

**HSC BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The thirty fifth meeting of the Business Services Organisation (BSO) was held on Thursday 29 March 2012 at 2.00 pm in the Lecture Room, Clady Villa, Clinical Education Centre, Knockbracken Healthcare Park, Saintfield Road, 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 Hugh McPoland (Director of HR & Corporate Services)
Mr Brian McMurray	
Mr Gerald Strong	

**In Attendance**

Mrs Karen O’Loan – Director of Customer Care and Performance  
Mr Alphy Maginess – Chief Legal Adviser  
Mr Shane Devlin – BSTP Programme Director  
Miss Amanda Mills (Secretary to the Board)

1. **Apologies**

Apologies for absence were received from Sean Mahon and Robin McClelland.

2. **Chairman’s Business**

There was no Chairman’s Business.

3. **Minutes of Meeting held on 28 February 2012**

The minutes of the Board meeting held on 28 February 2012 were agreed subject to a minor amendment in Minute 7. Once this amendment is made the Chairman will sign the minutes.

4. **Matters Arising from Minutes**

(i) *Action Sheet Arising from Meeting held on 28 February 2012*

The actions arising from the BSO Board meeting held on 28 February 2012 were noted by members.

In answer to a question from Greg Irwin, the Director of Human Resources and Corporate Services advised that the BSO recognises the importance of FOIs and assured members that the Chief Executive formally signs off all FOI requests. Members were reminded that FOI is a mandatory item on the Information Governance Risk Register which is reviewed on a regular basis.

5. **Finance Update**

The Director of Finance presented the Finance Report for the eleven month period ended 29 February 2012. The overall position for each segment of the organisation was outlined to members. The forecast was that BSO would achieve breakeven at year-end. As advised to members on previous occasions there still remains a deficit within the area of Healthy Start (currently £273k). The Department have recently sent written confirmation to the Director of Finance, stating that BSO will not be financially disadvantaged in its role of administering the Healthy Start Scheme on their behalf. This outcome has also been reflected in the BSO's SLA with the Department.

The Chief Executive informed members that he, along with the Directors of Finance and Customer Care and Performance, have been undertaking a round of meetings with the Chief Executives of HSC organisations regarding, in the main, the SLA for 2012/13 and the BSO Service Offering. To date the meetings have proved to be very positive with no significant issues emerging.

In answer to a question from Brian McMurray regarding the overspend on the BSTP budget, the BSTP Programme Director advised that additional costs were incurred due to the necessity to hold additional rounds of dialogue meetings.

Members noted the financial update.

6. **Corporate Balanced Scorecard**

The Director of Customer Care and Performance presented Paper BSO 19/2012 setting out the performance of key service areas in the BSO for the period up to 28 February 2012. At the invitation of the Chairman the relevant Directors briefed members on the rationale of the indicators which were highlighted either amber or red.

Members noted the information contained within the Corporate Balanced Scorecard

**7. BSO Draft Strategy for 2012/2015 and SDP for 2012/2013**

The Director of Customer Care and Performance presented paper BSO 20/2012 which detailed the BSO draft Strategy for 2012/2015 which emanated from the BSP Strategic Planning Day on 25 October 2011. A lengthy discussion ensued with members suggesting a number of constructive amendments to the document.

Incorporated within the Strategy was the draft BSO Service Delivery Plan for 2012/2013 for members' consideration. It was noted that both documents have been sent to the DHSSPS Sponsor Branch for their consideration and approval. Again a number of amendments were suggested and agreed to the SDP.

In taking this matter forward the Chairman decided to consider the Strategy and SDP separately.

- (i) The Draft BSO Strategy was approved by members subject to the amendments and comments suggested by members. It was agreed that a revised document would be brought back to the Board for information.
- (ii) The Service Delivery Plan for 2012/2013 was approved subject to minor amendments.

**8. BSO Claims Management Policy**

The Chief Legal Adviser presented the BSO Claims Management Policy for members' approval. It was suggested that the Policy should be amended to read "Personal Injury/Claims Management Policy and Procedure".

Members approved the BSO Claims Management policy subject to minor amendments suggested by members.

**9. BSTP Update**

The BSTP Programme Director updated members on recent developments regarding the BSTP Project.

The Systems replacement project in respect of (iro) FPP and HRPTS is working on a planned pathway. Both projects are on budget but the HRPTS project is currently six weeks behind the original timeline. More work is required on the design iro HR and Travel and staff are working with the contractor with a view to signing off in the middle of April. The Business Case for FPS was approved in principle in February formal notification of approval was received on 28 March.

With regard to Shared Services the public consultation process on the model and location of shared services closed at the end of February and a consultation summary document was subsequently produced for the Minister. The Minister met with the Trade Unions regarding this matter and has given them two weeks to come back to him with suggestions on an alternative model iro shared services. Following this, it is anticipated that the Minister will make his decision.

It was agreed that a written report should be presented to the Board on a regular basis to keep members apprised of matters. It was recognised that until the Minister makes his formal decision the BSO cannot take any further action on the issue of shared services.

Members noted the update.

10. **SAI Update**

The Director of Operations informed members that the SAI investigation team have completed the work reviewing the incident which occurred resulting in the loss of data on a specific HSC database and are now finalising their report.

The SAI Investigation Team met earlier today to review the second incident which resulted in an extended period of outage on a number of HSC systems. The final report from the Investigation Team is due for completion on 24 April 2012.

Members were advised that a business case was considered and approved by the DHSSPS to appoint a firm of experts to undertake a review of the data centres. Tenders have been sought for this work.

Members noted the position.

11. **Any Other Business**

**(i) Whistle Blowing**

Members noted the contents of a letter to Chief Executives of HSC bodies dated 22 March 2012 regarding the issue of Whistleblowing. Chief Executives were asked that the content of the letter be brought to the attention of all employees.

The Director of Human Resources and Corporate Services advised that the BSO's Whistleblowing policy will be reviewed to reflect the contents of the Minister's letter. To that end an amended policy will be presented to a future Board meeting for approval.

Members noted the contents of the Minister's letter.

**(ii) Corporate Governance – Good Practice Guide for Staff**

The Director of Finance circulated to members a copy of a guide for staff which included details of the BSO's Corporate Governance and Accountability process and an overview of SFIs.

12. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Thursday 26 April 2012 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 \_\_\_\_\_