

HSC BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The seventeenth meeting of the Regional Business Services Organisation (BSO) was held on Thursday 23 September 2010 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

Present

Mr Alexander Coleman (Chairman)

Mrs Geraldine Fahy

Mr Alan Hanna

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

Mrs Karen O'Loan

Miss Amanda Mills (Secretary to the Board)

1. **Apologies**

There were no apologies.

2. **Chairman's Business**

The Chairman welcomed Karen O'Loan to the meeting and congratulated her on her secondment to Director of Customer Care and Performance post.

Members were briefed on the proposed interim arrangements which may have to be put in place pending the formal appointment of a Director of Finance. The interviews for this post are scheduled to take place in mid November 2010.

The Chairman alerted members of an incident which has arisen concerning an overcharging issue by a supplier to BSO. This matter is being investigated and a full report will be presented to the GAC meeting on 5 October 2010. The Chairman of the GAC will report on the main issues arising at the GAC meeting at the October Board meeting.

3. **Minutes of the Meeting held on 7 July 2010**

The minutes of the Board meeting held on 7 July 2010 were agreed as a true and accurate record of proceedings and were signed by the Chairman.

4. **Matters Arising from Minutes**

(i) **Training for Board Members – Minute 10 (ii) refers**

The Chairman advised that this matter will be placed on the agenda for discussion at the Board workshop on 21 October 2010. In the interim he will arrange to meet with the Chairs of the HSCB and the PHA to discuss a co-ordinated approach.

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

The Director of Finance referred to the Finance Report to 31 July 2010. The overall position for each of the segments was outlined. In particular the Service and Budget Agreement (SBA) for core services is showing a surplus at this point of £428,000. The Director of Finance outlined the key reasons as being that additional income has been received, there were a significant number of vacancies throughout the BSO as new structures and redeployments were completed and there were temporary underspends in some non-pay budgets. The position is expected to move back towards balance as posts are filled and expenditure increases in the coming months. The position also takes account of pay and prices reserves which have to be released as expenditure is incurred.

Members noted that a Scrutiny Committee has now been established to consider all notification of vacancies within BSO. The Director/Assistant Director must present a rationale for the need for this post and also confirm if it is fully funded before the Committee makes a decision to allow the post to be taken forward.

Mr O'Neill reported on a recent meeting with the Director of Finance in the HSCB regarding the RPA Savings Targets. The BSO is facing an additional £500k savings target due to the transfer of services from the HSCB. The Director of Finance agreed to draft a letter to the Department to highlight the scale of savings being imposed on BSO and seek a meeting to try and resolve this matter.

Members' attention was drawn to the correspondence sent to Mr John Deery, Director of Finance, DHSS PS on 31 August 2010 on the BSO's proposals to achieve the 25% reduction in costs over the period 2011/13 to 2014/15. The proposals are grouped into three categories:- Shared Services savings, savings which BSO can leverage on behalf of other HSC organisations, and internal efficiencies which BSO will seek over the four year period from its own efficiency programme. This process will be supported by a workshop in September with senior staff and with Board members in October. It was agreed that the Chief Legal Adviser should review the legislation which governs the BSO to see if BSO could provide its services to non HSC bodies to generate additional income. This matter will be placed on the agenda for the workshop in October.

Members noted the financial report.

6. **Risk and Assurance Profile:- Board Assurance Framework for 2010/2011**

Shane Devlin presented the Draft Corporate Risk and Assurance Profile for 2010/2011. He advised that the Corporate Risk Register has been combined with the Board Assurance Framework to develop a Risk and Assurance Profile for the organisation which will in turn reduce duplication and more importantly provide high level risk identification regarding the corporate objectives.

A detailed discussion ensued and amendments were suggested by members. These amendments will be reviewed by the Director of Finance and the Director of Customer Care and Performance and amended as appropriate. The Chairman on behalf of the Board delegated the formal authority to approve the Risk and Assurance Profile to the GAC at its meeting on 5 October to allow for final submission to the Department.

7. **Draft Corporate Balanced Scorecard**

Shane Devlin made a presentation on the BSO's approach to manage the performance of key service areas of work in the BSO's Directorates using the Corporate Balanced Scorecard framework. The Corporate Scorecard is a strategic planning and management system used to align business activities to the vision statement of the organisation. It was noted that the Scorecards have been developed around the four quadrants of:- Finance, the Customer, Learning and Growth and the Internal Process. Members were advised that this item will become a substantive item at every Board meeting. Discussion ensued on the thresholds set under the RAG status and it was agreed that SMT will review this matter. It was recognised that the document is only a "starter" document and that the Scorecard will be reviewed and developed on a regular basis.

Members approved the approach taken.

8. **Annual Review of Progress on the Implementation of Section 75 to the Equality Commission**

Shane Devlin presented the Annual Progress Report on the Implementation of Section 75 to the Equality Commission for 2009/2010. It was noted that the focus of the BSO's work to promote equality during 2010/2011 will be placed on the audit of inequalities and an action plan and an equality scheme have been designed in such a way that all BSO functions will be examined.

The Annual Review was approved by the Board.

9. **Report on Staff Attitude Survey**

The Director of Human Resources and Corporate Services presented the results and recommendations arising from a Staff Attitude Survey conducted by the BSO as part of a regional staff attitude survey held during November and December 2009. Overall members found the results reassuring but felt that further work should be undertaken to review targets in advance of the next survey scheduled to take place in late Autumn.

It was agreed that this matter would be discussed by SMT and a further paper would be presented to the October Board meeting.

10. **Executive Summary for the Office of Research Ethics Committees (NI) for 2009/2010**

Shane Devlin presented Paper BSO 57/2010 which briefed the Board on the activity undertaken by the Research Ethics Committees (RECs) in NI for 2009/2010.

Members considered and noted the report and acknowledged the important role that the REC's perform.

11. **Declaration and Register of Interests for 2010/2011**

A summary of member's declared interests was presented and it was noted that the Register is available for public inspection. Members were reminded that if they feel uncertain as to whether they may have to declare an interest they can contact the Chairman or the Chief Executive for advice

12. **Any Other Business**

(i) **Adverse Finding from the Ombudsman**

The Chairman informed members of a recent investigation undertaken by the Ombudsman which went in favour of the complainant. The Chairman advised that he had asked two non-executive directors to scrutinise the Ombudsman's report and report back to him.

(ii) **BSTP**

Shane Devlin provided members with an update on progress on the Business Services Transformation Programme (BSTP). The Pre-qualifying stage of the procurement process has concluded which will now allow the BSTP team to commence to the first phase in the competitive dialogue process. The OGC are undertaking a Gateway Review and the report of the review will be presented to a future Board meeting.

Members noted the position.

(iii) **BSO Management Statement**

The Chief Executive advised that the BSO has received a draft Management Statement from the Department setting out the governance arrangements for the BSO. The BSO has asked for an extension to the deadline for comments to allow this matter to be discussed at the October Board meeting. The Chief Executives Office will circulate the draft Management Statement to non-executive directors in advance of the October Board meeting.

13. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Thursday 21 October 2010 in the Conference Room, Lissue Industrial Estate, Moira Road, Lisburn.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____