

<b>Public Sector Shared Services Programme Board Meeting Minutes</b>			
<b>Date:</b>	31 August 2017	<b>Version:</b>	FINAL
<b>Time:</b>	2:00pm		
<b>Venue:</b>	BSO, 2 Franklin Street, Belfast.		
<b>Attendees:</b>	David Sterling Richard Pengelly Leo O'Reilly Hugh Widdis Liam Mclvor Paul Wickens Damian McAlister	Head of the Civil Service DoH Permanent Secretary DfC Permanent Secretary DoF Permanent Secretary BSO CEO Enterprise Shared Services CEO Customer Advisory Group Chairperson	
<b>In Attendance:</b>	Clare Duffield  Colm Doran Kirstie Murray	EA HR Director, Deputising for Gavin Boyd Programme Director Transformation Manager	
<b>Apologies:</b>	Derek Baker Gavin Boyd Theresa Donaldson	DE Permanent Secretary EA CEO SOLACE Representative (Observer)	
<b>Prepared by:</b>	Kirstie Murray	Transformation Manager	
<b>TRIM Ref:</b>	FI1/17/574872	<b>Container:</b>	FI1-16-32100

## Items Discussed

### 1. Welcome

- Members were welcomed to the meeting and apologies noted.

### 2. Review of minutes and action points

- The previous meeting minutes were agreed as final.
- Liam Mclvor provided a contact for the DE Pension Project to engage with on the BSO lessons learned in on boarding NIFRS to the Health pensions service.

### **3. Update on Programme Progress**

- A verbal update on programme progress was provided and key messages from the Whitehall research visit shared.
- Key messages from research are to be compiled and circulated to Board members.
- It was agreed that lessons from existing public sector shared services and private sector shared services should be considered.
- Progress with baselining was discussed and the need to capture future change initiatives planned across participating sectors was highlighted.
- The importance of using industry benchmarks was agreed. The board will be provided with details of the benchmarks to be used across each functional stream at their September meeting.
- It was acknowledged that certain private sector statistics and benchmarks would not be directly comparable.
- The board recognised the baselining and benchmarking process may identify areas where policy improvement is needed.

### **4. Risk Register**

- The PSSSP risk register was discussed.
- It was agreed that David Sterling and Hugh Widdis would discuss the Translink and NI Water outstanding baseline data returns with Peter May.
- It was agreed that a date for the PSSSP Procurement and Logistics Workshop would be set and relevant stakeholders invited.
- The importance of establishing terms of reference for the TUS engagement mechanism was emphasised.

### **5. Programme Vision**

- A revised vision for the programme was developed following feedback from the Board workshop on 20<sup>th</sup> July.
- This was tested with the programme's advisory groups on 23 August.
- The board agreed the following as the new PSSSP vision:  
*Collaboratively optimising shared services to enable excellent public service delivery.*
- It was recommended that a stronger focus on standardisation be incorporated in the PSSSP Design Principles.

### **6. Advisory Group**

- An update on the advisory group meeting held on 23 August was provided and a proposed revised advisory group structure presented.
- It was agreed that a revised Strategic Advisory Group should be constituted and that Brett Hannam would be approached about chairing this group.
- Emphasis was given to the importance of having this group functional in the immediate term.

- It was also agreed that a revised Customer Panel should be established by the Programme Director.

#### **7. Gateway Review Action Plan**

- The action plan developed as a result of the Gate 0 Review was presented and discussed.
- Objectives within this plan will be updated to be 'SMART'.
- The Board agreed to remove the role of Deputy SRO from the programme.

#### **8. Next meeting**

- The next meeting is arranged for 29<sup>th</sup> September 2017 at 14:15 in the Glass House.
- For this meeting, the board will be presented with a programme plan, an updated Gateway Review Action Plan and high level costs and statistics from baselining.

**9. Summary of Action Points**

Ref	Description	Owner & Date Required	Update	Status
02-26/04	Finalise Strategic Advisory Group Terms of Reference and establish group.	PMO 30 June 2017	Joint advisory group meeting on 23 August following 20 July workshop to discuss advisory model and role. Proposal provided to PSSSP Board on 31 August for consideration. Strategic Advisory Group meeting on 20 Sept to discuss Terms of Reference which are to be finalised via correspondence by 20 Oct 17.	Ongoing
04-26/04	Consider potential to collaborate in the area of pensions; Barry Jordan to engage with Grace Nesbitt.	Derek Baker & David Sterling 19 June 2017	Teachers Pensions Procurement Project Manager initiated engagement with Civil Service Pensions. DE to engage with Martin Bradley, BSO.	Ongoing
02-19/06	Establish SharePoint site for programme documentation.	PMO 31 Oct 2017	Site in development. SharePoint access to be provided to all Board members when site is live.	Ongoing

<b>Ref</b>	<b>Description</b>	<b>Owner &amp; Date Required</b>	<b>Update</b>	<b>Status</b>
01-31/08	Compile and circulate key messages from PSSSP research.	K. Murray 29 Sept 17	A board paper on lessons learnt has been compiled in addition to information posted on SharePoint site when live.	Closed
02-31/08	Seek Post Project Evaluations for existing shared services.	K. Murray 29 Sept 17	Evaluations requested.	Ongoing
03-31/08	Discuss outstanding Baseline Data Questionnaires form NI Water and Translink with Peter May.	David Sterling & Hugh Widdis 01 Sept 17	Issue discussed with Peter May on 01 Sept and follow up activity to progress questionnaire completion underway.	Closed
04-31/08	Seek Terms of Reference from TUS.	Colm Doran 29 Sept 17	Email following up on previous communication with TUS issued on 04 Sept.	Ongoing
05-31/08	Add greater focus on standardisation to design principles.	Kirstie Murray 08 Sept 17	Design principles updated.	Closed
06-31/08	Seek nominations for Strategic Advisory Group membership.	Colm Doran 06 Sept 17	Letters issued on 06 Sept 17, first SAG meeting held on 20 Sept. Process to identify representatives of NDPBs initiated.	Closed

