue had arisen following correspondence to Chief Executives of HSC organisations dated 8 November 2011 from the Permanent Secretary, DHSSPS in which he drew attention to the need for robust processes to be in place in HSC organisations to escalate concerns and risks adequately, including to Board level as appropriate; and to highlight the need to consider the wider impact of any identified risks across the HSC and DHSSPS and the resultant duty to address these adequately.

Members noted the correspondence from the Permanent Secretary and approved the subsequent amendments to both the Risk Management Framework and the Adverse Incident Policy.

9. **HR Strategies**

The Director of Human Resources presented paper BSO 81/2011 which contained a number of HR Strategies consolidated into one document setting out a strategic approach to the management of staff within the BSO over the next three years. The consolidated document contained the following strategies:-

- (i) Human Resources Strategy
- (ii) Recruitment Strategy
- (iii) Learning and Development Strategy
- (iv) Health and Wellbeing Strategy and associated action plans.

In answer to a question from Greg Irwin Mr McPoland advised that he is in the process of producing a recognition policy which will be considered by SMT in December.

Members approved the consolidated HR Strategies document and noted the significant amount of work that had entailed into producing this documentation.

10. **Update on BSTP**

The BSTP Programme Director presented paper BSO 82/2011 which provided members with an update on the BSTP Programme. The paper also outlined the current position regarding the systems replacement projects. It was noted that the DHSSPS have recently signed contracts with two companies to cover the scope of HR, Payroll, Travel and Finance Procurement and Logistics. In addition the DHSSPS had approved the capital costs for the procurement process for the projects and the final contracts were signed in October and November respectively. The systems replacement project will now move to a new phase of pre-implementation preparation, following a milestone based set of plans, with key payments tied to significant milestones. Mr Devlin advised that it is his intention to report to the Board on a regular basis on progress on meeting these milestones.

Members noted the Report.

11. **Joint Response Plan (JEP)**

The Director of Human Resources presented the JEP for members' approval. The Chairman asked members if they had the opportunity to read the Plan and all responded positively.

Members approved the Joint Response Plan

12. **Industrial Action Day – 30 November 2011**

The Director of Human Resources and Corporate Services briefed members on the potential impact of the Industrial Action Day scheduled for 30 November 2011. Discussions have been taking place with the trade unions and members were assured that key services will be maintained by staff throughout the day. At the invitation of the Chairman each Director briefed members on the potential cover arrangements in their respective departments.

13. **Any Other Business**

(i) **Dates of Board Meetings for 2012**

It was agreed that the Board meetings would be held in the last Thursday of every month at 2.00 pm from January to June 2012. The exception may be the June Board meeting where it may have to be brought forward to accommodate the approval of the BSO annual accounts for 2011/12.

Members noted the dates.

14. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 10.00 am on Tuesday 20 December 2011 in the Boardroom, BSO, HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

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Chair

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

Date \_\_\_\_\_