BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and seventeenth meeting of the Board of the Business Services Organisation was held on Thursday 24 January 2019 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mrs Julie Erskine - (Chair)

Mr Mark Campbell	Mr Liam McIvor (Chief Executive)
Miss E P Gordon	Mrs Karen Hargan (Director of HR&CS)
Mr Sean McKeever	Mrs Wendy Thompson (Director of Finance)
Mr Deep Sagar	Mr Sam Waide (Director of Operations)
Professor D Whittington	

In Attendance:

Mrs Karen Bailey (Director of Customer Care and Performance – CCP)
Mr Alphy Maginness (Chief Legal Adviser)
Miss Amanda Mills (Board Secretary)

1. **Chair's Welcome and Opening Remarks and Apologies**

The Chair welcomed everyone to the meeting.

Apologies for absence were received from Mr Robert Bannon and Mr Jeremy Stewart.

2. **Declaration of Conflicts of Interest**

There were no conflicts of interest declared.

3. **Minutes**

(i) ***Minutes of Meeting held on 20 December 2018***

The minutes of the meeting held on 20 December 2018 were agreed as a true and accurate record of proceedings.

4. **Matters Arising from Minutes**

(i) ***Action Template – Paper BSO 1/2019***

Members noted the action template arising from the December Board meeting.

5. **Chair's Business**

The Chair briefed members on the Permanent Secretary's Staff Engagement visit to RSSC Armagh on the afternoon of 23 January 2019. She advised that the Permanent Secretary is undertaking a series of visits across HSC sites and is looking to engage and chat with staff about the process of transformation and their role in this. To that end it was agreed that RSSC would be the chosen location for BSO due to the major focus on Transformation Recruitment. The Head of Shared Services made a presentation on HSC Recruitment and Selection, and in particular KPIS and the steady increase in recruitment activity during 2018/19.

6. **Chief Executive's Report**

PSSSP

Members were advised that the Public Sector Shared Services Programme (PSSSP) is coming to a close. Once a formal programme has been established, PSSSP will move from a project to create a business case to business as usual (BAU).

TIG

Update provided highlighting: A presentation was made to TIG on the HSC Collective Leadership Strategy. The Strategy was welcomed especially in relation to the engagement work around the Leadership Values and Behaviours in the education of health care professionals and the need to support staff to embed these values and behaviours in their work.

HSCB Closure

The next Oversight Board is scheduled to take place on 11 March 2019. Work has commenced on the drafting of the legislation to formally close the HSCB and, in answer to a question from a Board member the Chief Executive confirmed that this has been identified at DoH level as the mechanism which provides an opportunity for an amendment to the legislation for BSO regarding provision of services to non HSC bodies.

Transformation Funding

The Chief Executive confirmed that Transformation Funding for 2018/19 is fully committed and advised that it cannot be assumed that further slippage on transformation projects will be funded in the next financial year. The funding allocation for 2019/20 is indicative at this stage and will be ring fenced.

7. **Items for Noting**

7.1 *Finance Report – Month 9 – Paper BSO 2/2019 refers*

The Director of Finance (DOF) presented paper BSO 2/2019; the finance report for the nine month period ending 31 December 2018.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period and we are continuing to forecast a break even position at year end.

At the request of Miss Gordon the DOF updated members on the mitigating actions being taken by BSO following the DoH's intention to withdraw recurrent funding for rental of premises occupied by BSO ITS.

Members were also briefed on the implementation plan of the AFC pay award for 2018/19 for all staff within the HSC employed on Agenda for Change (AFC) Terms and Conditions.
A dedicated team has been established to implement the pay award scheduled for February 2019. Members were advised that some staff will be negatively impacted due to a pension band review to be undertaken alongside the pay award, where the impact of the pension contribution uplift exceeds the value of the pay award..

The Head of Shared Services and the Director of HR&CS hold weekly conference calls with the HR Directors of Trusts and actively engage with Trade Unions on developments and communiques will be sent to the affected staff in advance of the pay award. The Chief Executive advised that a huge amount of work has been undertaken by Maxine Paterson, Head of Shared Services, and the Payroll Team and assured members that BSO have followed the guidelines as per the pay award circular from DOH.

Members noted the Finance Report.

7.2 *Report on BSO Prompt Payment for Period Ending 31 December 2018 – Paper BSO 3/2019*

The Chief Executive presented paper BSO 3/2019 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in December 2018 by Accounts Payable Shared Services. It was noted that 93.96% of HSC invoices had been paid within 30 calendar days.

The Chief Executive proposed that this matter should be removed from the agenda for future Board meetings as prompt payment for BSO is covered in the BSO Corporate Balanced Scorecard. Members concurred with this proposal.

Members noted the prompt payment report.

7.3 *Corporate Balanced Scorecard – Paper BSO 4/2019*

The Director of CCP presented paper BSO 4/2019 which set out the performance of key service areas in the BSO for the period up to 31 December 2018. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

It was noted that the agenda and associated documentation for the Non-Executive and Director "pairing" meetings have been produced and the Chief Executive's Office will arrange these meetings for March 2019.

Members noted the BSO Corporate Scorecard.

7.4 *Annual Business Plan Performance Report, Period Ending 31 December 2018 – Paper BSO 5/2019*

The Director of CCP presented paper BSO 5/2019 which set out a summary exception report on the performance against the Annual Business Plan for 2018/19 as at 31 December 2018. It was noted that at the end of quarter three of 2018/19, 85% of the actions within the Business Plan were reported as complete and within the agreed tolerance level.

It has been agreed that the full Annual Business Plan will be presented on a bi-annual basis to complement the Exception Report.

Members noted the Annual Business Plan Performance Report.

7.5 *EU Exit Update*

The Director of Operations briefed members on BSO's EU Exit preparedness. The Permanent Secretary wrote to Chief Executives alerting the escalation of activity on preparedness for EU Exit. To that end the DOH has established a formal programme of three main workstreams to further strengthen preparedness; Contingency Planning, Emergency Planning and Departmental Business Continuity Planning.

BSO will be actively involved in each of the three workstreams and EU Exit is a substantive item on the weekly SMT agenda.

7.6 *Amended Declaration and Register of Interests – Paper BSO 6/2018*

Members noted a further amendment to the Declaration and Register of Interests for 2018/19.

8. **Governance and Audit Committee (GAC)**

8.1 *Report from Meeting held on 22 January 2019 – Paper 98/2018 refers*

In the absence of the Chair of GAC Mr Sean McKeever briefed members on the key issues considered at the GAC meeting on 22 January 2019.

Members noted the minutes of the GAC meeting held on 30 November 2018.

9. **Presentation**

9.1 ***BSO PALS – Pursuing Process and Excellence***

The Acting Head of Goods and Services Procurement, Linda O'Hare made a presentation to members on a project undertaken by BSO PALs, in light of the Business Process Efficiency Strategy outlined in the BSO's Strategic Objectives. The challenges faced by PALs were identified as:-

- to try and make goods and services fit for the future using technology;
- to assist with the business processes, improve communication and information management by ensuring the information flow is timely and accurate and;
- People Management and Development.

It was noted that PALs propose changes to the process by which they benchmark their services and members welcomed this initiative and will be interested to see the outcome of this exercise.

10. **Any Other Business**

The Chief Legal Adviser informed members that following a challenge from an unsuccessful bidder on the Encompass Programme the application will be heard in the near future.

11. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 28 February 2019 at 10.00am in the Lecture Theatre, CEC, Clady Villa, Knockbracken Healthcare Park, Saintfield Road, Belfast.

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Chair

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Chief Executive

Date __________________________