

**HSC BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The twenty seventh meeting of the Regional Business Services Organisation (BSO) was held on Thursday 25 August 2011 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

**Present**

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy

Mr David Bingham (Chief Executive)

Mr Alan Hanna

Mr Paddy Anderson (Director of Finance)

Mr Greg Irwin

Mrs Teresa Molloy (Director of Operations)

Mrs Hilary McCartan  
Mr Robin McClelland

Mr Brian McMurray

Mr Sean Mahon

Mr Gerald Strong

**In Attendance**

Mrs Karen O'Loan – Director of Customer Care and Performance)  
Miss Amanda Mills (Secretary to the Board)

1. **Apologies**

Apologies for absence were received from Hugh McPoland, Shane Devlin and Alphy Maginness.

2. **Chairman's Business**

There was no Chairman's Business.

3. **Minutes of Meeting held on 30 June 2011**

The minutes of the Board meeting held on 30 June 2011 were agreed subject to recording that Mr Strong had been attending a Departmental training event.

The Chairman signed the minutes.

4. **Matters Arising from Minutes**

(i) **RVH Data Centre – SAI Review – Minute 6 refers**

Geraldine Fahy requested that the minute relating to the SAI Review reflect the discussion which was held in relation to the Data Centre service levels which customers have accepted within the SLA with the BSO. This was agreed.

In answer to a question both the Director of Operations and the Director of Customer Care and Performance confirmed that the SLA for Data centre services provides for a service of 99.975% availability which has been accepted by customers.

Members noted the position.

5. **Director of Finance's Report to the Board for Period Ended 30 July 2011**

The Director of Finance presented the Finance Report for the period ended 30 June 2011. It was noted that the report now incorporated the financial position for the Beeches Management Centre whose functions transferred to the BSO on 1 July 2011. The overall position for each segment of the organisation was outlined to members.

The Director of Finance advised members that he is commencing an exercise to assess the projected financial outturn at year end, a Latest Best Estimate (LBE). Directorates are already engaged in this exercise and the outworkings will be presented to the September Board meeting. Two further LBE exercises are planned later during the financial year and a review of the effectiveness of this new forecasting regime will be performed in April 2012.

Members welcomed this initiative.

Discussion ensued regarding the variances highlighted in the financial report and the Director of Finance briefed members on the reasons attributed to the variances.

Members were asked to recall that they approved a capital expenditure bid of £92,000 for a scanner in FPS at the June Board meeting however a revised cost has now been submitted for £58,000. The Department has also provisionally allocated the BSO £28,000 for capital works at the Beeches Management accommodation in Hampton Park. Business Cases will be produced and submitted to the Department and the BSO's Capital Expenditure Allocation will be amended accordingly.

Members noted the financial report.

**6. Corporate Balanced Scorecard**

The Director of Customer Care and Performance presented Paper BSO 56/2011 setting out the performance of key service areas in the BSO for the period up to 31 July 2011.

Members were advised that from September 2011 new indicators will be added to the Scorecard relating to the Beeches Management Centre.

At the invitation of the Chairman the relevant Directors briefed members on the rationale of the indicators which were highlighted either amber or red.

Hilary McCartan enquired if the BSO could give some thought to producing a paper for the Board setting out details of the number of complaints, FOIs and “Compliments” received. It was agreed that SMT would consider this matter and present a paper for the September Board meeting on corporate communications.

Members noted the information contained within the Corporate Balanced Scorecard

The individual scorecard for Information Technology Services (ITS) was also presented by the Director of Operations and members were briefed on the indicators highlighted at Amber. Mrs Molloy informed members that the BSO has recently established an ICT Forum with the membership consisting of a range of customers whom BSO provides IT services. The Forum will meet on a quarterly basis.

Members welcomed this initiative.

**7. Corporate Risk and Assurance Report for 2011/2012**

The Director of Customer Care and Performance presented paper BSO 57/2011 which set out amendments to the Corporate Risk Register following a comprehensive review of the Register by SMT during the period June – August 2011. The paper also outlined progress made to date on risk actions

Members were advised that there were two new risks added to the Corporate Risk Register and these were:-

Risk No 3:- “Inability to demonstrate that adequate procedures designed to prevent bribery have been implemented”; and

Risk No 14:- “Industrial action could significantly impact our ability to deliver the required service levels”.

It was also noted that Risk numbers 2 and 7 had been revised and were set out in the appendices attached to the paper.

Discussion also ensued regarding the proposed actions by Finance Directorate to improve performance against the SLAs with its HSC customers. The Director of Finance advised that a Service Improvement Plan will be presented to the Governance

and Audit Committee on 4 October 2011 for information. One of the key actions within this Plan is for regular formal assurances on the Finance Directorate's performance to be issued to all of the Directorate's HSC customers. The Director of Customer Care and Performance informed members that following feedback from customer surveys and customer meetings she has been in discussions with HR Directorate with a view to producing a Customer Service Training proposal for BSO staff. This will be presented to SMT in September.

The Chairman welcomed the proposed actions and stressed the importance of BSO meeting its customer's objectives.

It was agreed that the Board would be kept apprised of developments.

Members noted the amended Corporate Risk and Assurance Report for 2011/2012.

8. **SAI Review – Action Plan and Update**

The Director of Operations presented paper BSO 58/2011 which set out the short term recommendations of the RVH Datacentre SAI Review Team and the progress made to date on each of these recommendations in advance of the shutdown of the BCH Datacentre. The Director of Operations briefed members on the planned dates for the shutdown period. It was noted that the external experts have independently verified that the series of software updates and configuration changes which were recommended have been undertaken.

Members noted the position.

9. **Annual Review of Progress 2010/2011 on the Implementation of Section 75 to the Equality Commission**

The Director of Customer Care and Performance presented the Annual Progress Report on the Implementation of Section 75 to the Equality Commission for 2010/2011. It was noted that the focus of the BSO's work to promote equality during 2010/2011 will be on the development of a new Equality Scheme and the audit of inequalities/ action plan.

In answer to a question by Greg Irwin it was agreed that a training session on Section 75 should be arranged for Board members.

The Annual Review was approved by the Board.

13. **Any Other Business**

(i) **Annual Accounts**

Mr McMurray, Chair of GAC, informed members that he has recently received correspondence from the GAC Chairs of PHA and HSCB concerning the preparation of annual accounts.

The issues raised in the correspondence have been considered and action has been taken to ensure that BSO provide and maintain a high quality service in this regard. This matter will be considered in detail at the next meeting of the GAC with a report being presented to the Board later in the year.

(ii) **Health and Social Care Review**

The Chairman advised members that the Minister has appointed five external advisers to undertake a review of the Health and Social Care Services in Northern Ireland. The review is being led by John Compton. It was agreed that the terms of reference of the Review will be circulated to members.

14. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Thursday 29 September 2011 in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

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Chair

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

Date \_\_\_\_\_