

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The seventy ninth meeting of the Board of the Business Services Organisation was held on Thursday 26 November 2015 at 2.00 pm in the Boardroom, Clifton House Heritage Centre, Belfast, BT15 1ES.

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 Hugh McPoland (Director of HR &CS)

Mr Sam Waide (Director of Operations)

Ms Andrea Henderson (Acting Director of Finance)

In Attendance:

Mrs Karen Bailey (Director of Customer Care and Performance)

Mr Alphy Maginness (Chief Legal Adviser)

Mr Greg McCloskey (Head of Shared Services)

Miss Amanda Mills (Board Secretary)

1. **Apologies**

An apology for absence was received from Sean Mahon.

2. **Chairman's Business**

The Chairman advised members that the interviews for the Director of Finance post are scheduled to take place on Friday 4 December 2015. The closing date for receipt of applications for the BSO Chief Executive post is Friday 27 November 2015 and the final interviews are scheduled to take place week commencing 11 January 2016.

3. **Minutes**

(i) ***Minutes of Meetings held on 29 October 2015***

The minutes of the meeting held on 29 October 2015 were agreed subject to a minor amendment.

4. **Matters Arising from Minutes**

It was noted that any matters arising from the October Board meeting could be covered in today's agenda.

5. Presentation on Role and Function of the Business Services Team (BST)

Mr Greg McCloskey, Head of Shared Services, made a presentation on the role and function of the BSO's Business Services Team (BST). He advised that the BST ensures that both the FPL and HRPTS systems underpinning Shared Services and HSC organisations operate in an effective and efficient manner. Members noted the wide ranging and diverse areas of work which the team undertakes such as the Functional Specialist Roles, Change Request (CR) Management and Service Delivery. Looking ahead the BST plan to undertake further development projects such as Reporting Automation, Capital/Revenue BAU System Development, facilitate system admin for E Recruitment and Interpreting Services and Performance Improvement projects including Dashboard and CRM development.

Members were also briefed on the volumes and values of payments processed by Accounts Payable and also the high volumes of payroll off -cycles (underpayments) over the last two months.

6. Chief Executive's Report

(i) *NIFRS*

The Chief Executive advised members that the Department have confirmed that NIFRS will not be moving to the Department of Justice's jurisdiction and will therefore remain with DHSSPSNI. NIFRS have already been in contact with BSO requesting a meeting in order to re-open the negotiations on transferring a range of services to BSO.

7. Financial Matters

(i) *Finance Update – October 2015 – Paper BSO 123/2015*

The Acting Assistant Director of Finance presented a finance report for the seven month period ended 31 October 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 has been generated by Core Services offset by a deficit within Trading.

Members were advised that BSO responded to the Department's letter dated 12 October 2015 requesting that BSO present a range of savings proposals to DHSSPS to meet a potential 5%, 10% or 15% recurrent savings requirement for 2016/17. If members would like a copy of the correspondence they should make contact with the Chief Executive's Office.

Members noted the position.

8. Expansion of Shared Services in BSO

The Chief Executive advised that Deloitte Consultancy Services have been appointed to assist with the feasibility study for the expansion of shared services. A more detailed progress report will be presented to the December meeting.

Members noted the position.

9. Corporate Balanced Scorecard – Paper BSO 124/2015

The Director of Customer Care and Performance presented paper BSO 124/2015 setting out the performance of key service areas in the BSO for the period up to 31 October 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.

10. Board Governance 2015/16 Self Assessment – Paper BSO 125/2015

The Director of Customer Care and Performance presented paper BSO 125/2015 setting out the process for completion of the Board Governance Self- Assessment tool for all DHSSPS Sponsored ALBs for 2015/16. Members were asked to note that the Department considers that the practice of completing this assessment tool is now well embedded in HSC organisations and to that end ALBs will be asked to provide an assurance via their mid year assurance statement that the Self Assessment tool is being completed, actions are being addressed and that any exception issues will be raised with the Department. Members were briefed on two options on how to address this matter. Discussion ensued and it was agreed that the preferred option was that Customer Care and Performance should complete the self assessment pro-forma and resulting action plan for 2016/17 and present it to the BSO Business Committee for approval prior to reporting to the Board. The Departments correspondence also requested that a case study must be completed as part of the self assessment evaluation and it was agreed that the topic for the case study should be the Accounts Payable Department in Ballymena.

11. Progress Update on BSO Disability Action Plan – Paper BSO 126/2015

Mr Robin McClelland, BSO Disability Champion, presented paper BSO 126/2015 setting out the progress made to date on year three actions from the BSO Disability Action Plan.

Members noted the position and it was agreed that the Board would be provided with a further update in 2016..

12. BSTP Benefits Realisation Project (BRP) Highlight Report – Paper BSO 127/2015

The Director of Operations presented paper BSO 127/2015 setting out benefits, progress and key issues regarding the BRP project.

Members noted the position.

13 (i) Shared Services Highlight Report – Paper BSO 128/2015

The Head of Shared Services presented paper BSO 128/2015 setting out an executive summary for the Shared Services project. It was noted that South Eastern Trust will commence transition to SS Selection and Recruitment on a phased basis in January 2016. The transition process for the Western Trust will not commence until April 2016

Members noted the position.

13 (ii) Report on BSO Prompt Payment for Period Ending 30 September 2015 – Paper

BSO 129/2015

The Chief Executive presented paper BSO 103/2015 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2014 to October 2015 by the BSO Accounts Payable Department. It was noted that 92.91% of HSC invoices have been paid within 30 calendar days in October 2015 compared to 75.69% in April 2014.

Members noted the continuous improvement in this area of work and asked Mr McCloskey to congratulate staff on this achievement.

14. FPS Payment Systems Benefits Realisation Report – Paper BSO 130/2015

The Director of Operations presented paper BSO 130/2015 which set out an overview of progress of the FPS System Implementation Project. The deployment of the GP Portal has now been fully deployed and FPS are monitoring the use of the portal and offering assistance to any GP practices who are experiencing any difficulties. A survey has recently been issued to GP practices asking for their views on using the portal and to date the responses are very positive.

Further UAT is continuing to take place on the Dental Portal and the projected roll-out of this project is September 2016.

The pharmacy portal is scheduled to go live in March 2016.

With regard to the Dental Registration issue, BSO in conjunction with the supplier has identified the cause of the problem and installed a fix. Controls have also been put in place to ensure that this type of error will not reoccur.

Members were briefed on an issue with the pharmacy software. BSO is working with the software provider and mitigating actions are taking place to ensure that this type of error will not happen again.

Members noted the position.

15. Report of Mid Year Accountability Review Meeting with DHSSPS

The Chairman briefed members on the key issues raised at the BSO's mid- year accountability review meeting with the Department on 23 November 2015.

16. Final Mid Year Assurance Statement – Paper BSO 131/2015

The Acting Director of Finance presented paper BSO 131/2015 setting out the final version of the BSO's Mid-Year Assurance Statement which was sent to the Department.

Members noted the final version of the Mid Year Assurance Statement.

17. AOB

(i) *Regional Interpreting Service*

The Head of Shared Services advised members that the Yarra System is scheduled to go live on 7 December 2015. It is envisaged that the system will be fully rolled out by March 2016. It was agreed that a demonstration of the new Yarra System will be made to the Board in December by

the Interpreting Service staff. Members were also advised that the HSCB have approached BSO asking if they would consider taking on sign language technology.

Members noted the position.

18. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 17 December 2015 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____