

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and thirteenth meeting of the Board of the Business Services Organisation was held on Thursday 27 September 2018 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon
Mr Mark Campbell
Miss E P Gordon
Mr Sean McKeever
Mr Deep Sagar
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.

An apology for absence was received from Mr Jeremy Stewart.

2. Declaration of Conflicts of Interest

The Chair referred members to Item 11 on today’s agenda – “Remuneration and Terms of Service Committee – Report of meeting held on 28 June 2018” where she will report on recommendations relating to Senior Executives (Performance of Directors and Chief Executive for 2017/18). To that end she informed members that the Chief Executive and Executive Directors would excuse themselves from the meeting for that item to prevent any perception of conflict of interest as matters relating to executive remuneration are considered by the Board. The Chief Executive reminded members that the Director of HR&CS will remain in attendance as she was not in post during this period and is not affected thereby ensuring that quorum will still be maintained.

3. **Minutes**

(i) *Minutes of Meeting held on 23 August 2018*

The minutes of the meeting held on 23 August 2018 were agreed as a true and accurate record of proceedings.

4. **Matters Arising from Minutes**

(i) *Action Template – Paper BSO 65/2018*

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

5. **Chair's Business**

The Chair updated members on meetings she had attended during September 2018.

The Chair advised members that an agenda for the Board workshop scheduled for 17 October 2018 will be circulated to members in advance of the event.

6. **Chief Executive's Report**

The Chief Executive briefed members on key business activities which have taken place since the last Board meeting.

HSCB Closure

The Chief Executive continues to be fully involved in all aspects of the HSCB closure as a member of the Oversight Board. He referred to the recent correspondence from the Permanent Secretary to HSCB, DoH, PHA and BSO staff providing an update on the on-going work to align and streamline the work of HSCB's Performance Management Service Improvement Directorate (PMSID) with the DOH functions. The HSCB and its Board will continue to execute their extant responsibilities and accountabilities in respect of performance management.

Transformation Implementation Group (TIG)

BSO hosted the TIG meeting on 26 September 2018 where the Head of Shared Services made a presentation on Recruitment and Selection Shared Services and in particular demonstrated to members the measures put in place to support the transformation programme. Following the presentation the Permanent Secretary asked members for their views on the effectiveness of the recruitment process and on the whole members expressed satisfaction with the service. A lengthy debate then took place at TIG on the movement of staff around HSC and an action was allocated to the Chief Executive to consider how to streamline the current recruitment process of staff across and within Trusts.

PSSSP

The next meeting of Public Sector Shared Services Programme Board is scheduled to take place on 1 October 2018 where the draft Outline Business Case will be presented. Members

were advised that Health Sector Work Programme document recommends a move to a shared services model for IT Services model.

Payroll Pension Band Review

The Chief Executive briefed members on a payroll issue which arose on 27/28 August 2018 following a review of the pension contributions for each member of HSC staff. The review was undertaken in August 2018 with an effective date of 1 April 2018 and impacted negatively on approx. 500 staff. The key issue emanating from this exercise was the process of communicating the outcome of the review, and its implementation to the affected staff. Loans have been offered to any staff who experience financial hardship to mitigate impact. Payroll Shared Services are now examining a range of options around how the Pension Tier Review could be improved and more efficiently delivered to lessen both the administrative burden and the impact on staff. Engagement with Employers and Staff Representatives have been enhanced and will be maintained to facilitate resolution. Discussion ensued as to whether this issue should be placed on the Risk Register and it was agreed that this matter will be placed on the agenda for the Board workshop on 17 October 2018.

7. Items for Approval

7.1 Property Asset Management Plan (PAMP) for 2018/19 and 2023/24 – Paper BSO 66/2018 refers

The Director of HR&CS presented the PAMP for the period 2018/19 to 2023/24 for members' approval. She advised that contents of the Plan have been examined by SMT at its meeting on 12 September 2018. Members debated the Plan at length and asked for clarification on a number of issues particularly around maintenance costs which the Director of HR&CS agreed to examine and revert to members.

Members approved the PAMP for onward transmission to the DOH.

7.2 BSO Dental Committee Nomination – Paper BSO 67/2018 refers

The Board endorsed the recommendation of Mr Andrew H Nicholl as the nominated name to represent the Dental Practice Committee (DPC) on the BSO Dental Committee.

8. Items for Noting

8.1 Finance Report – Month 5 – Paper BSO 68/2018 refers

The Director of Finance (DOF) presented paper BSO 68/2018; a finance report for the five month period ending 31 August 2018.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period. The surplus has been generated by core services.

Members noted the Finance Report.

8.2 *Report on BSO Prompt Payment for Period Ending 31 August 2018 – Paper BSO 69/2018*

The Chief Executive presented paper BSO 69/2018 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in August 2018 by Accounts Payable Shared Services. It was noted that 91.75% of HSC invoices had been paid within 30 calendar days. In answer to a question from a Board member the Chief explained the deterioration in the percentage of invoices paid was due to seasonal pressures in the HSC organisations affected.

Members noted the prompt payment report.

8.3 *Corporate Balanced Scorecard – Paper BSO 70/2018*

The Director of CCP presented paper BSO 70/2018 which set out the performance of key service areas in the BSO for the period up to 31 August 2018. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

It was noted that the Department of Health have advised a target for the corporate absence rate 4.27% to be achieved by March 2019. Members also commended that the scorecard showed no Reds and that in majority of indicators BSO is exceeding the targets.

Members noted the Corporate Balanced Scorecard.

8.4 *Amended Declaration and Register of Interests – Paper BSO 71/2018*

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

9. Presentation

9.1 *BSO Board Update on EU Exit Activities*

Mr Sam Waide, Director of Operations made a presentation to members on BSO's preparedness for EU Exit. He assured members that BSO is actively scoping the potential of a "no deal" outcome from the UK –EU negotiations on the services it provides, in line with the information provided by the DOH and will alert Departmental policy leads to any additional issues identified by the DOH. In particular PALs have recently sent out correspondence to all suppliers seeking assurance that they can continue to fulfil their contractual obligations to HSC organisations beyond the EU Exit date of 29 March 2019.

The Chief Executive advised that he has confirmed to DOH (at their request) that BSO has plans in place to ensure that BSO will continue to function effectively after EU Exit. In answer to a question from Professor Whittington regarding maintaining the workforce the Director of HR&CS stated that a regional workforce group has been established which is focussing on retaining staff and ensuring they can continue to work post March 2019.

10. **Any Other Business**

(i) *International Travel*

Members were asked to note the international travel arrangements for the Director of CCP Mrs Karen Bailey and the Head of ITS, Mr David Bryce to attend the Gartner Symposium in Barcelona from 4 – 8 November 2018.

(ii) *Infected Blood Inquiry*

The Chief Legal Adviser briefed members on his attendance at the opening session of the Infected Blood Inquiry in London.

11. **Remuneration and Terms of Service Committee**

The Chairman briefed members on the key issues arising from the Remuneration and Terms of Service Meeting held on 28 June 2018.

The Board endorsed the decisions and recommendations of the Remuneration and Terms of Services Committee

12. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 25 October 2018 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____