



Annual Business Plan 2014/15

Summary Exception Report, Period Ending March 2015



Introduction

The purpose of this report is to provide a summary of progress to date to the BSO Board and DHSSPS Sponsor Branch on how well the organisation is delivering the key actions identified within the annual Business Plan 2014/15. These actions are linked to the organisation’s Corporate Objectives for 2013-15 and include Departmental Priorities and Targets.

Traffic Light System Rating

The Traffic Light System is a summary of progress to date and an indication of the level of confidence that actions identified in the Business Plan will be delivered by the completion date. A brief commentary will be included against all those actions where the rating is Red or Amber: this should make clear the remedial action being taken to ensure achievement by year end and reasons for extension of timeline or any cancellation of action.



Traffic Light BRAG Rating Description Key	
RED	<p>Action forecast to be or has been delivered significantly (i.e. in excess of one quarter) outside completion date</p> <p style="text-align: center;">or:</p> <p>significantly outside agreed tolerance level (e.g. on Corporate Scorecard).</p>
AMBER	<p>Action forecast to be or has been delivered outside (but no more than one quarter) of completion date</p> <p style="text-align: center;">or:</p> <p>outside agreed tolerance level (e.g. on Corporate Scorecard).</p>
GREEN	<p>Action forecast to be delivered by the completion date</p> <p style="text-align: center;">or:</p> <p>within agreed tolerance level (e.g. on Corporate Scorecard).</p>
BLUE	Action complete.

Summary of Traffic Light Rating System (Period Ending 31 March 2015)

The table below shows a summary of the Traffic Light rating system assigned to 85 Actions within the Business Plan for the period ending 31 March 2015.

Traffic Light	Period Ending June 2014	Period Ending Sept 2014	Period Ending Dec 2014	Period Ending March 2015
RED	-	10 (11.8%)	11 (12.9%)	9 (10.6%)
AMBER	11 (12.9%)	3 (3.5%)	2 (2.4%)	1 (1.2%)
GREEN	54 (63.5%)	38 (44.7%)	32 (37.6%)	4 (4.7%)
BLUE	20 (23.5%)	34 (40%)	40 (47.1%)	71 (83.5%)

At the end of the 4th quarter of 2014/15, 88.2% of the actions within the Business Plan were reported as Blue/Green.

BSO Strategic Objective 1: *To Improve Customer Experience*

Key Priorities/Targets	Key Actions	BRAG Status	Comment
<p>2. HSC Data Centre:</p> <ul style="list-style-type: none"> • Progress the HSC Data Centre business case approval to implementation stage; • Establish appropriate project management structures to facilitate the identified option within the business case; • Outline and implement the interim arrangements to facilitate the establishment of an HSC Data Centre and how they mitigate known risks. <p>[DHSSPS Requirement 4.2c]</p>	<ul style="list-style-type: none"> • Work as part of the DFP procurement project (which will include Final Business Case approval as part of the project) with the planned aim of awarding contract (by December 2014); <p><i>(N.B. BSO is one part of the wider DFP Procurement and consequently not the sole driver of the timescales.)</i></p> <ul style="list-style-type: none"> • Detailed approach for migration to be agreed once contract has been awarded and dates for availability of two new data centres are clarified by December 2014; • Project structures and team membership for migration (as distinct from the procurement) to the new data centres to be agreed by December 2014. <p>Responsibility: Director of Customer Care & Performance</p>	2	BSO is part of the wider DFP procurement project and therefore not the sole driver of timescales. Work on the project is on-going and contract award is now expected in September 2015.
		5	Pending contract award which is estimated to be in September 2015.
		6	Discussions on post awards management structures are underway. Structures will be put in place in line with contract award which is estimated to be in September 2015.

BSO Strategic Objective 2: *To Grow and Develop*

Key Priorities/Targets	Key Actions	BRAG Status	Comment
<p>3. Ensure Shared Services model, systems and structures are established and embedded in accordance with Ministerial approval and implementation plans by December 2014.</p> <p>[DHSSPS Requirement 4.2a]</p>	<ul style="list-style-type: none"> • Payroll/Travel in final accommodation by December 2014; <p>Responsibility: Operations/Head of Shared Services</p>	10	<p>Final accommodation now expected to be complete September 2015. This was as a result of delays whilst the payroll service was established and whilst the BHSCT design was agreed (Nov 2014).</p>

BSO Strategic Objective 3: *To Recognise and Embed Excellence & Innovation*

Key Priorities / Targets	Key Actions	BRAG Status	Comment
<p>12. Achieve/maintain the minimum standard of paying 95% of undisputed invoices within 30 days throughout 2014/15.</p> <p>[DHSSPS Requirement 2A1.b]</p>	<p>Monitored monthly through Corporate Scorecard.</p> <p>Responsibility: Director of Finance & Head of Services</p>	28	<p>Cumulative performance for BSO during 2014-15 is 93.48%. This is rated Amber on the Corporate Scorecard. There has been an improvement from 85.89% in April 2014 to 97.21% for the month of March 2015.</p>
<p>25. Reduce staff absence rates to 3.41%.</p> <p>[DHSSPS Requirement 2C 1.a]</p>	<ul style="list-style-type: none"> The 2014-15 target of 3.41% agreed with DHSSPS represents a 5% reduction of the 2013-14 target (monitored monthly through Corporate Scorecard report to Board); 	42	<p>Cumulative performance as at year-end is 4.64%. Absence levels continue to be actively monitored by the Senior Management Team and within each Directorate on a case-by-case basis to identify if there is a recurring cause for concern.</p>
<p>26. By 30 June 2014, 90% of staff to have had an annual appraisal of their performance during 2013/14 and an agreed personal development plan for 2014/15.</p> <p>[DHSSPS Requirement 2C 2.a]</p>	<p>Monitored through BSO Corporate Scorecard.</p> <p>Responsibility: Director of Human Resources & Corporate Services</p>	45	<p>HRPTS data suggests 66% of staff have a recorded annual appraisal and an agreed personal development plan as at 30 September 2014. Directors were reminded of this requirement.</p> <p>(It should be noted that 80% of staff employed as at 1 April 2014 have had an appraisal.)</p>

BSO Strategic Objective 4: *To Ensure Good Governance*

Key Priorities / Targets	Key Actions	BRAG Status	Comment
<p>40. Finalise and implement the Social Care Procurement Strategy by June 2014.</p> <p>[DHSSPS Requirement 4.1b]</p>	<p>Flowing from the DHSSPS Procurement Strategy and the work of the Social Care Task and Finish Group:</p> <ul style="list-style-type: none"> • Re-engage with DHSSPS and/or HSC Board to determine PaLS actions required to complete Strategy (by April 2014); • Complete PaLS actions in accordance with the Strategy; • Support consultation process with key stakeholders in accordance with Strategy timetables. <p>Responsibility: Director of Operations</p>	69	BSO PaLS has given input to the HSCB. Further actions will be undertaken once the strategy has been published, but this is outside BSO control.
		70	Strategy not yet complete (see 69 above).
		71	Strategy not yet complete (see 69 above).