

Business Matters

The monthly staff bulletin of the Business Services Organisation



Business Services
Organisation

Providing Support to Health and Social Care



INVESTORS
IN PEOPLE

September 2017

New Induction Process

As an Investor in People, Business Services Organisation Human Resources has engaged with staff members across the organisation to implement a new effective and engaging induction process, integrating new staff into the organisation. As of October 2017, the induction process will include:

Corporate Welcome

- The new Corporate Welcome focuses on welcoming new staff in a condensed half day event covering general information on the purpose, vision and values of the organisation as well as key employee benefits

Local Induction

- A new 100 day Induction has been developed to ensure that all new staff receive a full and phased local induction that supports the employee beyond week one of their employment.

Mandatory Training Matrix

- A new Mandatory Training Matrix has been agreed by subject experts across the organisation and sets out our obligations in terms of training all staff must have and the frequency of such training.
- Managers should ensure that **all staff** undertake mandatory training as required

For more information, please see the link: <http://intranet.bso.hscni.net/2526.htm>

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Clinical Education Centre Host Judging Event for the NI Advancing Healthcare Awards

CEC were delighted to host the judging event for the NI Advancing Healthcare Awards (AHA) at their Clady Villa site on Wednesday 20th September 2017. The NI AHA Awards provide an opportunity to showcase the work of Allied Health Professionals, Healthcare Scientists and those who work alongside them in support roles.

Hazel Winning, Lead Allied Health Professional Officer, DoH outlined that over the past three years these awards have vividly shown the way in which AHPs in Northern Ireland are helping to transform health and social care, demonstrating real impact and setting the highest standards.

This year the awards programme welcomed entries from both AHPs and healthcare scientists – an important development that will greatly enhance the awards and the influence they have across Northern Ireland and beyond. The theme for the awards is Delivering Together, based on the Department of Health report Health and Wellbeing 2026 – Delivering together.

Following over 60 applications, 21 entries were shortlisted across 8 categories, all of whom presented to a panel of judges including senior personnel from BSO (Caroline Lee, Head of CEC and Diane Taylor, Head of Leadership Centre), DoH, PHA, Trusts and other organisations such as Macmillan. The panels were chaired by Michelle Tennyson, Assistant Director for AHPs and PPI, PHA and Hazel Winning, Lead AHP Officer, DoH.

Following the event, Hazel Winning, Lead AHP Officer, DoH expressed her thanks to all involved in the Judging Day. “Thank you all so much for your contribution today. I really appreciate you giving your time and expertise to help judge the AHP and Health Scientists awards this year. It was a really lovely day and such a privilege to hear the examples from staff who are trying to make a real difference. Your input and expertise is so important to the day.” Hazel also highlighted how grateful she was to CEC for hosting the event to make it possible and noted that they were so privileged to have access such fantastic facilities.

The award categories were as follows:

- ◆ The PHA award for building capacity in communities and in prevention
- ◆ The HSCB award for enhancing support in primary care
- ◆ The Seating Matters award for innovation and creativity
- ◆ The Belfast HSC Trust Science driving innovation in healthcare delivery Award
- ◆ The DoH award for transforming the workforce
- ◆ HSC Leadership Centre award for leadership and culture
- ◆ The Macmillan award for Leadership and innovation in cancer rehabilitation
- ◆ Ulster University award for Leaders in the making

The winner from each category along with an overall winner will be announced at an Awards Ceremony on 18th October 2017 in the Stormont Hotel, Belfast.



Success, Not Stress

A health and wellbeing initiative by



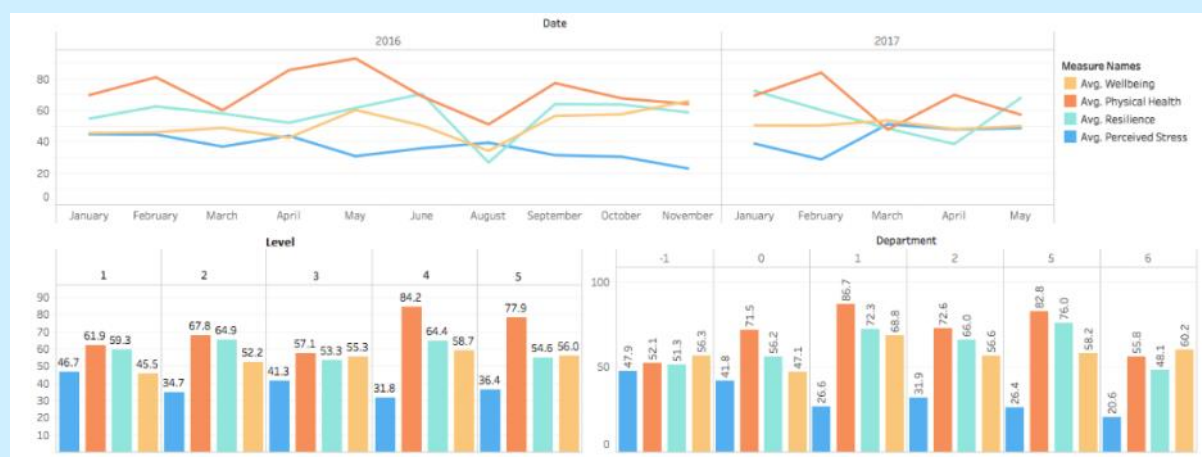
Success Not Stress

Help us help you

BSO has partnered with Soma Analytics, an award winning digital health company, to launch the Success, Not Stress initiative. As part of the initiative you'll get access to an app that helps you to increase your mental resilience, wellbeing, sleep, performance and productivity. Data collected through the app is reported within a company dashboard to inform and improve BSO's wellbeing strategy.

Will my data be confidential?

We won't know who you are - your data is completely confidential and no-one will be personally identifiable. In fact, any group made up of less than 20 individuals is automatically removed from view. The data shown in the HR Dashboard will be aggregated and clustered and will only be used to direct and shape any additional support we may need to put in place. Below is a snapshot of what we will see on the HR Dashboard.



It is voluntary – you don't have to sign up however, we would encourage you to do so. I hope that you all take this opportunity to look after your mental wellbeing.

How to sign up?

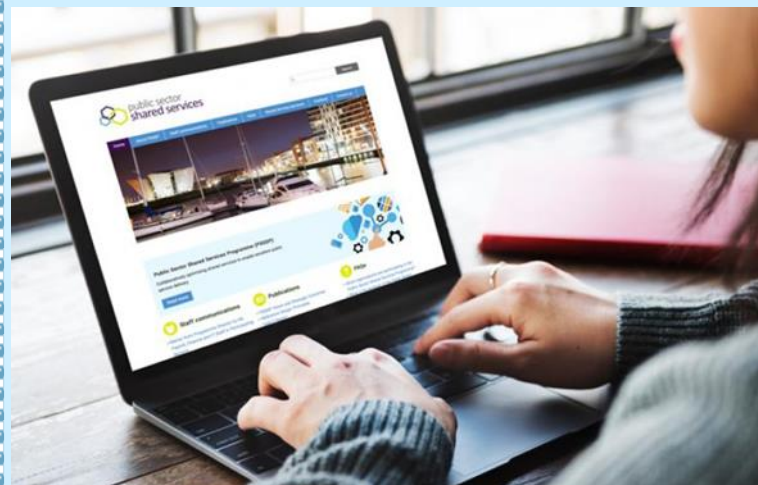
Downloading the app is easy and takes only 2 minutes. Visit <https://bso.soma-analytics.com> and enter the code **success2017** to find out how to download the app and begin your journey to a happier and healthier you. We would request that you do not share this code with any family members – it is only available for BSO, HSCB and PHA employees.

We will be running further roadshows across sites on week commencing 2 October 2017. Dates will be issued so please drop in to find out more and ask any questions.

If you have any further queries please do not hesitate to contact the health and wellbeing team on healthandwellbeing@hscni.net.

Head of Civil Service Announces Launch of New Public Sector Shared Services Programme Website

David Sterling recently launched a new website: Public Sector Shared Services Programme (PSSSP) part of a collaborative programme to examine options for the future delivery of HR, Payroll, Finance and IT services across the Northern Ireland public sector.



(Photograph courtesy of DoF Comms)

Public Sector Shared Services Programme

The **Public Sector Shared Services** website is the latest development by the Public Sector Shared Services Programme (PSSSP): a collaboration between the health, education and central government sectors (including all Non-Departmental Public Bodies) in NI. PSSSP is overseen by a cross sectoral programme board led by the Head of the Civil Service.

The website is collectively owned by these participating sectors and managed by the cross sectoral PSSSP Team.

The public sector in Northern Ireland has approximately 185,000 employees who all require a range of services to support them. Fragmentation and duplication in service provision for a relatively small number of employees appears inherently inefficient.

PSSSP Vision

The Public Sector Shared Services Programme has a vision of: **Collaboratively optimising shared services to enable excellent public service delivery.** The Programme aims to deliver higher quality and lower cost finance, human resources and IT services across Northern Ireland's public services, as well as increasing participation in shared services and exploiting opportunities to grow the NI economy. Other services are also being considered for inclusion.

Where to find the website

The Public Sector Shared Services website is online at: <https://www.publicsectorni-ss.gov.uk/>

The PSSSP Programme Management Team

The Programme and the website are being managed by the PSSSP Team led by Director Colm Doran. They are based in the Nomadic Suite in Goodwood House, 44-58 May Street, Belfast.

Contact PSSSP

General queries about the Programme can be directed to SharedServices@finance-ni.gov.uk

95 Mile Cycle Challenge for Clic Sargent

Wednesday 6 September 2017 saw Global Corporate Challenge (GCC) teams from BSO and HSCB take part in the 95 mile cycle challenge for Clic Sargent. We were also joined by a lively and wild bunch of participants from the PHA (pictured below) flexing the muscle with Marianne cracking the whip and Des smiling during the whole time!! It turned out to be a sweaty, sore posterior but a really fun day!!



The venue was Pure Gym in Adelaide Street and a leisure centre in Omagh. Each team had 2 bikes between them and were required to cycle as many miles as they could in 1 hour. The 95 miles target represents the average journey a family in NI must travel to receive cancer treatment for their young children/teenagers.

Teams were allotted time slots and Pure Gym staff ensured our participants were set up on their bikes ready to go. Fiona McCann and Gareth McElduff were on hand to kick start the challenge and get participants cycling like Bradley Wiggins!!



Not all teams were fully represented, however, teams were made up of between 1 and 7 members. As the hour went on, beads of sweat started to appear (perspiration for the lady cyclists!!), legs began to tire, however, everyone went hell for leather as they gave it their all.

Fair play to Jonathan Riddel (right) from BSO FPS who single handedly represented his team and cycled nearly 26 miles in 1 hour – fantastic achievement Jonathan!!



Our PaLS colleagues pushed themselves to the limit, not giving up with seamless changeovers on the bikes. The Cottage Pies were cycling like they were trying to keep the wind turbine turning up at Antrim Area Hospital!!! Andy's Followers (below) went hell for leather as if they were on a time machine trying to quicken up Linda Marie's remaining pay days!!!



**YOUNG LIVES
vs CANCER
CLIC SARGENT**

95 Mile Cycle Challenge for Clic Sargent

We had Andrea from County Hall, Ballymena come down to represent her team – The Gutbusters. She was assisted by Gillian McCrory who had cycled during the previous hour with her team - Team Innovate. Well done Gillian!!

There were dirty tactics being displayed with the HSCB finance teams where one male member of one finance team was trying to distract Anne Marie Patterson's team from giving it their all (below right) – shame on you!!!



We had one team from the West, who couldn't participate on the day, arrange with their local leisure centre to carry out the challenge the next day – well done to the Tyrone Trampers (below)!! Although I'm wondering if Nigel did actually cycle – not a bead of sweat on him!!



Competition was heating up with a few teams who were seriously up for the challenge – a few BSO teams were competing hard to get the miles up in order to beat their HSCB colleagues with 2 Legit to Quit trying to close the gap on Absolutely Fibulas. The concentration on Declan McAleese (below left) in the final minutes aiming to close the gap on Adrian's Absolutely Fibulas team (below right).



95 Mile Cycle Challenge for Clic Sargent

But out of absolutely nowhere, members of The Shaky Seven (below) held their ground and came out on top, beating 2 Legit 2 Quit by a meagre 1.2 miles. Third place went to Absolutely Fibulas.



The Shaky 7 - Winners on the day!!!

The final list of miles cycled was as follows:

Rank	Team Name	Miles cycled in 1 hour
1.	The Shaky 7	62.5
2.	2 Legit 2 Quit	61.3
3.	Absolutely Fibulas	59.9
4.	PHA All Stars	58.9
5.	Flat Feet	54.8
6.	Red Hot Chilli Steppers	54.6
7.	Llanfairpwllgwyngyllgogerychwy	54.2
8.	Team Innovate	53.6
9.	Ant Hill Mob	52.8
10.	Jog on Emma	51.1
11.	Take a Hike	49.8
12.	Andy's followers	48.2
13.	Gut Busters	48.1
14.	Tyrone Trampers	47.1
15.	Cottage Pies	45.8
16.	Mighty Morphin Flower Arrangers	44.6
17.	Walkie Talkies	42.3
18.	Mitigating Steps	40.4

An amazing 930 miles were cycled that day – nearly the equivalent of 10 trips for a family.

So what happens next? Well, the miles that each team cycled on the day will be converted into steps and added to their overall total. We will then see which team has won the GCC overall, but also to determine whether it will be the BSO or the HSCB who will win bragging rights!! All will be revealed in due course.

A celebration event will be held in October to recognise the winners but more importantly, it's our opportunity to present the final cheque to Clic Sargent. Donations were made on the day of the challenge and have also been coming into our Just Giving Page (<https://www.justgiving.com/fundraising/www-clic-sargent-com>). At the time of writing, the total raised so far was £2,023. This does not include the 20% gift aid that Clic Sargent will apply for (this will add a

further £404 to the total), so when making any donations through Just Giving, please ensure that you tick Gift Aid. Any member of staff can donate using the Just Giving page or via donation envelopes which are available from the HR Directorate. Donations will close at the end of September 2017.

Clic Sargent carries out magnificent work for those families who have young children/teenagers diagnosed with cancer. The donations that they have received helped them buy and renovate 2 houses – Amy's House which is located beside the Cancer Centre at Belfast City Hospital and Paul's House located on the Falls Road across from the Royal Victoria Hospital. Both houses can accommodate 4-5 families living in each of them at the same time and saves them from the physical, emotional and exhausting impact of regular travel to and from hospital, as well as the financial costs, while enabling them to spend more time together.

95 Mile Cycle Challenge for Clic Sargent

- Today, 11 more children and young people will hear the devastating news they have cancer.
- Every year in the UK around 4,000 children and young people under 25 are diagnosed with cancer. Around 2,300 are aged 16 to 24-years-old
- Although eight in 10 will survive cancer, it is still the leading cause of death from a single disease among children and young people in the UK
- It is estimated there are 10,000 survivors of childhood cancer aged 24 and under living in the UK. Around 30% of survivors have a chronic health condition and a further 30% have another ongoing health-related problem.
- The type of cancer and its treatment varies for each child or young person, but treatment normally starts straightaway and can last up to three years
- Two in three parents surveyed by CLIC Sargent said they had built up debt to make ends meet as a result of their child's cancer. More than one in four had borrowed over £2,000. Two in three parents surveyed experienced a loss of earnings and three in five parents said they had to reduce the number of hours they worked. (Counting the costs of cancer, 2011)
- CLIC Sargent research shows that two-thirds of 16 to 18-year-olds fall behind with their education as a result of cancer and its treatment (More than my illness, 2010)
- Half of young people surveyed by CLIC Sargent said they had to borrow money as a result of their cancer with more than 17% borrowing over £1,000 and 6% borrowing over £2,000. (Counting the costs of cancer, 2011)
- Parents spent an average of £600 a month in additional expenses during their child's treatment (Cancer Costs, 2016)
- Over half of young people (52%) and almost half of parents (49%) visited their GP at least three times before their cancer was diagnosed (Best chance from the start, 2016)

So, on behalf of BSO/HSCB/PHA, we would like to thank the following for making this fun day possible:

- To Gary Ball, manager of Pure Gym for hosting the event free of charge. Also a big thanks to Daniel Reilly, Colm Donnelly and Jordan Hatchet from Pure Gym who helped everyone on the day get sorted with their bikes. This day wouldn't have been possible without these guys.
- To Fiona and Gareth from Clic Sargent for helping us organise the event and for their continuous hard work in raising valuable donations from Clic Sargent.

And finally, thank you to all who participated in GCC, the 95 mile cycle challenge and everyone who has contributed to Clic Sargent. You should all be very proud of yourselves and that the sweat, sore posterior and the John Wayne walk has all been worth it in aid of a super cause!! I hope you all enjoyed the day.

Details of the presentation will be sent out in due course so please keep an eye out for the date.

Mental Health Day—10th October



Mental health problems can affect anyone, any day of the year, but 10 October is a great day to show your support for better mental health and start looking after your own wellbeing.

The theme for World Mental Health Day 2017 is workplace wellbeing. So here are some tips to boost your own wellbeing:

Success, Not Stress

We have all experienced stressful moments at work and at home, and as a result our sleep quality, or levels of wellbeing and energy have often suffered.

This new app will help you build mental resilience – the ability to fully bounce back from stressful moments, and is key to living a positive, happy, and healthy lifestyle, and being “at our best”. Help us to help you and download the app. Please go to <https://bso.soma-analytics.com> and register.

Reclaim your lunch break

Why not make the most of that precious hour/half hour by trying some of these suggestions:

- **Take up a challenge**

Local walks or runs are a great way to keep active. Why not get your colleagues together and walk/train together during lunch breaks. Participating as part of a team can give a communal sense of achievement when you complete the challenge.



- **Leave your workstation**

A recent survey highlighted that 29% of us continue to work during our lunch and 27% surf the web or social media. 42% use their lunchtime to socialise with co-workers whilst only 18% exercise or take a walk.

Try not to sit at your desk when eating your lunch. Remaining at your desk during your lunch will not give you the break away from your workstation that you need – you will be interrupted with calls and people will assume you're still working. Eat at a communal area where your colleagues are eating and have a complete break from your workstation.



Getting the work-life balance right

- **Are you often the last to leave work?**

We know you'll have times when you need to work longer to meet deadlines, but try to make this the exception not the norm. Long hours means you may be working harder, but not better – they'll quickly take their toll on your concentration, productiveness and health.

- **Create clear boundaries between work and home**

Try not to let work spill over into your personal life. If you need to bring work home, designate a separate area for work and stick to it, you'll find it much easier to then close the door on work.



Mental Health Day—10th October

Start a To Do list

At the end of each day, go over your list and write up one for the next day, when your thoughts are down on paper, you'll find it easier to not think about work.

Use the time on your commute home to wind down from work

Read a book or listen to your music to set aside some time to yourself. Maybe try cycling part of your journey or getting off a stop early to take a shortcut through a park or quiet streets. These little actions can really help you to switch off.

Use the time on your commute home to wind down from work

Read a book or listen to your music to set aside some time to yourself. Maybe try cycling part of your journey or getting off a stop early to take a shortcut through a park or quiet streets. These little actions can really help you to switch off.

Ask for help

If you feel your workload is spiraling out of control, take the opportunity to discuss it with your manager or supervisor. If you can't resolve the problem of unrealistic goals, organisation problems or deadlines in this way, then talk to your Human Resources Business Link, trade union representative or other relevant members of staff.

If things are really getting on top of you either inside or outside of work, you can contact Inspire (previously Carecall). You can call them anytime – 24/7, 365 days a year. This service is free and totally confidential. You can contact them on 0808 800 0002.



Charity Dinner Dance

BSO will be hosting its 4th annual **Charity Dinner Dance** on

Friday 27th of April 2018

in the **Hilton Hotel, Lanyon Place, Belfast**

in aid of **Friends of the Cancer Centre**.

So **SAVE THE DATE!!**

You can check out more details on their website:

www.friendsofthecancercentre.com

The Hotel is offering special **Bed and Breakfast** rates for those who wish to stay over - **Single £109 and Double £119**

They can be booked directly by using the link below:-

[BSO-Charity-Fundraiser-Bedroom Bookings](#)

Early Booking is recommended



Forthcoming Board Meeting

The next meeting of the BSO Board will take place on

26th October at 10am in the 7th Floor

Boardroom, BSO, Franklin Street

If you would like any further information or details of the agenda, please contact Amanda Mills in the Chief Executive's Office.

Tel: (028) 953 63863



Charity Dinner Dance

Friday 27th April 2018

Hilton Hotel, Lanyon Place

Host—Stephen Clements from Q Radio's
Breakfast Show



With a Performance from The Irish
Magician—Rodd Hogg



Music by The Bizz



Ticket Price: £40

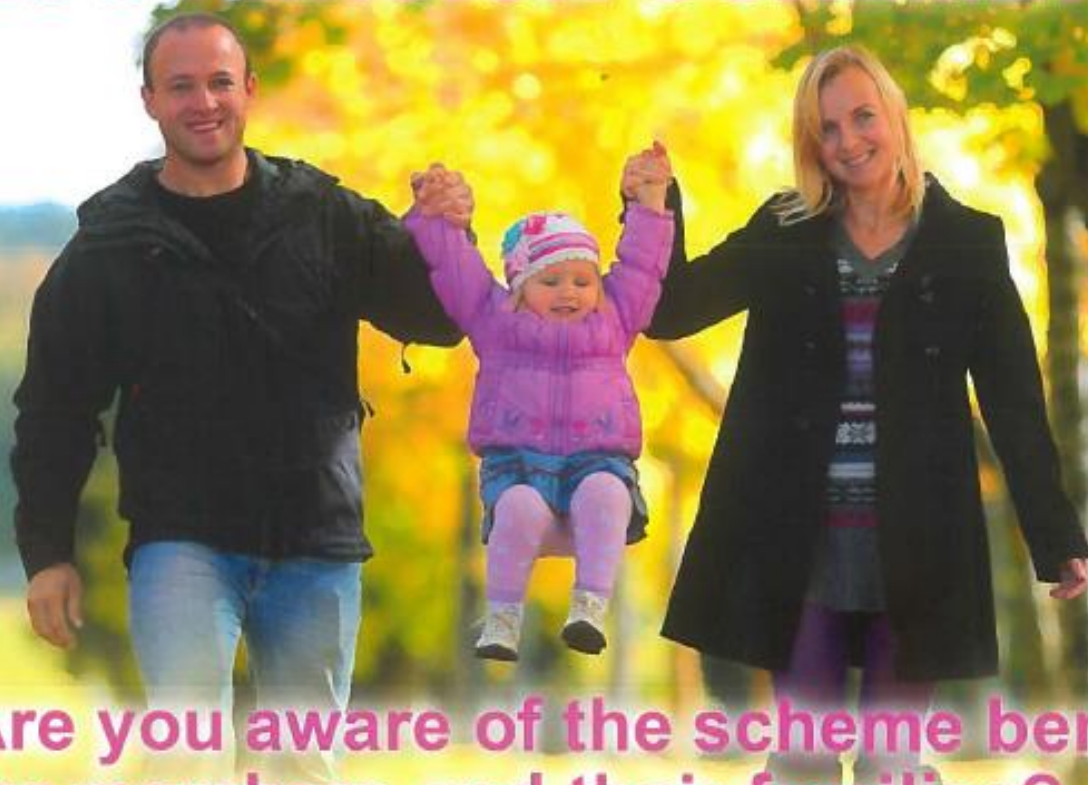
Dress Code: Smart

Please contact a member of the BSO social Committee for
tickets and further information or alternatively email
helen.hanna@hscni.net

**Proceeds
in aid of**

Friends of the
cancer centre

ARE YOU A MEMBER OF THE HSC PENSION SCHEME?



Are you aware of the scheme benefits for members and their families?

If you answered NO to any of the questions above, please visit the HSC Pension Service (HSCPS) website at www.hscpensions.hscni.net

where you can find Information on the full range of benefits, not just for you, but for your family also; The HSCPS website has comprehensive guidance material on all the features of the Scheme: including options for you to increase your pension, the wide range of retirement benefits payable and important pension information relating to your own and your family's financial future.



Calculators to estimate your pension benefits should you be a member of the scheme.

The Scheme website hosts several calculators to cover most retirement eventualities. The calculators are designed to be user friendly which require minimal input from members and will provide you with an illustration of potential benefits payable on your retirement.

Further information on all aspects of the HSC Pension Scheme can be found at our website: **www.hscpensions.hscni.net**