

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The eighty first meeting of the Board of the Business Services Organisation was held on Thursday 28 January 2016 at 2.00 pm in the Boardroom, BSO HQ, 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 Hugh McPoland (Director of HR &CS)

Mr Sam Waide (Director of Operations)

In Attendance:

Mrs Karen Bailey (Director of Customer Care and Performance)

Mr Alphy Maginness (Chief Legal Adviser)

Ms Emma Thompson (Acting AD Finance) for agenda item 7

Miss Amanda Mills (Board Secretary)

1. **Apologies**

Apologies for absence were received from Sean Mahon and Andrea Henderson

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

The Chairman advised members that the interviews for the Chief Executive post took place on Monday 11 January 2016 and the post had been offered to Mr Liam McIvor. It is envisaged that Mr McIvor will take up post towards the end of April. The Chief Executive's Office will arrange for Mr McIvor to meet with SMT and be briefed on current BSO issues.

Mrs Wendy Thompson has been formally appointed as the BSO's Director of Finance and will take up post on Tuesday 2 May 2016.

The Chairman advised members that all reasonable endeavours are being taken to seek a resolution to the public appointments process regarding the appointment of non-executive board members to BSO, however to date there has been no evidence that the public appointments process has commenced. The Chief Executive has been in contact with the Department to remind them that 5 non-executive's terms of office are scheduled to expire on 31 March 2016, and in particular 3 of those non-execs are members of the BSO's Governance and Audit Committee (GAC). The Department have the option of extending members' terms of office and the Chairman advised that he is considering switching some members from the GAC to the Business Committee to ensure business continuity.

3. **Minutes**

(i) ***Minutes of Meetings held on 17 December 2015***

The minutes of the meeting held on 17 December 2015 were agreed subject to few minor amendments.

4. **Matters Arising from Minutes**

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

5. **Presentation on Customer Survey for 2015**

The Director of Customer Care and Performance (CCP) made a presentation to members on the key issues contained in the BSO Customer Survey for 2015. The key issues emerging from the survey were that there was a significant increase in the number of responses (90%) and the overall satisfaction rate had increased to 87.5%. It was suggested that SMT may want to discuss whether further analysis was required and if so it would be included in the next Customer Survey. In answer to a question from Mr Hanna regarding the recipients of the information, the Director of CCP advised that the survey information is cascaded to all staff via staff team meetings, put on the BSO's website and also placed on the agenda for the annual SLA meetings with customers.

Members noted the customer survey for 2015.

6. **Chief Executive's Report**

(i) ***Head of Shared Services***

The Chief Executive advised members that Mr Greg McCloskey, Head of Shared Services has submitted his resignation. Arrangements will be put in place to fill this post on an interim basis. Concern was raised by members on the departure of senior key staff who have left or are leaving the organisation in the near future and the risk this may impose on the organisation. It was noted that this issue had also been raised at the GAC meeting held on 12 January 2016. To that end it was agreed that this matter would be placed on the agenda for discussion at the forthcoming Board workshop on Risk scheduled to take place on 25 February.

7. **Financial Matters**

(i) ***Finance Update – December 2015 – Paper BSO 1/2016***

The Acting Assistant Director of Finance presented a summary finance report for the nine month period ended 31 December 2015. Section 2 of the report provided a summary of the reported income and expenditure position for the period, with an overall surplus stated for the period; the surplus had primarily been generated by Core Services, offset by a deficit within Trading. The Report also reflected the outcome of the detailed Latest Best Estimate (LBE2) exercise which indicated a projected year-end break-even position.

Members noted the position.

8. **Expansion of Shared Services in BSO – Paper BSO 2/2016**

The Chief Executive advised that the first series of workshops have taken place to look at the feasibility of providing Shared Data Centres and IT support, Business Intelligence, Regional Employment Bank including Nurse Bank and E Locums on a shared service basis with a further series of workshops scheduled to take place for each service area in February.

It was noted that the final Feasibility report is scheduled for completion by 29 February 2016.

Members noted the position.

9. **Corporate Balanced Scorecard – Paper BSO 3/2016**

The Director of Customer Care and Performance presented paper BSO 3/2016 setting out the performance of key service areas in the BSO for the period up to 31 December 2015.

Members noted the Corporate Balanced Scorecard.

10. **Annual Business Plan Performance Report - Period Ending December 2015 – Paper BSO 4/2016**

The Director of Customer Care and Performance presented paper BSO 4/2016 setting out a summary exception report on the performance against the Annual Business Plan for 2015/16 as at 31 December 2015. It was noted that by the end of the third quarter 93.1% of the actions within the Business Plan were reported as complete or will be delivered by the completion date.

Members noted the Annual Business Plan Performance Report.

11. **Update Summary Position on Provision of BSO Services to NIFRS – Paper BSO 5/2016**

Alan Hanna excused himself during consideration of this item due to a conflict of interest.

The Director of Customer Care and Performance presented paper BSO 6/2016 summarising the current and potential future provision of services to NIFRS following the Department's confirmation that NIFRS will not be moving to the Department of Justice's jurisdiction.

Members noted the position and it was agreed that the Board would be kept apprised of any further developments.

12. **BSTP Benefits Realisation Project (BRP) Highlight Report – Paper BSO 6/2016**

The Director of Operations presented paper BSO 6/2015 setting out benefits, progress and key issues regarding the BRP project. The revised date for the implementation of the Single Pay Frequency solution has been agreed for April/May 2016. A Gateway Review for the BSTP programme is scheduled to take place in late February with a view to closing the programme in April 2016.

Members noted the position.

13 (i) **Shared Services Highlight Report – Paper BSO 7/2016**

The Chief Executive presented paper BSO 7/2016 setting out an executive summary for the Shared Services project. Members were advised that the decision to roll-out E Recruitment to South Eastern Trust has been delayed due to the difficulty in recruiting staff in Shared Services Recruitment Centre based in Armagh and also there has been a significant increase in recruitment activity across all current HSC customers.

Members noted the position.

13 (ii) **Report on BSO Prompt Payment for Period Ending December 2015 – Paper BSO 8/2016**

The Chief Executive presented paper BSO 8/2016 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2014 to December 2015 by the BSO Accounts Payable Department. It was noted that 93.88% of HSC invoices have been paid within 30 calendar days in December 2015 compared to 75.69% in April 2014.

14. **FPS Payment Systems Benefits Realisation Report – Paper BSO 9/2016**

The Director of Operations presented paper BSO 9/2016 which set out an overview of progress of the FPS System Implementation Project. The deployment of the Dental Portal has been pushed back to April 2016 due to the resolution of a number of system faults which were identified during the UAT process. The initial launch of the Pharmacy portal is scheduled to go live in April 2016. A number of secondary payment data bases systems have been made redundant however a few need to stay in place for the foreseeable future in order to produce reports for HSCB. Discussions are taking place with HSCB to assess their future needs.

Members noted the position.

15. **HR & Corporate Services**

(i) ***HR&CS Report – Paper BSO 10/2016***

The Director of Human Resources and Corporate Services (HR&CS) presented paper BSO 10/2016 which set out a range of workforce information relating to BSO staff for the period April 2015 – December 2015. It was noted that HR&CS Report had been considered in-depth at the Business Committee held on 25 January 2016.

Members noted the report.

(ii) ***BSO Policy for Manual Handling – Paper BSO 11/2016***

The Director of HR&CS presented the draft BSO policy for Manual Handling for members' approval. It was noted that the policy had been considered in-depth at the Business Committee.

Members approved the policy subject to one amendment.

(iii) ***BSO Security Policy – Paper BSO 12/2016***

The Director of HR&CS presented the draft BSO Security Policy for members' approval which had previously been considered by the Business Committee. A lengthy discussion ensued on the content of the policy and a number of amendments were suggested and agreed. The Chairman proposed that the policy be approved subject to the amendments made by members today. Members endorsed this recommendation with the exception of Geraldine Fahy who opposed this decision.

To that end the policy was approved as amended.

(iv) ***CCTV Policy – Paper BSO 13/2016***

The Director of HR&CS presented the draft BSO CCTV policy for members' approval. It was noted that this policy had also been considered in-depth by the Business Committee. Members voted in favour, with the exception of Geraldine Fahy, that this policy be approved.

Mrs Fahy stated that she wished her view to be recorded that if officers had distinguished between policies and procedural documentation it would not have been necessary to debate this matter again.

There was a discussion as to whether these policies should be reviewed by the Board within 6 months. It was agreed, subject to one abstention, that it was not necessary to review within the next 6 months.

16. **Report from GAC Meeting held on 12 January 2016 – Paper BSO 14/2016**

The Chair of the GAC presented paper BSO 14/2016 setting out a summary of the key issues which were considered at the GAC meeting held on 12 January 2016.

A number of Internal Audit Reports were reviewed by GAC and overall the Committee were satisfied with the reports presented but noted that improvements were still required in certain service areas. In particular Geraldine Fahy raised concern over the number of systems administrators with access to various systems, and in particular the Stock Management System in Pals. The Chief Executive informed members that an action plan had recently been presented to SMT indicating that the number of system administrators will be reduced from 14 to 3 by the first week in February. Members welcomed this action.

The Chair of GAC stated that he wished to put on record the valuable assistance and professionalism of Mrs Janine Watterson who facilitates the work of the GAC.

Members noted the minutes of the GAC meeting held on 20 October 2015.

17. **Business Committee - Report of Meeting held on 25 January 2016**

Mr Greg Irwin, Chair of the BSO Business Committee briefed members on the key issues which were considered at the Business Committee meeting held on 25 January 2016. A presentation was made to members on the Honest Broker Service (HBS) by Ms Siobhan Morgan, Deputy Principal Statistician in the BSO where she highlighted to members the key features of the HBS. Members were also provided with an updates on the Expansion of Shared Services project and progress on the action plan on the Root Cause Analysis of the Shared Services Payments Failure.

18. **AOB**

(i) ***BSO Lift***

Mr McClelland informed members that the BSO lift was out of action for a few hours on Tuesday 12 January 2016 and raised concern about the impact on staff and especially those with a disability. The Director of HR&CS assured Mr McClelland that BSO has a contract in place for lift maintenance and as part of BSO's Health and Safety policy there are a number of evacuation chairs and a number of fully trained evacuation staff. The Chief Executive advised that SMT had considered the installation of a second lift for BSO but after consideration it was not a feasible option.

(ii) ***Professor Sean Fulton***

Members were saddened to hear of the death of Professor Sean Fulton, former Chairman of the Central Services Agency. It was agreed that the Chief Executive would write a letter of condolence to Professor Fulton's widow.

19. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 25 February 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 _____