

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The eighty fifth meeting of the Board of the Business Services Organisation was held on Thursday 26 May 2016 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mr Alexander Coleman Chairman)

Mr Alan Hanna
Mr Greg Irwin
Mr Sean Mahon
Mr Robin McClelland
Mr Brian McMurray
Mr Gerald Strong

Mr Liam McIvor (Chief Executive)
Mr Hugh McPoland (Director of HR &CS)
Mrs Wendy Thompson (DOF)
Mr Sam Waide (Director of Operations)

In Attendance:

Mrs Karen Bailey (Director of Customer Care and Performance)
Miss Amanda Mills (Board Secretary)

1. Apologies

An apology for absence was received from Alphy Maginness.

2. Chairman's Welcome and Opening Remarks

Mr Irwin on behalf of members formally welcomed Mrs Wendy Thompson to her first Board meeting and wished her every success in her new post as Director of Finance.

The Chairman reminded members that the annual performance appraisal pro-formas for non executive directors must be completed and returned to the Department on or before Thursday 30 June 2016.

The Department has commenced the recruitment process for the BSO Chair and 5 Non- executive director positions. The interviews are scheduled to take place middle to late June.

3. Minutes

(i) *Minutes of Meeting held on 28 April 2016*

The minutes of the meeting held on 28 April 2016 were agreed subject to a few minor amendments suggested by Karen Bailey and Robin McClelland. The Chairman will sign the minutes once the amendments have been made.

(ii) ***Minutes of Meeting held on 24 March 2016***

The Chairman advised that BSO had received correspondence from Geraldine Fahy requesting an amendment to the minute relating to her resignation as a non-executive director of BSO. It was agreed that the minute would be amended as follows:- “The Chairman advised members that Geraldine Fahy had indicated in correspondence dated 3 March 2016 that she was unable to accept the offer of extension to the term of office of the membership of the Board. He also advised that Geraldine Fahy resigned from the Board with immediate effect on 16th March 2016”.

4. **Presentation on Progress on Data Centre Transition**

Mr David Bryce, Assistant Director, ITS and Mr Ben Doran, Head of Operations, Data Centre made a presentation to members on the transition process to vacate the two existing data centre facilities in BCH and RVH and relocate to new purpose built premises. Upon completion of this project BSO will have deployed a new IT infrastructure to host all services currently hosted in the legacy facilities and moved all the existing services to the new platform hosted in the BT managed facilities. The new facilities will provide sufficient scope for expansion and the provision of new services being deployed across the public sector over the next ten years. Members were briefed on the project plan for migration which is scheduled to commence in August 2016 until March 2018. Discussion ensued regarding the costs of the new service and it was noted that the expected cost will be significantly lower than the existing data centre cost and the carbon footprint is expected to reduce by 30%. In answer to a question around governance arrangements members were advised that a Data Centre Management Board will be established.

Members congratulated Karen Bailey and her team on this significant achievement and it was agreed that Board will receive a further update later in the year.

5. **Chief Executive's Report**

The Chief Executive advised members of his attendance at a Healthcare Masterclass facilitated by HSE in Dublin on 11 and 12 May 2016.

Public Sector Shared Services Programme Board

The Chief Executive has been invited to become a member of a Public Sector Shared Services Programme Board which is being established as part of the “NICS of the Future” programme. The inaugural meeting took place on 3 May 2016 and was chaired by the Head of the NI Civil Service. The Permanent Secretary is also a member of the Programme Board. Members were briefed on the terms of reference for this programme where it was noted that an outline business case was scheduled to be completed by October 2016. BSO has been asked to provide IT support for project management and a bid will be made for funding. It was agreed to keep members regularly updated on this issue.

BSO is currently engaged with the HSCB and Department in the development of the Electronic Health Care Record (EHCR) Project and in particular is supporting the HSCB in the production of an Outline Business Case.

The BSO has received directions from the Department to provide services to the GP Federations. A letter has been sent to the Permanent Secretary asking for the existing legislation which governs BSO to be amended to enable the BSO to provide services outside those health and

social care bodies identified in the legislation, especially in light of the current expansion of shared services and the potential for further expansion.

Members noted the Chief Executives Report.

6. Financial Matters

(i) *Budget 2016/17 – Paper BSO 50/2016*

The Director of Finance presented paper BSO 50/2016 which set out the budget for the BSO for 2016/17 financial year. Mrs Thompson briefed members on the process to formulate the budget which is linked closely with the production of the BSO Service Offering.

Members approved the budget for 2016/17.

7. Expansion of Shared Services in BSO

The Chief Executive advised that he and the Director of Human Resources met with the Permanent Secretary to discuss the potential for BSO to provide a regionally managed Occupational Health Service. The Permanent Secretary has asked that BSO to develop a proposal to take this matter to the next stage.

Members noted the position.

8. Corporate Balanced Scorecard – Paper BSO 51/2016

The Director of Customer Care and Performance presented paper BSO 51/2016 setting out the performance of key service areas in the BSO for the period up to April 2016. 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 BSO Corporate Scorecard Workshop – Paper BSO 52/2016

Members noted paper BSO 52/2016 which set out a summary of the BSO Board workshop held on 24 March 2016 to review the BSO Corporate Scorecard.

10. BSTP Benefits Realisation Project (BRP) Highlight Report – Paper BSO 53/2016

The Director of Operations presented paper BSO 53/2016 setting out benefits, progress and key issues regarding the BRP project.

Members were advised that the last meeting of the BRP Project Board took place in March 2016 with the BRP activities being transferred to the Business Services Team (BST) in BSO. A Business Services Forum (BSF) has been established and Dr Michael McBride acting as Chair. The first meeting took place earlier this week and the remit of this group is to monitor the BAU activities and services to Trusts and also the transition activities from the project to the BAU environment.

Members noted the position.

11 (i) Shared Services Highlight Report – Paper BSO 54/2016

The Director of Human Resources and Corporate Services presented paper BSO 54/2016 setting out an executive summary for the Shared Services project.

As advised to members in April SMT is continuing to rigourously monitor the SS Recruitment Recovery Plan on a weekly basis and significant progress has been made to stabilise the service. The Task and Finish Group is currently working through standardising some of the key recruitment processes, eg the procedure for the management of waiting lists and referee reports.

11 (ii) Report on BSO Prompt Payment for Period Ending April 2016 – Paper BSO 55/2016

The Chief Executive presented paper BSO 55/2016 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2014 to April 2016 by the BSO Accounts Payable Department. It was noted that 94.12% of HSC invoices have been paid within 30 calendar days in April 2016 compared to 75.69% in April 2014.

Members noted the position.

12. FPS Payment Systems Benefits Realisation Report – Paper BSO 56/2016

The Director of Operations presented paper BSO 56/2016 which set out an overview of progress of the FPS System Implementation Project.

Members noted the position.

13. Business Committee

(i) *Report of Business Committee Meeting held on 23 May 2016*

The Chair of the Business Committee briefed members on the key issues which were considered at the Business Committee meeting held on 23 May 2016. A revised Terms of Reference for the Committee was considered and this will be presented to the Board in due course for formal approval. A paper on the potential areas for BSO future growth was presented for members' information and it was agreed this paper would be expanded and presented to a future Board meeting in the Autumn.

Members noted the report of the BSO Business Committee held on 23 May 2016..

14. Correspondence from NIPSA

The Director of HR&CS advised members that BSO had received notification from Nipsa to induce a ballot for Industrial Action in Pals Warehouse. A number of warehouse staff have voted for strike action which relates to the target set for picks.

Members noted the position.

15. **AOB**

(i) ***Declaration and Register of Interests for 2016/17 – BSO 58/2016***

A summary of members declared interests for 2016/17 was presented and it was noted that the Register is available for public inspection.

16. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 30 June 2016 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 _____