

## **BUSINESS SERVICES ORGANISATION**

### **Minutes of Proceedings**

The ninety fourth meeting of the Board of the Business Services Organisation was held on Thursday 23 February 2017 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

#### **Present:**

Mrs Julie Erskine (Chair)

Mr Robert Bannon	Mr Liam McIvor (Chief Executive)
Mr Mark Campbell	Mr Hugh McPoland (Director of HR &CS)
Miss E P Gordon	Ms Wendy Thompson (Director of Finance)
Mr Alan Hanna	Mr Sam Waide (Director of Operations)
Mr Greg Irwin	
Mr Robin McClelland	
Mr Jeremy Stewart	
Professor Dorothy Whittington	

#### **In Attendance:**

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

#### **1. Apologies**

There were no apologies.

#### **2. Declaration of Conflicts of Interest**

There were no conflicts of interest declared.

#### **3. Minutes**

##### **(i) *Minutes of Meetings held on 26 January 2017***

The minutes of the meeting held on 26 January 2017 were agreed as a true and accurate record of proceedings and will be signed by the Chair.

#### **4. Matters Arising from Minutes**

##### **(i) *FPS Payments Systems (FPPS) Benefits Realisation Report – Minute 10***

The Director of Operations confirmed that the FPPS closure report will be presented to the March Board meeting.

## **5. Chairman's Business**

The Chair referred to the revised format of the Board agenda and hoped members were content with same.

Members were briefed on the meetings which had taken place during the month of February; these included visits to CEC HQ at Clady Villa and Payroll Offices at College Street.

End of year appraisal meetings have been arranged with the three non-executive directors whose terms of office expires on 31 March 2017.

The Chair advised that she intends to present the Board Self -Assessment Action Plan for 2016/17 to the March Board meeting as she is keen to receive feedback on the plan from the departing non-execs.

## **6. Chief Executive's Report**

The Chief Executive provided an update on key business meetings which he had attended following the previous Board meeting. The Board noted the following updates:

### ***(i) Infrastructure and Application Review Project***

A meeting with NIPSA was held on 30 January 2017 following their request for membership on the Infrastructure and Application Review Project. At the invitation of the Chair the Chief Executive briefed members on the background to this fundamental project.

It was suggested and agreed that a paper on the list of projects of which BSO is either the lead organisation or is involved should be presented to the Board to help them gain a better understanding of the organisation.

### ***(ii) AD Family Practitioner Services***

Following a recruitment process on 31 January 2017, Mr Mark Bradley has been appointed as AD Family Practitioner Services. It is envisaged that Mr Bradley will take up post in early April.

### ***(iii) Review of BSO Organisational Structures***

The Chief Executive advised members that SMT held an initial workshop on 2 February 2017 to review the senior staffing structure of the organisation. A further workshop will be held later in the year. Steps will be taken as necessary to maintain stability through existing structures in the interim.

### ***(iv) EHCR***

The EHCR Outline Business Case has been issued for review.

### ***(v) NI Public Sector Shared Services Programme (NIPSSP)***

The Chief Executive is meeting with the Senior Responsible Officers (SROs) for this project in advance of the next Programme Board meeting on 27 February 2017.

(vi) ***Budgets for 2017/18***

The Chief Executive advised members that SMT met on 20 February 2017 to consider the impact of the cash releasing savings proposals submitted to the DoH would have on BSO. To date the DoH have not confirmed the savings level to be applied to BSO for 2017/18, however they have queried a number of the BSO's submissions.

7. **Financial Matters**

(i) ***Finance Update – January 2017 – Paper BSO 11 /2017***

The Director of Finance presented paper 11/2017 which was her Financial Report for the ten month period ended 31 January 2017.

The summary financial position for the period reported a surplus for the first ten months and forecasted a year end breakeven position. The Director of Finance then summarised the main financial trends for the period covering Core Services, ITS Programme, Trading and Managed services. A member questioned levels of underspend/overspend reported. This was discussed and clarity and assurance was given in relation to the reasoning behind this and the assurance for year end.

Work has commenced to produce the annual Service Offering to BSO's customers and a first draft will be presented to SMT in early March.

The Board noted the financial position.

8. **Draft BSO Business Plan for 2017/18 – Paper BSO 12/2017**

The Director of CCP presented a final draft of the BSO Business Plan for 2017/18. She advised that she had met with BSO's Sponsor Branch in DoH on 10 February 2017 wherein they had suggested a number of amendments which have subsequently been incorporated into the draft plan.

Members approved the draft Annual Business Plan for 2017/18 subject to a few minor amendments. A final draft will be presented to the March Board meeting for final endorsement.

9. **Corporate Balanced Scorecard – Paper BSO 13/2017**

The Director of Customer Care and Performance presented paper BSO 13/2017 which set out the performance of key service areas in the BSO for the period up to 31 January 2017. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

A lengthy discussion ensued regarding Indicator C9 – “General Recruitment – Overall Time to Fill (HSC wide) within 70 days”. At the invitation of the Chair the Director of HR&CS briefed members on the actions being taken by BSO to improve and enhance the performance of the Shared Services Recruitment Services (SSRS) and referred to the January Board paper (BSO 7/2017) entitled “Interim Report on Progress made by Recruitment Shared Services Task and Finish Group”. The Director of HR&CS advised members that a Change Request (CR) has recently been initiated with the supplier to allow BSO to produce more detailed analysis recruitment reports to allow a “deep dive” of the recruitment data.

Members noted the Corporate Balanced Scorecard.

**10. BSTP - Shared Services Project - Highlight Report – Paper BSO 14/2017**

The Chief Executive in tandem with the Director of Operations presented paper BSO 14/2017 which was the BSTP Shared Services Project Highlight Report and updated the Board on progress against key milestones and timelines set for completion of projects within Shared Services

Members were reminded that the BSTP programme is unable to formally stand down until E Recruitment is fully deployed across all HSC Trusts. Three Trusts are still to fully deploy to E Recruit however an action plan has been produced and it is envisaged that two of the remaining Trusts will be fully deployed by March 2017, with the remaining Trust commencing March/April 2017.

The Board noted the report provided.

**11. Report on BSO Prompt Payment for Period Ending 31 January 2017 – Paper BSO 15/2017**

The Chief Executive presented paper BSO 15/2017 which set out the percentage of invoices paid within 10 working days and within 30 calendar days from April 2016 to January 2017 by Payment Shared Services. It was noted that 92.22% of HSC invoices had been paid within 30 calendar days. It was noted that the KPI target of 95% iro % of invoices paid within 30 calendar days was rag rated amber and at the invitation of the Chair the Chief Executive explained the reason for the failure to meet this target for the month of January.

The Board noted the report provided.

**12. Business and Development Committee**

***(i) Report of Meeting held on 8 February 2017 – Paper BSO 16/2017***

The Chair of the Business and Development Committee presented paper BSO 16/2017 which set out a summary of the key issues considered by the Business and Development Committee held on 8 February 2017.

A revised Terms of Reference (TOR) was considered by members which took into account the revised membership of the Committee and an additional item under para 6.

The Board approved the revised Terms of Reference for the Business and Development Committee.

A summary analysis of responses from BSO staff to the regional Staff Survey which was undertaken in November/December 2015 was presented to the Business and Development Committee. Members were advised that Directorate Action Plans are scheduled to be presented to SMT in late February/early March and will be subsequently considered by the Business and Development Committee at its meeting in April.

The Director of HR&CS presented three policies which had been endorsed by the Business and Development Committee for formal approval by the Board. The policies are as follows:-

- (i) BSO Leave Pack
- (ii) BSO Family Pack
- (iii) BSO Policy on Zero Tolerance on the Abuse of Staff

Members approved the above mentioned policies subject to minor amendments.

A member questioned the impact on working patterns and its effect on staff pensions. The Director of Human Resources and Corporate Services (HRCS) advised that BSO has a Pension Liaison Officer in post who provides information rather than advice to staff and that new staff are informed about the HSC Pension Scheme as part of their corporate induction process. Pension workshops are also held on an ad hoc basis to advise staff on changes to the Pension Scheme as they occur. In addition a regular newsheet is issued to staff. It was agreed that consideration would be given to this important area and policies will reflect same.

Members noted the Business and Development Committee minutes of 28 September 2016.

### 13. **Any Other Business**

#### (i) *International Travel*

The Chief Executive advised that this agenda item had been withdrawn.

#### (ii) *Business Continuity Desktop Exercise*

The Director of HR and Corporate Services briefed members on the recent annual desktop Business Continuity exercise which took place on 22 February 2017. At the invitation of the Chair, Mr Mark Campbell and Professor Dorothy Whittington who acted as observers at the exercise, briefed members on his findings and recommendations. It was noted that the report of the exercise will be placed on the agenda for the next Business and Development Committee meeting.

#### (iii) *Media Query*

The Chief Executive advised that the Media had contacted Belfast Trust relating to a payroll issue. BSO SS Payroll are providing the information to enable Belfast Trust respond to this query.

#### (iv) *Acronyms*

Mr Campbell suggested that it would be helpful if for the present if Board papers would not contain acronyms.

#### (v) *Risk Workshop*

The Chair reminded members that the Risk Workshop is scheduled to take place following the Board meeting on Thursday 23 March.

#### (vi) *Procurement and Logistics (PALs)*

The Director of Operations informed members that PALs have been nominated for a national Innovation and Sustainability award.

14. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 23 March 2017 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chair thanked everyone for attending and closed the meeting.

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Chair

\_\_\_\_\_  
Chief Executive

Date \_\_\_\_\_