

## **BUSINESS SERVICES ORGANISATION**

### **Minutes of Proceedings**

The ninety first meeting of the Board of the Business Services Organisation was held on Thursday 24 November 2016 at 2.00 pm in Lecture Room 4, Riddel Hall, Stranmillis Road, Belfast.

#### **Present:**

Mr Alan Hanna (Acting Chairman)

Mr Greg Irwin

Mr Robin McClelland

Mr Liam McIvor (Chief Executive)

Mr Hugh McPoland (Director of HR &CS)

Ms Wendy Thompson (Director of Finance)

Mr Sam Waide (Director of Operations)

#### **In Attendance:**

Mrs Karen Bailey (Director of Customer Care and Performance)

Mr Alphy Maginness, (Chief Legal Adviser)

Ms Amanda Mills (Board Secretary)

#### **1. Apologies**

An apology for absence was received from Alexander Coleman.

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

Mr Hanna welcomed everyone to the meeting and referred to the Board Business Planning Workshop held earlier in the day. Mr Hanna advised members that following discussion with the other non-executive Board members it was agreed that he would act in the role as Interim Chairman until a substantive appointment has been made. It was also agreed that the Business and Development Committee would temporarily be stood down and Greg Irwin would be co-opted onto the Governance and Audit Committee (GAC) until the new non-executive directors are appointed.

It was noted that Mr Coleman's tenure as Chairman expires on 30 November 2016. Mr Hanna took the opportunity to thank Mr Coleman for his excellent leadership skills as Chairman of BSO since he took up post in 2009. Members endorsed this sentiment.

#### **3. Minutes**

##### **(i) *Minutes of Meetings held on 27 October 2016***

The minutes of the meeting held on 27 October 2016 were approved by the Board subject to amendments suggested by Mr McClelland on agenda item 12 – "Report of GAC Meeting held on 18 October 2016".

#### **4. Financial Matters**

##### ***(i) Finance Update – October 2016 – Paper BSO 93/2016***

The Director of Finance presented paper 93/2016 which was her Financial Report for the seven month period ended 31 October 2016.

The summary financial position for the period reported a surplus for the first seven months and forecasted a year end breakeven position. The Director of Finance then summarised the main financial trends for the period covering Core Services, ITS Programme, Trading and Management services.

Members were advised that the DOH has instructed the BSO to highlight potential further bids for capital expenditure for this financial year as there may be additional funding. BSO will re-submit some of the bids previously approved by SMT but not initially funded by DOH.

In answer to a question by Greg Irwin the Director of Customer Care and Performance confirmed that the Southern Trust has still not returned their SLA however it is hoped that it will be returned in due course.

The Board noted the financial position.

#### **5. Chief Executive's Report**

The Chief Executive provided an update on key business meetings which he had attended following the previous Board meeting. The Board noted the following updates:

##### ***(i) Public Appointments – Chairman and Non-Executives***

The Chief Executive has been advised by the DOH that the Minister has approved the Chair and non-executive director appointments to BSO. It was noted that a reserve list has been created for the non-executive director appointments required for April 2017.

##### ***(ii) EHCR Posts***

Dr Michael Quinn has been appointed as EHCR Clinical Lead and will take up post in January 2017.

The interviews for the EHCR Programme Director are scheduled to take place on Friday 2 December 2016.

##### ***(iii) HSC Restructuring Programme***

The Chief Executive advised that the HSC Restructuring Programme Board and the Strategic Leadership Group, chaired by the Permanent Secretary, have been stood down and replaced by the Transformation Implementation Group (TIG). The TIG will take place on a bi-weekly basis initially.

##### ***(iv) NI Public Sector Shared Services Programme Board***

The Chief Executive attended the second meeting of the NI Public Sector Shared Services Programme Board on 14 November 2016 to consider the development of shared services across the public sector, ie HR, Payroll, Finance and IT. The Programme Board is chaired by the Head

of the Civil Service, and membership also included a number of Permanent Secretaries as well as representatives from the current shared services across the Public Sector. The Programme Team are now seeking nominations from the Health Sector to assist with various projects and work-streams. They are also looking for nominations to sit on Customer, technical and strategic advisory groups.

It was agreed that the Chief Executive would keep the Board apprised on this issue on a regular basis.

(v) ***Payroll***

Members were advised that a HRPTS outage occurred on 15 November 2016 which prevented all weekly and fortnightly pays to Trust staff from being executed by normal payroll protocols. BSO immediately activated its contingency arrangements and staff were paid via BACS on time. Dedicated Customer Helplines were also established in Payroll to field the calls raised by the affected staff. BSO will now conduct a Route Cause Analysis (RCA) which will be presented to the Board on completion. The Chief Executive also advised that he had received correspondence from Unison and a meeting has been arranged for mid- December.

6. **Corporate Balanced Scorecard – Paper BSO 94/2016**

The Director of Customer Care and Performance presented paper BSO 94/2016 which set out the performance of key service areas in the BSO for the period up to 31 October 2016. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

The Board noted the Corporate Balanced Scorecard.

7. **Disability Action Plan – Mid Year Progress Report – Paper BSO 95/2016**

M Robin McClelland, BSO Disability Champion presented Paper BSO 95/2016 which set out the progress report on the BSO's Disability Action Plan. In particular he advised that BSO along with a number of ALBs have established a Disability Staff Network Forum called "Tapestry" and to that end he introduced Dr Siobhan McGrath, Head of ORECNI and Chair of the Tapestry Forum, to members. At the invitation of the Chair Dr McGrath provided members with an overview of the work of Tapestry.

Members were also introduced to Ms Catherine Hill who was previously a member of the BSO staff on the Disability Placement Scheme and is now employed as an Intern in BSO. Catherine described to members how her experience on the Disability Scheme built up her confidence and developed her skills to allow her to move to the next stage of her career as an Intern. Dr Anne Basten, Head of the Equality Unit, stated that 75% of staff on the Scheme were successful in gaining permanent employment.

The Chairman on behalf of members thanked Mr McClelland and the representatives from Equality for their informative and enlightening briefing.

8. **BSTP - Shared Services Project - Highlight Report – Paper BSO 96/2016**

The Chief Executive in tandem with the Director of Operations presented paper BSO 96/2016 which was the BSTP Shared Services Project Highlight Report and updated the Board on progress against key milestones and timelines set for completion of projects within Shared Services. The

BSTP closure documentation will be presented to the next BSTP Programme Board which will be chaired by the SIRO of the project, Ms Deborah McNeilly.

A discussion followed which primarily focused on recruitment shared services and the Board noted that good progress was being made, in particular, through the work of the Task and Finish Group. The Chief Executive also advised that, following a discussion with the Chief Executive of the Western Trust she has indicated that the Trust is planning the transition of Recruitment and Selection on a phased basis commencing April 2017. This matter is a regular agenda item on the Task and Finish Group.

Discussions are still ongoing with the supplier regarding the FPL upgrade with the target date for implementation scheduled for June 2017.

The Board noted the report provided.

9. **Report on BSO Prompt Payment for Period Ending 31 October 2016 – Paper BSO 97/2016**

The Chief Executive presented paper BSO 97/2016 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2016 to October 2016 by Payment Shared Services. It was noted that 91.49% of HSC invoices had been paid within 30 calendar days. He advised that proposals are in place to implement both the Cloud and Self Billing process which will increase the number of invoices to be paid and ultimately improve the prompt payment figures.

The Board noted the report provided.

10. **FPS Payment Systems Benefits Realisation Report – Paper BSO 98/2016**

The Director of Operations presented paper BSO 98/2016 which set out an overview of progress of the FPS Payment Systems Project. He advised that ongoing work in respect of the GP, Dental and Pharmaceutical portals was progressing satisfactorily and within the projected milestone dates. With regard to the Dental portal the uptake has been extended across the whole region. UAT testing on the Pharmacy portal has been put back until December 2016 due to a number of fixes to be implemented.

The Board noted the report provided.

11. **Banking Mandate and Indemnity Approval – Paper BSO 99/2016**

The Director of Finance presented paper BSO 99/2016 which set out the new banking mandate and the Authority Indemnity for facsimile signatures. She explained that following renewal of the HSC Regional Banking Contract, BSO is required to provide Board resolution on a new bank mandate and to give authority and indemnity the Bank when accepting cheques bearing computer printed signatures.

Members approved the revised banking documentation which now allows both the Chief Executive and Director of Finance to formally sign.

The Board agreed this course of action.

12. **AOB**

(i) ***International Travel***

The Director of Human Resources and Corporate Services requested members endorsement for Mrs Paula Smyth, AD HR to travel to Pakistan on Friday 2 December 2016 for five days to facilitate an international recruitment exercise for Radiologists on behalf of the PHA.

The Board endorsed this request.

13. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 22 December 2016 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast. The annual Christmas lunch reception will take place following the Board meeting.

The Chair thanked everyone for attending and closed the meeting.

\_\_\_\_\_  
Chair

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

Date \_\_\_\_\_