

HSC BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The thirty third meeting of the Business Services Organisation (BSO) was held on Thursday 26 January 2012 at 2.00 pm in the Boardroom, BSO, 2 Franklin Street, 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)
Mr Sean Mahon	Mr Hugh McPoland (Director of HR & Corporate Services)
Hilary McCartan	
Mr Robin McClelland	
Mr Brian McMurray	
Mr Gerald Strong	

In Attendance

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

1. **Apologies**

There were no apologies.

2. **Chairman's Business**

The Chairman on behalf of Board members congratulated Mr Sean Mahon on his recent appointment as Chief Executive of THUS.

3. **Minutes of Meeting held on 20 December 2011**

The minutes of the Board meeting held on 20 December 2011 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. **Finance Update**

The Director of Finance presented the Finance Report for the nine month period ended 31 December 2011. The overall position for each segment of the organisation was outlined to members. As advised to members on previous occasions there still remains a deficit within the area of Healthy Start (currently £279k). A meeting with the Department's Director of Finance has been arranged for 31 January 2012 to try and agree a sustainable resolution to this funding deficit.

As advised at the December Board meeting this paper also reflects the outcome of the most recent detailed Latest Best Estimate (LBE 2) exercise which allows the organisation to manage its financial position to achieve a balanced budget at year end.

Mr Anderson informed members that he will be commencing the budget setting process for 2012/13 and briefed members on the proposed approach he plans to take.

In answer to a question from Robin McClelland regarding the completion of the former BMC annual accounts for 2011/2012, Mr Anderson advised that he has been in contact with the South Eastern Trust and is hopeful that the accounts will be approved and "signed off" in the near future.

Members noted the financial update.

The Director of Finance also made a short presentation to members on the BSO's approach of how the budget will be developed for 2012/13. Members congratulated Mr Anderson along with SMT on the pro-active work the organisation is taking which was very reassuring.

6. **Corporate Balanced Scorecard**

The Director of Customer Care and Performance presented Paper BSO 2/2012 setting out the performance of key service areas in the BSO for the period up to 31 December 2011. 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

The individual scorecard for Human Resources and Corporate Services was also presented by Mr Hugh McPoland and members were briefed on the factors contributing to the indicators which highlighted red.

7. **Update on Consultation and Location of Shared Services**

The BSTP Programme Director briefed members on the current status of the Shared Services Project. The formal consultation period for the model and location of shared services centres commenced on 7 December 2011 and will run to 29 February 2012. Members were advised that the consultation documentation is contained on the BSTP website and a series of Open

Forums have been taking place around the province. The guiding principles which define shared services for the HSC were highlighted and members were advised on the factors which set out the preferred models. Once the consultation period is complete an analysis of responses will be undertaken to help inform final decisions by the Department

Members noted the position.

Following on from this matter the Chief Executive made a presentation entitled “Shared Services Blueprint”. He informed members that the BSO has established a Shared Services Implementation Group which meets on a fortnightly basis. Members were briefed on the timescale for the roll-out of shared services centres and it was noted that, assuming that there was a timely decision on the outcome of the consultation on the roll-out of shared services it could commence on 1 September 2012 with the establishment of all four shared services centres, with the completion of the project, on a phased basis, by September 2013.

It was agreed that members would be kept apprised of developments on a regular basis.

8. Update on Judicial Review

The Chief Legal Adviser updated members following the recent outcome of the Judicial Review. The Judge had ruled that the Judicial Review application brought by the Community Pharmacy NI (CPNI) was successful. A Remedies Hearing is scheduled to take place for the end of January.

Members noted the position.

9. HR & Corporate Services Report

The Director of Human Resources presented paper BSO 4/2012 which set out a range of workforce information relating to BSO staff for the period April to December 2011. It was noted that the BSO has implemented a vacancy control process, due to the proposed implementation of shared services, covering all posts within the organisation. This process will be kept under review pending the Minister’s decision on the outcome of the consultation process on shared services.

The Corporate Services Report relating to the same period was also considered by members. During this reporting period there were a number of complimentary comments received relating to services provided by a number of Directorates across the organisation.

Mr McPoland briefed members on two incidents which occurred relating to a breakdown of the heating system in the Franklin Street building which resulted in staff being permitted to go home early on 30 December 2011. The heating was not fully restored until 3 January 2012. A power failure occurred in the County Hall building in Ballymena but power was up and running within a reasonable timeframe and had no adverse impact of the outturn of work from staff.

Mr McPoland also advised members that following an incident which occurred on 20 January 2012 in one of the organisation’s Datacentres, BSO initiated a Serious Adverse Incident (SAI) with the HSCB. This incident affected a single database which had not been backed up using normal procedures. The database is currently being restored using other data sources.

A terms of reference for the formal SAI Review and membership of the review team have been agreed. It was noted that Geraldine Fahy has agreed to be a member of the review team.

A Business Continuity Desktop exercise was undertaken on 24 January 2012. Mr Gerry Strong acted as an observer in this exercise and, at the invitation of the Chairman, briefed members on the outcome of his findings. He assured members that in his opinion 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.

Members noted the HR & Corporate Services Report.

10. **Human Resource Policies**

(i) ***Policy and Procedure on Post Entry Training, Development and Education***

Members considered and approved, subject to minor amendments, the policy and procedure on Post Entry Training, Development and Education.

(ii) ***Employee Recognition in BSO***

Members considered and approved, subject to minor amendments, the Employee Recognition process document. It was agreed that the BSO would hold an award event in June.

11. **Any Other Business**

(i) **Nicon Conference – 23 February 2012**

The Chairman reminded members that the Nicon Annual Conference is scheduled to take place on Thursday 23 February 2012 and urged members to attend.

(ii) **Winter Fuel Payments**

The Director of Finance advised members that following a decision by the OFMDFM to make winter fuel payments to cancer sufferers, BSO has been asked by the Department to make these payments. The BSO has been working in conjunction with the Department to agree an approach to facilitate this process and have assured BSO that they will allocate an RRL to cover the associated costs. The payments would be made in the second half of February 2012.

13. **Date of Next Meeting**

The next meeting of the BSO Board will take place at 2.00 pm on Tuesday 28 February 2012 in the Boardroom, BSO, HQ, 2 Franklin Street, Belfast.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____