

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The hundred and eighteenth meeting of the Board of the Business Services Organisation was held on Thursday 28 February 2019 at 10.00 am in the Lecture Theatre, CEC, Knockbracken Healthcare Park, 301 Saintfield Road, Belfast, BT2 8DQ.

**Present:**

Mrs Julie Erskine - (Chair)

Mr Robert Bannon  
Miss E P Gordon  
Mr Sean McKeever  
Mr Jeremy Stewart  
Professor D Whittington

Mr Liam McIvor (Chief Executive)  
Mrs Karen Hargan (Director of HR&CS)  
Mrs Wendy Thompson (Director of Finance)  
Mr Sam Waide (Director of Operations)

**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 Mark Campbell and Mr Deep Sagar.

2. **Declaration of Conflicts of Interest**

There were no conflicts of interest declared.

3. **Minutes**

(i) ***Minutes of Meeting held on 24 January 2019***

The minutes of the meeting held on 24 January 2019 were agreed as a true and accurate record of proceedings.

4. **Matters Arising from Minutes**

(i) ***Action Template – Paper BSO 7/2019***

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

It was noted that the “Pairing” meetings between Directors and Non-Executive Directors have all been arranged.

5. **Chair’s Business**

The Chair informed members that Mr Deep Sagar has resigned from his non-executive position in BSO to take up post as Chair of South Eastern HSC Trust with effect from 1 March 2019. The Chair will write to Mr Sagar on behalf of the Board to wish him every success for the future and thank him for his valuable contribution to the BSO.

The Chair alerted members that the April Board meeting is scheduled to take place on 25 April 2019 which coincides with the Easter Holiday period. To that end she requested that any members who envisage they will not be available to advise the Chief Executive’s Office by return to ensure the meeting will be quorate.

The Chair intends to organise a meeting with the Chairs of BDC and GAC to review the work of both committees. The Chief Executive will also be in attendance.

6. **Chief Executive’s Report**

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An update on Transformation Funding was provided. Work is ongoing to determine the 2019/20 profile for investment which would draw from the 2018/19 experience with particular reference to the extent to which projects had been delivered to plan. In answer to a question from Professor Whittington the Chief Executive stated that whilst there had been a significant effort made to recruit to posts in 2018/19 this was still the most challenging constraint due to the workforce availability.

Members were also advised that from 2020/21 transformation monies will cease and organisations would have to manage from within their recurrent budgets.

***Investors in People (IIP) Standard – Silver Level***

Following the assessment by IIP Assessors in January/February 2019, the Chief Executive was pleased to announce that BSO has been successful in attaining the IIP Standard at Silver level. The accreditation lasts for 3 years and in line with the IIP’s recommendations, the organisation will continue to make improvements in people management. Congratulations was made to both Wendy Thompson and Robert Bannon who were members of the Generation Vi group who led the programme, and all involved.

***AFC Pay Award and Pension Band Review***

The Chief Executive advised members that following the AFC Pay Award and Pension Band Review process he attended a workshop in payroll to review the lessons learned from this intensive exercise. The Chair on behalf on the Board asked the Chief Executive to convey the Board's thanks to the Head of Shared Services and the Payroll Team for the significant commitment made over the past two months in meeting the challenging timescales to implement the AFC pay award and Pension Band review in tandem.

It was noted that the March Board meeting is scheduled to take place in Payroll Shared Services where members will have a chance to meet the staff after the meeting.

**7. Items for Approval – Paper BSO 8/2019**

Members considered and approved the following policies:-

7.1 Policy for Operating a Passive Closed Circuit Television (CCTV)

7.2 Fire Safety Policy

7.3 BSO Travel Policy

It was noted that the documents had previously been considered by both SMT and BDC and recommended for formal ratification by the Board.

***7.4 Annual Report of the PHA/HSCB/BSO Emergency Preparedness and Response for 2017/18 – Paper BSO 9/2019***

Members considered and approved the Annual Report of the PHA/HSCB/BSO Emergency Preparedness and Response for 2017/18.

***7.5 BSO Fraud Policy and Fraud Response Plan – Paper BSO 10/2019***

Members considered and approved the BSO Fraud Policy and Fraud Response Plan subject to a minor amendment in the Fraud Policy. It was noted that the documents had been previously considered by GAC at its meeting on 22 January 2019 and recommended for formal ratification by the Board.

***7.6 Draft Annual Business Plan for 2019/20 – Paper BSO 11/2019***

The Director of CCP presented a final draft of the BSO Business Plan for 2019/20.

**8. Items for Noting**

***8.1 Finance Report – Month 9 – Paper BSO 12/2019 refers***

The Director of Finance (DOF) presented paper BSO 12/2019; the finance report for the ten month period ending 31 January 2019.

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.

BSO has reached an agreement with DOH that they will fund the rental for premises occupied by BSO ITS on a non-recurrent basis for 2018/19. Thereafter BSO will continue to liaise with HSCB and DOH colleagues to try and resolve this issue going forward.

Members noted the Finance Report.

## ***8.2 Corporate Balanced Scorecard – Paper BSO 13/2019***

The Director of CCP presented paper BSO 13/2019 which set out the performance of key service areas in the BSO for the period up to 31 January 2019. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

Members noted the BSO Corporate Scorecard.

## ***8.3 AFC Pay Award for 2018/19 and Pension Band Review – Update***

The AFC pay award was processed as successfully as could have been anticipated, given the recognised constraints. It was recognised that this exercise was a collaborative process across the HSC and an effective communication network was established which kept staff and the Trade Unions fully involved.

## ***8.4 Amended Declaration and Register of Interests – Paper BSO 15/2018***

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

## **9. Business and Development Committee (BDC)**

### ***9.1 Report from Meeting held on 13 February 2019***

The Chair of BDC briefed members on the key issues considered at the BDC meeting on 13 February 2019.

BDC received a further update on the potential areas of future growth of BSO Services. It was suggested that this topic should be a substantive agenda item for the full Board meeting and it was agreed that a paper would be presented later in the year.

Members noted the minutes of the BDC meeting held on 19 November 2018.

## **10. Presentations**

### ***10.1 Encompass***

Mr Gary Loughran, Encompass Programme Director made a presentation to members on the status of the Encompass Programme. Members were reminded of the vision for this programme. These included:

- Lifelong electronic health and care record for every citizen in NI;
- Inform and support health and wellbeing throughout their life;
- Reduce unwarranted variation in care pathways which allows HSC to scale innovation and best practice at pace;

Members were particularly interested in the governance aspects of this programme as BSO will be the “contract owner” once the contract has been awarded, and sought assurance of effective engagement with BSO Board in respect of its specific responsibilities in this context. It was noted that a number of programme boards and key workstreams have been established and the Chief Executive assured members that the Board will be kept apprised of key developments of this programme.

It was agreed that the Encompass Programme Director will present regular updates to the Board.

### 10.2 *Overview of the Clinical Education Centre (CEC)*

Mrs Caroline Lee, Head of CEC along with Mrs Claire Smith, Business Manager made a joint presentation on the work of the CEC. In particular members were briefed on the range of transformation projects CEC are involved in. The Business Manager demonstrated the evaluation dashboard and it was recognised that this evaluation tool could be rolled out to other service areas for analysis purposes.

### 11. **Any Other Business**

There was no any other business.

### 12. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 28 March 2019 at 10.00am in the Boardroom, Payroll Shared Services, College Street, Belfast.

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Chair

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Chief Executive

Date \_\_\_\_\_