

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The one hundred and forty second meeting of the Board of the Business Services Organisation was held on Thursday 27 May 2021 at 10.00am via Video Conference.

**Present:**

Mrs Julie Erskine (Chair)

Mr Robert Bannon  
Mr Mark Campbell  
Miss Patricia Gordon  
Mr Sean McKeever  
Professor Dorothy Whittington

Mrs Karen Bailey (Acting Chief Executive)  
Mrs Karen Bryson (Director of Finance)  
Mrs Paula Smyth (Director of HR&CS)  
Mr Peter Wilson (Interim Director of Operations)

**In Attendance:**

Mr Alphy Maginness (Chief Legal Adviser)  
Mr Mark Bradley (Interim Director CCP)  
Miss Amanda Mills (Board Secretary)

**1. Chair's Welcome and Apologies**

The Chairman welcomed everyone to the meeting.

**2. Conflicts of Interest Declarations**

There were no conflicts of interest declared.

**3. Minutes of BSO Board Meeting held on 27 May 2021**

The minutes of the meeting held on 27 May 2021 were approved as a true and accurate record of proceedings.

**4. Matters Arising from Minutes**

**4.1 Action Plan Template – Paper BSO 34/2021 refers**

Members noted the contents of the Board Action Template.

In answer to a question from Professor Whittington regarding an outstanding action from 2018 relating to the Encompass Benefits Realisation Plan, the Chair confirmed that following members endorsement at the April Board meeting that the portfolio of major IT programmes for which BSO holds accountability will be presented to the BDC on a quarterly basis this action can now be removed from the Board Action Plan.

## **5. Chair's Business**

The Chair briefed members on key meetings she attended during the month of May; these included the inaugural meeting of the BSO Review Oversight Board of which she is Chair and an introductory meeting which she and the Acting Chief Executive had with Preeta Millar, who has recently taken up the post of Director of Infrastructure Investment, Resource and Performance Management in the DOH.

Discussion ensued regarding the schedule for the planned visit by the Health Minister, Robin Swann, to the June Board meeting. It was noted that the agenda for the June meeting is expected to be significant notwithstanding the session with the Minister as the BSO's Annual Report and Accounts are scheduled to be presented to the Board for formal approval so to that end the Chair suggested that members should convene at 9.45 am (prior to the Minister joining the meeting at 10 am) and extend the duration of the meeting to 1 pm.

The Chair thanked members for agreeing to hold an additional Board meeting on 22<sup>nd</sup> July 2021 and advised that the agenda for this meeting will comprise of 3 presentations from various BSO service areas.

## **6. Acting Chief Executive's Report**

The Acting Chief Executive provided an update to Board.

She informed members of recent Chief Executive appointments in the PHA, SE Trust, Western Trust and RQIA and advised that once the incumbents are in post she will arrange an introductory meeting.

A briefing paper on the Review of BSO was presented to the Chief Executive's Forum and agreement was sought for their engagement in the Review. Consequently meetings have now been arranged for the Chief Executives to meet with the Consultants for their views on BSO from a customer perspective.

A further meeting of the HSCB Oversight Board, chaired by the Permanent Secretary, took place on 18 May 2021 and the Acting Chief Executive briefed members on the key issues discussed at the meeting. In particular a paper was presented regarding the GP Responsible Officer and where this post would sit, ie DoH or BSO. The Acting CX advised that the issue of accountability and governance arrangements for BSO if the GP Responsible Officer (RO) would become an employee of the BSO will be discussed at the next meeting of the BSO Migration Board meeting. It was noted that BDC will receive an update on the HSC Migration Project on 14 June 2021.

The Head of CEC, Caroline Lee is retiring at the end of June 2021 and BSO has secured permission to recruit the post on a two year secondment basis due to a review being commissioned by DOH of the current business model for commissioning Post Registration Education for Nurses, Midwives and Allied Professionals which will include CEC. It was agreed that members will be kept apprised of this matter but welcomed the DOH agreement to recruit the post as a secondment during the review to maintain service stability.

The Business Case for the Digital Workplace Programme has been submitted to the DOH and a due diligence exercise is currently underway.

## **7. Items for Approval**

### **7.1 BSO Financial Strategy 2021/22 – Paper BSO 35/2021 refers**

The Director of Finance presented paper BSO 35/2021 which set out the financial strategy and opening budgets for 2021/22 financial year. The DoF briefed members on the process to formulate the budget which is linked closely with the production of the BSO SLA and Service Offering which will be sent out to customers along with the Benchmarking and Quality Reports in June 2021. In particular she advised that the primary risk to the BSO in this financial year is still the Covid19 response, the limited recurrent funding available from DoH to support rebuilding of services going forward and the funding that will be required for BSO Services. Members recognised the challenging year ahead and the Chair advised that the HSC Chairs Forum had recently written to the Health Minister highlighting their concerns around funding which restrains HSC to forward plan.

Members approved the Financial Strategy for 2021/22.

### **7.2 Review of Committee's Terms of Reference (TOR) – Paper BSO 37/2021 refers**

The Interim Director of CCP presented an update on the review of BSO Committees Terms of Reference for 2020/21. The proposed amendments were considered and approved subject, to a suggested amendment to the ToR relating to the frequency of meetings regarding the Remuneration and Terms of Service Committee. Mr Bannon advised that the ToR for the BDC were being considered at its next meeting on 14 June 2021 and if any changes were required they would be brought to the Board's attention.

## **8. Items for Noting**

### **8.1 *Corporate Balanced Scorecard - Paper BSO 36/2021 refers***

The Interim Director of CCP presented paper BSO 36/2021 which set out the performance of key service areas in the BSO for April 2021. He highlighted those measures with a red rag rating and explained the circumstances which led to the evaluations.

Members noted the BSO Corporate Scorecard.

### **8.2 Members Declaration and Register of Interests 2021/22 – Paper BSO 38/2021 refers**

Members noted Members Declaration and Register of Interests for 2021/22. Members were reminded that this is a live document and will be presented to the Board if any changes to the Register occur.

## **9. Presentation**

The Board received a presentation from Mrs Bronagh Keatley, Senior Programme Manager, Equip Programme (Replacement of FPL and HRPTS Systems). Members were provided with an overview of the programme which included the Governance Programme, the timeline to produce an Outline Business Case (OBC) along with the challenges in developing an OBC for a very complex programme.

**10. Covid 19 – Updates from Directors**

The Chair invited executive colleagues to update members, on an exception basis, the additional work taking place due to Covid 19. The Director of HR&CS advised members that PHA are experiencing an increase in the number of calls and queries regarding the variants which have been emerging.

**11. AOB**

**11.1 *Correspondence from Permanent Secretary to Interim Chief Executive “Agreement between RBSO and NHS Wales for FPPS Services”- Paper BSO 39/2021 refers***

Members noted with interest correspondence from the Permanent Secretary to the Interim Chief Executive of BSO noting the agreement between BSO and NHS Wales for FPPS services and congratulated BSO staff for the effort in achieving this.

**12. Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 24 June 2021 at 10.00 am.

The Chairman thanked everyone for attending and closed the meeting.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Chief Executive

Date \_\_\_\_\_