

## **BUSINESS SERVICES ORGANISATION**

### **Minutes of Proceedings**

The seventy second meeting of the Business Services Organisation was held on Thursday 30 April 2015 at 2.00 pm in the Boardroom, 2 Franklin Street, Belfast, BT2 8DQ.

#### **Present:**

Mr Alexander Coleman (Chairman)

Mr Alan Hanna  
Mr Greg Irwin  
Mrs Hilary McCartan  
Mr Robin McClelland  
Mr Brian McMurray  
Mr Sean Mahon  
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 Karen Bailey (Director of Customer Care and Performance)  
Mr Alphy Maginness (Chief Legal Adviser)  
Miss Amanda Mills (Board Secretary)

#### **1. Apologies**

An apology for absence was received from Mrs Geraldine Fahy.

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

The Chairman welcomed everyone to the meeting and advised that the formal recruitment process for the Director of Finance post has commenced. In the intervening period an acting arrangement for the DOF position will be put in place.

The Department has confirmed the extension of the appointments of the Chairmen of the BSO's Dental, Ophthalmic and Pharmaceutical Committees until 31 March 2018 (iro Dental and Pharmaceutical Chairmen) and 31 July 2018 (Ophthalmic Chairman).

Members noted the position.

#### **3. Minutes of Meeting held on 26 March 2015**

The minutes of the meeting held on 26 March 2015 were agreed subject to a few minor amendments. Once the amendments are made the Chairman will sign the minutes.

4. **Matters Arising from Minutes**

(i) ***Board Governance Self-Assessment Tool for 2014/15 – Agenda Item 10***

The Chief Executive informed members that the Department has advised the BSO that they do not view the verification exercise undertaken by the Leadership Centre on the Board Governance Self-Assessment Tool for 2014/15 to be sufficiently independent and that the organisation needs to seek alternative means. Members noted the position.

5. **Chief Executive's Report**

(i) ***Pals – Stock Imbalance***

The Chief Executive updated members on the action which has been taken by both the BSO and the supplier to resolve this matter. The Supplier has implemented a number of fixes and is confident of achieving a working solution. The stock balances position is monitored on a daily basis and any variances are highlighted immediately. It was noted that this matter and in particular the progress on action plans was discussed in depth at the Business Committee meeting earlier today.

6. **Financial Matters**

(i) ***Finance Report – March 2015 – (Paper BSO 40/2015)***

The Director of Finance presented a finance report for the year ended 31 March 2015 which set out the provisional outturn position on income and expenditure as well as the balance sheet and capital position as at that date.

Section 2 of the report provided a summary of the reported income and expenditure position for the year, with an overall surplus which the Director of Finance reported is within breakeven tolerances. He advised that the surplus is consistent with the position forecast in the LBE2 exercise. The surplus had primarily been generated by core services offset by a deficit within Managed Services and Trading.

The Finance department are currently finalising draft annual accounts which are to be submitted to NIAO and DHSSPS by Tuesday 5 May 2015 for audit scrutiny. The accounts will subsequently be presented to a special Board meeting on 12 June 2015 for formal ratification.

Members noted the position.

7. **Expansion of Shared Services within BSO – (Paper BSO 41/2015)**

The Chief Executive advised members that he received a letter from the Permanent Secretary requesting that BSO undertake scoping studies for the following five functions to assess the potential for expansion of shared services within the BSO:-

- Shared Data Centres and IT Support
- Accounting Services
- Regional Employment Bank (including Nurse Bank and E Locums)
- Centre for Leadership Development
- Provision of Business Intelligence.

Following talks with the Department it was agreed that BSO would not take forward work at present on Accounting Services as there already is a significant programme of reform currently underway in this area through the BSTP initiative.

BSO subsequently wrote out to the Chief Executives of the HSCB, PHA and Trusts asking for nominations to sit on a scoping group for each of the four functions. Further correspondence was sent to BSO from the Permanent Secretary requesting that a further scoping study be included:- “the provision of Corporate Services to all the smaller HSC Arms-Length Bodies”. Letters were subsequently sent out to the Chief Executives of ALBs asking for nominations.

The Department have requested that the scoping work be completed by the end of June 2015. Draft questionnaires have been produced and sent out to the appointed nominees for quality assurance purposes and the inaugural meetings of the working groups will take place in mid May 2015. It was recognised that BSO cannot move to the feasibility stage of this project without external consultancy help and the Chief Executive and the Directorate of Customer Care and Performance are currently preparing a Business Case to go to the Department for approval and funding. SMT have also agreed to appoint a small team of core staff to help take this initiative forward. The Chief Executive has also issued an invitation to the Department to nominate officers to attend to the working group meetings.

Members noted the position and it was agreed that the Chief Executive would update members on progress at every Board meeting until the project is completed.

**8. BSO Corporate Balanced Scorecard – (Paper BSO 42/2015)**

The Director of Customer Care and Performance presented paper BSO 42/2015 setting out the performance of key services areas in the BSO for the period up to March 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. Staff Absence is continuing to be a concern and the Director of Human Resources and Corporate Services assured members that he and his staff are rigorously taking appropriate action on reducing both long term and short term absence. Members were advised that 44% of BSO workforce have not taken any sick leave in this financial year and it was recognised that the sickness levels of absence are slowly reducing.

Members noted the Corporate Balanced Scorecard.

**9. Draft Annual Report for 2014/15 – (Paper BSO 43/2015)**

The Director of Customer Care and Performance presented the draft Annual Report for 2014/15 in text format only. She advised that the final version of the report will be presented to the June Board meeting along with the Annual Accounts for 2014/15. Members considered and approved the draft subject to a number of amendments.

**10. BSTP Benefits Realisation (BRP) Highlight Report – (Paper BSO 44/2015)**

The Director of Operations presented paper BSO 44/2015 setting out key issues regarding the Benefits Realisation Project (BRP).

Members noted the position.

**11 (i) BSTP Shared Services Highlight Report – (Paper BSO 45/2015)**

The Chief Executive presented paper BSO 45/2015 setting out an executive summary for the Shared Service Project. It was noted that Belfast Trust is moving to SS Recruitment on a phased basis commencing in May 2015.

Members noted the position.

**11 (ii) Report on BSO Prompt Payment for Period Ending 28/12/15 – (Paper BSO 46/2015)**

The Chief Executive presented paper BSO 46/2015 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April to March 2015 by the BSO Shared Services Accounts Payable Department. It was noted that 88.34% invoices have been paid within 30 calendar days in March 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 were advised that a presentation will be made in the Autumn on the implementation of Cloud Invoicing and Self Billing.

Members noted the position.

**12. Update on the FPS Replacement System – (Paper BSO 47/2015)**

The Director of Operations presented paper BSO 47/2015 which set out an overview of progress of the FPS System Implementation project.

UAT testing on the GP Payments System has completed and the FPS Project Board have agreed that the system will Go Live in May 2015. GP Payments staff are running a parallel payment on both the legacy and new FPS system for the inaugural payment thus ensuring that GPs are paid correctly. Discussions are underway to relocate the GP Payments Function from Ballymena to Belfast. It was agreed that this matter will be placed on the agenda for the May Board meeting for detailed discussion.

Members noted the position.

**13. Human Resources and Corporate Services Report - (Paper BSO 48/2015)**

The Director of Human Resources and Corporate Services presented paper BSO 48/2015 which set out a range of workforce information relating to BSO staff for the period April 2014 – March 2015. It was noted that HR&CS Report had been considered in-depth at the Business Committee held earlier in the day.

Members noted the position.

**14. Policy for Adverse Incidents/Accidents/Near Misses and Occurrences – (Paper BSO 49/2015)**

The Director of HR&CS presented the policy for reporting of Adverse Incidents/Accidents/Near Misses and Occurrences for members' approval. It was noted that the draft policy had been presented to the Business Committee in February where a number of amendments were suggested and agreed. Concern was raised regarding the time lag between the Business

Committee and Board meetings as most papers which are presented to the Business Committee need to come to the Board for formal ratification. Greg Irwin, Chair of the Business Committee stated that he will review the dates of Business Committee and also future agenda items.

The Board approved the above mentioned policy subject to a few minor amendments.

15. **Policy for the Safeguarding, Movement and Transportation of Records, Files and Other Media – (Paper BSO 50/2015)**

Members considered and approved the policy for the Safeguarding, Movement and Transportation of Records, Files and Other Media subject to a few minor amendments. It was noted that this policy had been presented to the Business Committee for consideration earlier in the day.

16. **Report of Desktop Business Continuity Exercise – (Paper BSO 51/2015)**

The Director of HR&CS presented paper BSO 51/2015 which set of a report of a desktop Business Continuity exercise undertaken on 4 March 2015. Mr Strong acted as an Observer on the exercise and at the invitation of the Chairman briefed members on his findings and observations.

Members noted the report of the Business Continuity Desktop Exercise.

17. **Draft Governance Statement – Paper BSO 52/2015**

The Chief Executive presented a draft Governance Statement for members' comment. It was noted that an earlier draft of the document had been considered by SMT and the GAC at its meeting on 14 April 2015 and comments have been incorporated into the draft statement. A few minor amendments were suggested by members and these will be incorporated into the document. It was noted that the Governance Statement will remain in draft and may be subject to amendment until Board approval on 12 June 2015.

18. **Report from GAC Meeting held on 14 April 2015 – Paper BSO 53/2015**

Mr Brian McMurray presented paper BSO 53/2015 setting out a summary of the key issues which were considered at the GAC meeting held on 14 April 2015.

Members noted the report of the GAC meeting held on 14 April 2015 and also the minutes of the GAC meeting held on 13 January 2015.

19. **Report from BSO Business Committee meeting held on 30 April 2015**

Mr Greg Irwin briefed members on key issues which were considered at the Business Committee meeting held earlier today.

Ms Claire Hamilton, Interpreting Services Manager made a presentation on the NI HSC Interpreting Service to members. Members found the presentation very informative and it was suggested that a further presentation should be made to the BSO Board in the Autumn once the revised Yara System is Upgraded. It was also agreed that a copy of today's presentation be circulated to Board members for information. The Director of Finance and Director of Operations presented a briefing paper on the background and resolution to the imbalances

between the stock accounting system and the General Ledger. Members were assured that BSO is actively addressing this matter.

As mentioned previously Mr Irwin will review future agenda items for the Business Committee to allow synchronisation with the Board agenda.

Members noted the position.

20. **AOB**

There was no Any Other Business.

21. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 28 May 2015 at 2.00 pm in the Conference Room, Shared Services Recruitment Centre, Rosewood Villa, St Lukes Hospital, Armagh.

The Chairman thanked everyone for attending and closed the meeting.

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Chair

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Chief Executive

Date \_\_\_\_\_