

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The eighty ninth meeting of the Board of the Business Services Organisation was held on Thursday 29 September 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 (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)
Miss Amanda Mills (Board Secretary)

1. Apologies

There were no apologies for absence.

2. Chairman's Welcome and Opening Remarks

The Chairman reminded members that this would be the last Board meeting for some of the non-executive directors (Sean Mahon, Brian McMurray and Gerald Strong). On behalf of the Board of the BSO he thanked them for their valuable contribution to the work of the BSO and its achievements since its creation.

3. Minutes

(i) *Minutes of Meeting held on 25 August 2016*

The minutes of the meeting held on 25 August 2016 were agreed as a true and accurate record of proceedings.

4. Finance Report – Month 5 – Paper BSO 77/2016

The Director of Finance (DoF) presented paper 69/2016 being the finance report for the five month period ended 31 August 2016.

The Summary financial position for the period reported a surplus for the first five months and forecast a year-end break even position for BSO. The surplus has been generated by Core Services.

She informed members that the Department of Health (DoH) were not undertaking the normal monitoring process for the month of October.

Members noted the financial position.

5. Chief Executive's Report

The Chief Executive informed members that the interviews for the Head of CEC took place on Wednesday 28 September 2016 and an offer has been made.

The Chief Executive has been invited to become a Board member on the NI Public Service Shared Network Project Board. The inaugural meeting is scheduled to take place in October.

SMT members are meeting with their counterparts in HSE Dublin on 5 October 2016.

Continuing he briefed members on a meeting he attended with representatives of HSCB, and Community Pharmacy NI (CPNI) to review actions undertaken following the error which delayed payments to community pharmacies in November 2015. CPNI were briefed on the contingencies which have been put in place.

An induction pack for the incoming Chairman and non-executive Board members is currently being drafted. A first draft was presented to the Business and Development Committee at its meeting on 28 September 2016.

The EHCR programme continues to progress. The recruitment process for the Clinical Lead and Programme Director has commenced with the interviews scheduled for 21 October and 4 November respectively.

Members were briefed on issues relating to the lease agreements for Centre House and Lesley house premises and the actions being taken by BSO to try and resolve these matters.

Members noted the Chief Executives Report.

6. Corporate Balanced Scorecard – Paper BSO 78/2016

The Director of Customer Care and Performance presented paper BSO 79/2016 setting out the performance of key service areas in the BSO for the period up to August 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.

7. Corporate Risk and Assurance Report for 2016/17 – Paper BSO 79/2016

The Director of Customer Care and Performance presented paper BSO 79/2016 which set out the amendments to the Corporate Risk and Assurance Report made between July and September 2016.

Members noted the Corporate Risk and Assurance Report.

8. BSTP Shared Services Project Highlight Report – Paper BSO 80/2016

The Director of Operations presented paper BSO 80/2016 setting out benefits, progress and key issues regarding the BSTP Shared Services project which now incorporates BRP and Shared Services issues. Members were advised that the BRP team has now been stood down and replaced by a BAU team. The BSTP Programme cannot close until Recruitment Services transfer from all Trusts to Shared Services.

The Chief Executive updated members on the progress being made to stabilise the SS Recruitment service. The Task and Finish Group will continue to meet on a fortnightly basis until December 2016. BSO is continuing to progress with the development of deployment plans for South Eastern and Western Trusts however Western Trust has recently written to the Chief Executive advising that they will not transfer recruitment in this financial year. The Chief Executive advised that he will make contact with the Western Trust's Chief Executive to try and resolve this matter and bring them on board within the agreed timeframe.

Alan Hanna suggested that with the new non-executives and Chairman expected to take up post in the near future, SMT should consider some additional background information to accompany these reports to help the incoming members gain an understanding of this issue.

Members noted the position.

9. Report on the BSO Prompt Payment for Period Ending 31 July 2016 – Paper BSO 81/2016

The Chief Executive presented paper BSO 81/2016 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2015 to August 2016 by the BSO Accounts Payable Department. It was noted that 90.84% of HSC invoices have been paid within 30 calendar days in August 2016 compared to 92.29% in April 2015.

Members noted the position.

10. FPS Payment Systems Benefits Realisation Report – Paper BSO 82/2016

The Director of Operations presented paper BSO 82/2016 which set out an overview of progress of the FPS System Implementation Project. The deployment of the Dental portal is well underway and is scheduled for completion by the end of the calendar year. UAT is still ongoing for the Pharmacy Portal.

Members noted the position.

11. Update on FPL System Upgrade

The Chief Executive advised members that he had met with the Supplier prior to today's Board meeting and discussed the revised project plan to implement the FPL upgrade by January 2017. Both SMT and the BSF Directors Forum will monitor the progress on this project on a regular basis and deal with the associated risks accordingly.

Members noted the position.

12. Banking Contract – Letter of Off-Set – Paper BSO 83/2016

The Director of Finance presented a “Letter of Set-Off, Appropriation and Combination” which provides the Bank authority to offset bank account balances with the BSO pool of accounts for members’ approval. The offset agreement letter is a refresh of previous arrangements following the renewal of the HSC Regional Banking Contract.

Members approved the Off Set Letter which will be signed by both the Chief Executive and the Director of Finance.

13. Report of Business and Development Committee Meeting held 28 September 2016

Mr Greg Irwin, Chair of the Business and Development Committee, briefed members on the key issues which were considered at the Business Committee meeting held on 28 September 2016. BSO has been approached by a public sector body asking if the Leadership Centre could undertake some work on their behalf. BSO consequently approached Sponsor Branch in DOH asking for direction to allow BSO to deliver services outside the Health Sector. A draft non-executive induction pack was presented to members and it was suggested that the incoming Board members should receive a presentation on the key risks for the organisation as part of their induction process. Members endorsed the international travel arrangements for the Director of CCP and the Head of ITS to attend a Gartner Symposium in Barcelona from 6 – 10 November 2016. To that end the Committee noted correspondence from the Permanent Secretary to Chief Executives of ALBs asking for assurance that proposals for staff travel on HSC business, outside of Ireland or Britain, are approved at Chief Executive level and outlining authorisation process for Chief executive overseas travel. The correspondence also stated that unless there are exceptional circumstances no member of staff should travel outside Ireland or Britain more than five times in a calendar year without specific Ministerial approval.

14. AOB

(i) *Retirement*

The Director of Operations advised members that Ms Paula Sheils, AD Family Practitioner Services had retired from BSO at the end of August 2016. A formal recruitment exercise has been implemented to replace this post.

(ii) *HSC Safety Forum Award*

The Director of Operations informed members that the FPS Information Team have been awarded the HSC Safety Forum Teamwork Award for their work on the Controlled Drug Reconciliation Project (CDRP). This project has been running for two years and is a collaboration between BSO, HSCB and the DOH. The Chairman on behalf of members congratulated the FPS staff.

(iii) *AFC Award for 2016/17*

The Director of Human Resources and Corporate Services stated that the DOH will be issuing the AFC Pay circular recommending a 1% increase to all AFC paypoints wef 1 April 2016. BSO payroll have been asked to implement the circular as soon as possible, and are liaising with DoH regarding timeframes.

(iv) ***Remuneration and Terms of Service Committee – Report of Meeting held on 29 September 2016***

The Chairman briefed members on the issues considered by the Remuneration and Terms of Service Committee meeting which took place prior to today's Board meeting. The Committee considered the BSO's annual return relating to the salary details for BSO's Senior Executives for 2015/16. Members endorsed the salary pro-forma and recommended that it be presented to the Board for formal approval.

Members approved the BSO's annual return relating to the salary details for BSO Senior Executives for 2015/16 for onward transmission to the DOH.

(v) ***Non-Executives***

The Director of HR&CS wished to place on record the BSO's appreciation of the work of the non-executives. The Chairman and other members of the SMT endorsed this statement and in return Mr McMurray on behalf of departing members thanked executive directors for their kind words and wished them well for the future.

15. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 27 October 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 _____