

## **HSC BUSINESS SERVICES ORGANISATION**

### **Minutes of Proceedings**

The thirty fourth meeting of the Business Services Organisation (BSO) was held on Tuesday 28 February 2012 at 2.00 pm in the Boardroom, BSO, 2 Franklin Street, Belfast.

### **Present**

	Mr Alexander Coleman (Chairman)
Mr Alan Hanna	Mr David Bingham (Chief Executive)
Mr Greg Irwin	Mr Paddy Anderson (Director of Finance)
Hilary McCartan	Mrs Teresa Molloy (Director of Operations)
Mr Robin McClelland	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  
Miss Amanda Mills (Secretary to the Board)

#### **1. Apologies**

Apologies for absence were received from Geraldine Fahy, Sean Mahon and Shane Devlin.

#### **2. Chairman's Business**

The Chairman referred to the Nikon Conference which took place on 23 February 2012 and was attended by a number of Board members. It was agreed that the Chairman would write to the Chair of Nikon, Mr Gerry Guckian, to congratulate him on a very worthwhile and timely conference.

#### **3. Minutes of Meeting held on 26 January 2012**

The minutes of the Board meeting held on 26 January 2012 were agreed as an accurate and true reflection of the meeting and were signed by the Chairman.

4. **Matters Arising from Minutes**

There were no matters arising.

5. **Presentation on Customer Survey Results**

The Director of Customer Care and Performance made a presentation on the results of the BSO Customer Survey for 2012. Members were informed that there was a significant increase in the number of responses compared to the previous year.

The overall results for each Business Unit area was considered and discussed and the action being taken to address the areas where there was a “drop” in the level of positive responses. It was also noted that there was a high percentage of responses stating that they had never visited the BSO Website.

In answer to a question from the Chairman members were informed that this matter will be placed on the agenda for the forthcoming round of SLA meetings with customers and also at Customer Forum meetings. An article on the survey results will also feature in the April edition of the BSO Business Matters staff magazine.

The Chairman on behalf of members asked Directors to convey the Board’s congratulations on the improvement in the customer survey results.

6. **Finance Update**

The Director of Finance presented the Finance Report for the ten month period ended 31 January 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 £302k). Mr Anderson reported that a meeting with the Department’s Director of Finance took place on 31 January 2012 to try and agree a sustainable resolution to this funding deficit. At the meeting the Department confirmed that BSO would not be financially disadvantaged in its role of administering the Healthy Start Scheme on behalf of the Department. Confirmation of this assurance will be sent to the BSO in writing. It was also noted that this decision will be appropriately reflected in the BSO’s SLA with the Department. Members congratulated the Director of Finance with this positive outcome.

In answer to a question from Robin McClelland regarding the completion of the former BMC annual accounts for 2011/2012, Mr Anderson confirmed that he had received a copy of the “signed off” accounts and the issue has been resolved.

Members noted the financial update.

7. **BSO Service Offering for 2012/2013**

The Director of Finance presented paper BSO 7/2012 setting out the organisation’s service offering for 2012/2013. As advised at the January Board meeting the reason for producing this document is to demonstrate to customers the value for money service which BSO provides which is underpinned by an improvement in overall efficiency of at least 4%. The

service offering sets out the demands placed on the BSO over the past few years and demonstrates how it has absorbed these demands. *At its meeting with the Department on 31 January 2012 the BSO's approach to the Service Offering was constructively discussed and welcomed.* Information from the document will now be sent to the relevant HSC organisations for the forthcoming SLA meetings.

Members noted the BSO Service Offering document for 2012/2013.

In answer to a question from the Chairman the Director of Finance updated members on the Winter Fuel Payments to cancer sufferers. Mr Anderson confirmed that to date BSO has met the deadline set by the Department (15 February 2012) and paid all valid claims received by that date, ie, 5,910 payments. The Chairman asked Mr Anderson to convey the Board's appreciation to finance staff on meeting this challenging task within the deadline at very short notice.

The BSO Service Offering document for 2012/13 was noted.

#### **8. Corporate Balanced Scorecard**

The Director of Customer Care and Performance presented Paper BSO 8/2012 setting out the performance of key service areas in the BSO for the period up to 31 January 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.

In particular members noted the excellent performance from the Bowel Screening team in FPS who have continued to deal effectively with the growth in activity demands emanating from this service. Members asked the Director of Operations to congratulate the staff concerned and thank them for their continued efforts during this period of expansion of the bowel screening service.

Members noted the information contained within the Corporate Balanced Scorecard

#### **9. Benchmarking**

The Director of Customer Care and Performance presented paper BSO 9/2012 which detailed benchmarking data along with other measurement data, ie customer surveys, monthly customer reports and the balanced scorecards. She advised that the benchmarking exercise was conducted by the Chartered Institute of Public Finance and Accountancy (CIPFA) and was undertaken within various service areas of the BSO (Human Resources Directorate, Finance Directorate and Legal Directorate). The objective of the exercise was to assure BSO's customers that it provides a value for money service and in considering the snapshots the evidence is clear that BSO provides a cost effective service. Mrs O'Loan informed members that it is hoped to roll-out the benchmarking exercise across other Directorates in the next financial year and members welcomed this proposal.

Concern was expressed by members on the HR indicator in respect of the cost of learning and development activity as percentage of the total pay bill as it was well below average. The Chief Executive advised that training and development will be a top priority in 2012/2013.

It was agreed that benchmarking will be brought back to a future Board meeting later in the year for an update. It was agreed that it would be helpful if an Executive Summary could be included in next document.

Members noted the benchmarking information.

10. **HR & Corporate Services**

- (i) Recruitment and Selection Policy and Procedures
- (ii) Health and Safety Policy
- (iii) Draft Security Policy
- (iv) Draft Business Continuity Policy

Members considered and approved the above mentioned HR & Corporate Services policies subject to minor amendments.

(v) ***Formal Report on Business Continuity Table Top Exercise***

Members considered a report relating to a Business Continuity Table Top Exercise which was undertaken on 24 January 2012. The exercise was observed by Mr Gerry Strong who advised members that the exercise went exceptionally well and if such an incident did occur he was confident that it would be handled in a very professional manner.

The formal report on Business Continuity Table Top Exercise was noted.

11. **Corporate Risk and Assurance Report 2011/2012**

The Director of Customer Care and Performance presented paper BSO 15/2012 which set out the changes made to the Corporate Risk Report following discussion at SMT meetings during November – February 2012 and to outline progress made to date on risk actions.

It was noted that a new risk had been added to the Register relating to the failure of key ITS applications and infrastructure impacting on the delivery of critical services to customers and had been assessed as High.

Members noted the position.

12. **SAI Update**

The Director of Operations informed members that following her report to the January Board meeting on the SAI which occurred on 20 January 2012 regarding data loss on a specific HSC database hosted in the HSC Data Centres, a further SAI occurred on 26/27 January 2012 in respect of an extended period of outage on a number of HSC systems, which made them unavailable to end users.

With regard to the first incident on 20 January 2012 members were advised that the data has been restored to the database, where possible, from other sources/systems including PAS and Labs Systems.

The Director of Operations updated members on a series of actions which have been completed or are underway, these included:-

- (i) A formal SAI investigation has commenced, as required by procedures, led by the Asst. Director of ICT at South Eastern Trust.
- (ii) An audit of backup procedures in ITS. Members were advised that additional external technical support has been provided to support Internal Audit.

The Director of Human Resources and Corporate Services informed members that this incident was formally reported to the Information Commissioner who have formally responded, to advise that they will not be taking any action.

With regard to the second incident on 26/27 January 2012 a formal fault diagnosis was conducted by IBM and a report has been provided. A formal SAI Investigation will be undertaken, and a Team and Terms of Reference has also been established. This work will commence immediately after the first SAI investigation is completed. It was noted that Geraldine Fahy, non executive Director is a member of both SAI Investigation Teams. A Business Case has been submitted to the Department to appoint management consultants to undertake a wider review of the HSC Data Centres.

The Chairman thanked Mrs Molloy for her in-depth report however he expressed concern that three SAIs have occurred within one sector of the organisation in a calendar year. To that end the Chairman, for assurance purposes, has decided that he will establish a small sub group of non-executive directors to also look into this matter and report back to the Board on its findings.

13. **Judicial Review – Update**

The Chief Legal Adviser updated members following the recent outcome of the Remedies Hearing which took place on 7 February 2012.

Members noted the position

14. **Any Other Business**

There was no any other business.

15. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Thursday 29 March 2012 in the Lecture Room, Clady Villa, Knockbracken Healthcare Park, Saintfield Road, Belfast.

Members were reminded that a workshop will take place at 10.30 am on the morning of 29 March 2012 to include a range of topics, including the implications of the Compton Review.

The Chairman thanked everyone for attending and closed the meeting.

\_\_\_\_\_  
Chair

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

Date \_\_\_\_\_