

HSC BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The sixteenth meeting of the Regional Business Services Organisation (BSO) was held on Wednesday 7 July 2010 at 10.30 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

Present

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy

Mr Greg Irwin

Mrs Hilary McCartan

Mr Sean Mahon

Mr Robin McClelland

Mr Brian McMurray

Mr Gerry Strong

Mr David Bingham

Mr Larry O'Neill

Mrs Teresa Molloy

Mr Hugh McPoland

In Attendance

Mr Shane Devlin

Mr Alphy Maginness

Miss Amanda Mills (Secretary to the Board)

1. **Apologies**

An apology for absence was received from Alan Hanna.

2. **Chairman's Business**

There was no Chairman's Business.

3. **Minutes of the Meeting held on 22 June 2010**

The minutes of the Board meeting held on 22 June 2010 were agreed as a true and accurate record of proceedings and were signed by the Chairman.

4. **Matters Arising from Minutes**

There were no matters arising.

5. **BSO Annual Accounts and Annual Report for 2009/10**

The Director of Finance presented the Annual Accounts and Annual Report for the BSO for the year 2009/2010. He advised that the Governance and Audit Committee (GAC) had considered both these documents at its meeting held on 5 July 2010 and had recommended that they be submitted for approval by the Board of the Business Services Organisation.

Mr McMurray, Chair of the GAC advised members that the NIAO have confirmed that BSO will receive an unqualified opinion for the 2009/2010 Accounts and once approved by the Board of the BSO, the Audit Certificate will be incorporated into the Accounts. Mr McMurray commended the Director of Finance and his team on achieving an unqualified audit opinion given the complexity of the organisation.

The Board endorsed the GAC's recommendation and agreed that the Annual Report and Annual Accounts of the CSA for 2009/2010 should be signed by the Chairman, Chief Executive and Director of Finance.

6. **Director of Finance's Report to the Board for Period Ended 31 May 2010**

The Director of Finance presented the financial report for the period ended 31 May 2010 which showed that the BSO has an income and expenditure surplus of £78,055. It was noted that the financial report was presented in a new format showing performance against budget for each of the Directorates, which was approved at the June Board meeting. A discussion ensued regarding the expected budget cuts which could have an impact on the BSO's ability to break even at year end. Mr O'Neill advised that he is still waiting for a decision on the RPA savings for the organisation and SMT have already given some thought to measures they may need to take if the BSO has to incur additional efficiency savings.

Members noted the financial report.

7. **Governance Policies:-**

(i) **Complaints Policy**

The Director of Human Resources presented a draft Complaints Policy for members' approval. He advised that following Board approval an awareness programme will be established for all BSO staff.

Members approved the Complaints Policy subject to minor amendments.

(ii) **Information Governance Policy**

The Director of Human Resources presented a draft Information Governance policy for members' approval. The policy was approved subject to minor amendments.

(iii) **Data Protection Act 1998 & Protection of Personal Information**

The Director of Human Resources presented a draft Data Protection Policy for members' approval. The policy was approved subject to minor amendments.

8. **Corporate Risk Register**

Members considered the draft Corporate Risk Register for the BSO for 2010/2011. The Director of Customer Care and Performance advised members that SMT had recently met and considered the high level corporate risks which in turn will help the BSO produce an assurance framework. Following the audit of the Risk Management process for 2009/2010 it was noted that the organisation had a significant number of high level risks. In light of the auditor's recommendations the risks for 2010/2011 are aligned to the corporate objectives set out in the Service Delivery Plan.

A lengthy discussion ensued and following members' comments the Corporate Risk Register was approved subject to amendments.

9. **HR and Corporate Services**

(i) **Human Resources and Corporate Services Report**

The Director of Human Resources presented paper BSO 50/10 which set out a range of workforce information relating to BSO staff. It was noted that the report only referred to the period up to 31 May 2010 as the salary closedown for June would not take place until 9 July 2010.

Included in this report was a section relating to Corporate Services activities which listed the number of complaints dealt with in accordance with the Complaints Procedure. Members' attention was drawn to a recent complaint which was investigated by the Ombudsman relating to the handling of an Agenda for Change grading outcome. The complaint was upheld and the BSO was requested to send a note of apology to the complaint and a compensatory payment of £500.

It was suggested and agreed that information in respect of complaints and information requests should be included in future corporate services reports along with details regarding performance against standards.

Members noted the HR & Corporate Services Report.

10. **Any Other Business**

(i) **GAC Annual Report for 2009/2010**

Mr McMurray presented paper BSO 51/2010 which set out the work of the Governance and Audit Committee (GAC) for 2009/2010. This document was considered at a meeting of the GAC on 5 July 2010 and recommended that it be submitted to the Board for information.

Members noted the Report with interest.

(ii) **Training for Board Members**

The Chairman invited members to give some consideration over the Summer as to what training sessions would be of benefit to them. It was agreed that suggestions should be submitted to the Chief Executive's Office with a view to formulating a training plan for the Autumn.

11. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Thursday 23 September 2010 in the Boardroom, BSO HQ.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____