BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The seventy first meeting of the Business Services Organisation was held on Thursday 26 March 2015 at 2.00 pm in the Boardroom, 2 Franklin Street, Belfast, BT2 8DQ.

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)
Mr Sam Waide (Director of Operations)

In Attendance:

Mrs Rita Marsden (Assistant Director of Customer Care and Performance)
Mr Alphy Maginness (Chief Legal Adviser)
Miss Amanda Mills (Board Secretary)

1. **Apologies**

Apologies for absence were received from Mrs Karen Bailey and Mr Sean Mahon.

2. **Chairman's Business and Welcome Remarks**

The Chairman welcomed everyone to the meeting and at the outset introduced Mrs Rita Marsden who was attending the meeting on behalf of Karen Bailey.

The Chief Executive's Office has recently received an email from the Public Appointments Unit advising the extension to the terms of office for Mr Sean Mahon and Mr Gerald Strong for a further year until 31 March 2016. The formal letters and the minutes of appointment for the extensions will follow in due course.

The Chairman informed members that Mr Patrick Anderson has tendered his resignation as he has been successful in securing a senior position as Chief Financial Officer in Translink. He will take up post at the start of June 2015.

3. **Minutes of Meeting held on 26 February 2015**

The minutes of the meeting held on 26 February 2015 were agreed as a true and accurate account of proceedings and were signed by the Chairman.

4. **Matters Arising from Minutes**

(i) ***Loss of Legal File – Serious Adverse Incident – Minute 16 (i) refers***

The Director of Human Resources and Corporate Services advised that the legal file reported at last month's Board meeting has now been recovered intact and the Information Commissioner has been advised accordingly.

5. **Presentation on Tops2 Programme**

Mrs Andrea Henderson, AD Finance made a presentation to members on the Transforming Organisational Performance (TOPs 2) Programme. Members were reminded of the original Tops programme which took place on 2010/11 which identified savings of £515k in 2011/12 increasing to £895k in 2013/14. Members were briefed on the reason for revisiting of the TOPs programme and were advised on the process and timeframe for the project.

Members found the presentation informative and in particular were interested in the graph which identified a number of invest to save projects. The Chief Executive advised that the recommendations from the TOPs 2 programme will be considered by SMT.

6. **Chief Executive's Report**

(i) ***Pals – Stock Imbalance***

The Chief Executive advised members of an issue which has occurred in PaLS regarding a discrepancy between the BSO's Stock Management System (Red Prairie) and the E Financial system. BSO staff are working with the suppliers around the clock to resolve this matter and ensure it does not reoccur. A lengthy discussion ensued and it was agreed that Board members would be provided with regular update reports on this matter. The Chairman stated that he has asked that this matter be placed on the agenda for the next meeting of the BSO Business Committee. It was also noted that this matter will be discussed in depth at the forthcoming GAC meeting scheduled for 14 April 2015. The Chief Executive assured members that he is confident that this matter will reach a satisfactory resolution and he has asked the Investigation Team report back to him by close of play on Friday 27 March 2015 on their findings and the action to be taken to resolve the problem.

(ii) ***NIAO Good Practice Guide for Public Sector Bodies on how to Identify and Manage Conflicts of Interest***

The Chief Executive advised that the NIAO have issued the above mentioned publication and anyone who wants a copy to contact the Chief Executive's Office.

7. **Financial Matters**

(i) ***Finance Report – February 2015 – (Paper BSO 29/2015)***

The Director of Finance presented a finance report for the eleven month period ended 28 February 2015.

Section 2 of the report provided a summary of the reported income and expenditure position for the period, with an overall surplus reported for the period; the surplus had primarily been generated by core services offset by a deficit within Managed Services and Trading.

The Department have written to the BSO requesting bids for General Capital requirements for 2015/16. This matter will be placed on the agenda for consideration at SMT and will be brought back to the Board in due course.

Members noted the position.

8. **BSO Corporate Balanced Scorecard – (Paper BSO 30/2015)**

The Assistant Director of Customer Care and Performance presented paper BSO 30/2015 setting out the performance of key services areas in the BSO for the period up to February 2015.

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 Corporate Balanced Scorecard.

9. **Report of Board Corporate Risk Workshop held on 29 January 2015 – (Paper BSO 31/2015)**

Members considered paper BSO 31/2015 which set out a summary of the BSO Board workshop held on 29 January 2015 to review the BSO Corporate Risk Register.

10. **Board Governance Self- Assessment Tool for 2014/15 – Paper BSO 32/2015**

The Assistant Director of Customer Care and Performance presented the final draft of Board Governance Self- Assessment report which included the report by the external verifier.

Members approved the Board Governance 2014/15 Self Assessment which will now be submitted to the Department by the stipulated deadline of 31 March 2015.

11. **Corporate Risk and Assurance Report – Paper BSO 33/2015**

The Assistant Director of Customer Care and Performance presented paper BSO 33/2015 which set out the amendments to the Corporate Risk and Assurance Report during the period October to December 2014. Three new risks have been added to the Risk Register however following discussion about the description of the risks it was agreed that SMT should review them in April. Robin McClelland suggested that the Stock Imbalance issues in Pals should be added to the Register and the Chief Executive stated that once the situation becomes stabilised SMT will review the situation.

Members noted the Corporate Risk and Assurance Report.

12. **Final Draft of BSO Business Plan for 2015/16 – Paper BSO 34/2015**

The Assistant Director of Customer Care and Performance presented a final draft of the BSO Business Plan for 2015/16. She advised that following the members' approval at the February Board meeting the draft plan was sent to the BSO's Sponsor Branch in the Department for comment. The Department subsequently suggested a number of comments which were highlighted in colour for members' attention. The comments in the main related to provision of services to NIFRS and the implications if responsibility for NIFRS is transferred to the

Department of Justice. The Chief Executive stated that this issue will be included in the BSO Risk Register.
The final draft of the BSO Business Plan for 2015/16 was approved by members.

13. BSTP Benefits Realisation (BRP) Highlight Report – (Paper BSO 35/2015)

The Director of Operations presented paper BSO 35/2015 setting out key issues regarding the Benefits Realisation Project (BRP). Geraldine Fahy suggested that it would be helpful if the report set out the categorisation of the high level risks and the Director of Operations advised that as discussed at the February Board meeting this report would be set out in a different format for the 2015/16 financial year and would reflect key risks/Issues.

Members noted the position.

14 (i) BSTP Shared Services Highlight Report – (Paper BSO 36/2015)

The Chief Executive presented paper BSO 2362015 setting out an executive summary for the Shared Service Project. It was noted that this report would be presented in a refined format for the 2015/16 financial year.

Members noted the position.

14 (ii) Report on BSO Prompt Payment for Period Ending 28/1215 – Paper BSO 37/2015)

The Chief Executive presented paper BSO 37/2015 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April to February 2015 by the BSO Shared Services Accounts Payable Department. It was noted that 87.85% invoices have been paid within 30 calendar days in February 2015 compared to 75.69% in April 2014 with the average time for scanning invoices has reduced from 5.5 days to 1 day since the start of the 2014/15 financial year.

Members noted the position.

15. Update on the FPS Replacement System – (Paper BSO 38/2015)

The Director of Operations presented paper BSO 38/2015 which set out an overview of progress of the FPS System Implementation project.

It was noted that there remains a number of post go live issues on the Dental payments system however FPS staff are working closely with the supplier to resolve all outstanding matters.

UAT testing on the GP Payments System has completed with Go Live scheduled to take place in May 2015 subject to the FPS Project Board approval.

Members noted the position.

16. HSC Pension Reform Update

The Director of Operations presented paper BSO 39/2015 which set out an update on progress to ensure the implementation of Pension Reform remains on target for the implementation date.

Members noted the position.

17. **AOB**

(i) ***Business Continuity Desktop Exercise***

The Director of Human Resources and Corporate Services advised members that a report of the Business Continuity Desktop exercise held on 4 March 2015 will be presented to the Business Committee in April 2015 for debate for onward transmission to the Board.

Members noted the position.

18. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 30 April 2015 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

____
Chair

____
Chief Executive

Date __________________________