

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The forty third meeting of the Business Services Organisation was held on Thursday, 29 November 2012 at 2:00pm in the Boardroom, Leadership Centre, 12 Hampton Manor Drive, Belfast.

Present:

Mr Alexander Coleman (Chairman)

Mr Alan Hanna

Mrs Hilary McCartan

Mr Robin McClelland

Mr Brian McMurray

Mr Gerry Strong

Mr David Bingham (Chief Executive)

Mr Paddy Anderson (Director of Finance)

Mr Hugh McPoland (Director of HR&CS)

Mrs Teresa Molloy (Director of Operations)

In Attendance:

Mrs Karen O'Loan (Director of Customer Care and Performance)

Mr Shane Devlin (Director of Business Systems Transformational Programme)

Mr Alphy Maginess (Chief Legal Adviser)

Miss Amanda Mills (Board Secretary)

1. Apology

Apologies for absence were received from Mrs Geraldine Fahy, Mr Greg Irwin and Mr Sean Mahon.

2. Chairman's Business

At the invitation of the Chairman, the Chief Executive briefed members on progress with the implementation of HRPTS in the BSO which was scheduled to go live in December. Following a meeting between senior officers and the suppliers earlier in the day it was agreed to postpone the December implementation date. He explained that the reasons for this decision and advised that subject to a number of conditions being met BSO will consider further options to go live in January. The SRO of the HRPTS Project, Julie Thompson, has been consulted and is content with this decision.

It was agreed that members will be kept apprised of the situation.

3. Minutes

The minutes of the Board meeting held on 25 October 2012 were agreed subject to two minor amendments in minute 4. Once these amendments are made the Chairman will sign the minutes.

4. Matters arising from Minutes

(i) Action Sheet Arising from Meeting

The actions arising from the BSO Board meeting held on 25 October 2012 were noted by members.

The Director of Customer Care and Performance informed members that an independent review of the electrical supply to the RGH Data Centre had recently taken place and briefed members on the outcome of the review.

5. Financial Matters

The Director of Finance presented the Finance Report for the seven-month period ended 31 October 2012. The overall position for each segment of the organisation was outlined to members. It was noted that the financial report showed that the income and expenditure account presented a surplus position which had been generated by Core Services, offset by a deficit within managed services and BSTP. Members were also advised that the Financial Report had been generated from the new Oracle based FPL System which went live within BSO in October 2012. The Director of Finance briefed members of his meeting with the Director of Finance, DHSSPS earlier in the month in respect of the year end forecast outturn for 2012/2013 for BSO where it was agreed that BSO would hand back an easement on a non-recurrent basis.

The Director of Finance drew the Board's attention to the Capital Section of his report and highlighted that the majority of orders have been placed for the items previously approved by the Department which were categorised as "Essential".

The Board noted the financial position as at 31 October 2012.

6. Update of Management of Contracts

The Chief Executive gave an update on progress of the PaLS recovery plan. A copy of the fortnightly report that goes to SMT was presented to the Board to illustrate the level of detail regularly considered by SMT. The Report also highlighted that BSO is ahead of schedule in the awarding of contracts. The Board noted the report and commended the progress being made. Mr Bingham also advised members that a further meeting of the Procurement Oversight Group (POG) took place on 29 October 2012 where it was recognised the significant amount of work which has been undertaken within the Recovery Plan. It was noted that the Annual General Health and Social Care Report of the NIAO Comptroller and Auditor General's report is likely to be published in January 2013. The Director of Operations informed members that she understands that the Permanent Secretary has asked Central Procurement Department (CPD) for an interpretation on the term "irregularity", in the context of the position taken by NIAO on the BSO 2011/12 accounts. Once this advice is disclosed it was agreed it will be fed back to SMT and the Board.

The Director of Finance advised members that the NIAO were in the process of selecting external auditors for BSO for the 12/13 year. The outcome should be known by January.

Members noted the position.

7. Update on Gartner Review

The Chairman updated the Board regarding the Gartner Review. A meeting of the Board Sub Group took place earlier today where the group received an update on progress on the recommendations which were designated as “Immediate action” by Gartner. A Project Initiation Document (PID) for the ITS Transformation Project was also considered by the sub group and a number of amendments were suggested and agreed. The amendments mostly related to the membership of the Project Board who will report to the Board Sub-Group. It was agreed that once these amendments have been made the final version of the PID will be circulated to members.

The group also considered the way forward with the future of Data Centres and members were advised that an over-arching framework for Data Centres in the Public Sector is being examined by an inter departmental group led by Paul Wickens of DFP. BSO was also beginning a process of examining alternative options to the current locations of the Data Centres.

The Board noted the position.

8. Corporate Balanced Scorecard

The Director of Customer Care and Performance presented paper BSO 87/2012 setting out the performance of key service areas in the BSO for the period up to 31 October 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 the Director of Finance drew members’ attention to the improvement of the targets relating to the percentage of invoices paid within Terms of Contract and the percentage of invoices paid within 30 days. Members were also advised that once the new FPL systems become embedded the situation will significantly improve. The Director of Operations informed members that FPS is currently undertaking an analysis in respect of the increase in the Dental payment failure rate in the month of October.

The individual scorecard for Finance was also presented by the Director of Finance. Members were advised that BSO has successfully bid for the provision of a full management accounts service for NIGALA.

Members noted the Corporate Scorecard and the individual scorecard.

9. Payment to Community Pharmacists – Accelerated Payment Project

The Director of Operations presented an update paper entitled Payment to Community Pharmacists – Accelerated Payment Project. The paper provided an update for the Board on the Accelerated Payment Project which was introduced after completion of a consultation exercise by HSC on changes to the Current ‘Special Advance’ payment to community pharmacists.

The Director of Operations drew members’ attention to a new dual submission regime which has been rolled out in order to achieve the 30 day payment on a reliable basis. To date the dual submission process has been rolled out to 270 pharmaceutical contractors with the target for roll out to all contractors from November 2012. Another substantial development is that HSCB has approved the business case for the purchase of two additional scanners. These have been ordered with the expected delivery date of December 2012.

The Board noted this information with interest and acknowledged the progress being made within the project. The Director of Operations reported that the matter has now been brought into the Corporate Risk Register and a regular evaluation of the risk will be performed as the project progresses over the coming months.

10. BSTP Update

The BSTP Programme Director reported that the Finance Procurement and Logistics (FPL) systems went live in the BSO on 15th October. He reported that the FPL systems went live in the Western and Belfast Trusts along with the regional organisations in the first week in November. The vast majority of the functionality went well however some issues arose with the operation of the Procurement and Logistics system which have caused significant additional work in Pals and affected services to customers.

The FPS Project is now at the procurement stage and is now in the process of the formal evaluation of the bids.

The Director of Operations informed members that a document on staffing structures was considered by the Shared Services Implementation Group at its last meeting. She also updated members on the recruitment activity relating to the posts in Shared Services. She advised that Mr Simon McGrattan (Assistant Director of Finance) would be seconded to Shared Services from early December to assist on structure and process design before returning to Finance in early April to work on year end accounts.

The revised Outline Business Case (OBC) for Shared Services accommodation has been submitted to the Department and DFP, however there remains a concern that the timetable for the establishment of the service centres will be delayed.

Members noted the position.

11. HR & Corporate Services Report

The Director of Human Resources presented paper BSO 90/2012 which set out a range of workforce information relating to BSO staff for the period April 2012 to September 2012. It was noted that there is a small increase in staff absenteeism. Mr McPoland assured members that SMT review staff absence on a monthly basis and members are advised on action being taken on the “worst offenders”. Hilary McCartan requested if a narrative could be included in future reports to accompany the sickness absence graphs.

Mr McPoland informed members that the BSO are preparing to undergo the IIP Assessment process from 4 to 15 December 2012.

The Corporate Services Report relating to the same period was also considered by members. It was noted that during this period the BSO received 5 complaints which were processed in accordance with the Complaints Policy. The complaints ranged across a number of individual subjects and matters.

Members noted the HR and Corporate Services Report.

12. Summary of Report Entitled “Safety of Services provided by HSC Trusts” – Report from the NI Audit Office

The Chief Legal Adviser presented paper BSO 91/2012 which summarised the key findings and recommendations relating to the management of medical negligence cases following the publication of the NIAO Audit Report on the review of systems and processes for managing complaints, adverse incidents and medical negligence claims.

The Board noted the paper with interest.

13. Any Other Business

(i) Dates of Board Meetings January – June 2013

The Board agreed that the BSO Board Meetings for the period January – June 2013 would be as follows:-

31 January 2013
28 February 2013
28 March 2013
25 April 2013
30 May 2013
27 June 2013 (to be Confirmed)

14. Date of Next Meeting

The next meeting of the BSO Board will take place at 10.00 am on Thursday 20 December 2012 in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____