

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and sixty fourth meeting of the Board of the Business Services Organisation was held on Thursday 24 August 2023 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon

Mr Mark Campbell

Miss Patricia Gordon

Mr Sean McKeever

Professor Dorothy Whittington

Mrs Karen Bailey (Chief Executive)

Mr Ben Doran (Interim Director of Digital Ops)

Mrs Karen Hunter (Director of SP&CE)

Mr Simon McGrattan (Acting DoF)

Mrs Paula Smyth, Director of HR&CS

Ms Lesley Young (Director of Operations)

In Attendance:

Mr Thomas McCaffrey (Head of Communications)

Miss Amanda Mills (Board Secretary)

1. Apologies

No Apologies.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meeting held on 22 June 2023

The minutes of the meeting held on 22 June 2023 were agreed as a true and accurate record of proceedings.

4. Action Template – Paper BSO 143/2023 refers

Members noted the contents of the Board Action Template.

5. Chairs Business

The Chair briefed members on the key meetings she attended during the month of June.

The Chair has been invited to sit on the interview panel to appoint additional NEDS. The advert for the vacancies is scheduled to be placed at the start of September.

The Chair referred to the forthcoming Accountability Review meeting with DOH and set out her approach on raising the issue of the SPPG hosting arrangement and the concerns raised by the Board.

6. Chief Executive's Report - Paper BSO 144/2023 refers

The Chief Executive presented her monthly report to the Board which included details of key meetings she attended during the month of July and August.

Encompass is scheduled to Go Live with South Eastern Trust on 9 November 2023 and the level of BSO support has increased significantly in preparation for go live especially from IT and Procurement. The Encompass/BSO Future State Modelling group continues to meet on a bi-monthly basis and BSO has now articulated a new risk to its Corporate Risk Register around the challenges on the level of support required particularly around the issue of 24/7 support and the fact that it is not fully funded within the Encompass FBC and assumes regional funding; this risk has been accepted by both the Encompass SRO and the CDIO following a meeting held on 17 August 2023. At the meeting it was confirmed by the CDIO that the SRO is also the Business Owner of the Encompass System until 2025.

The Head of Communications is working closely with Encompass on a communications plan and members were advised that South Eastern Trust are uploading regular updates on Go Live on Social Media. A newly appointed Encompass Programme Manager has taken up post and has developed a governance structure regarding go live. BSO has produced a draft SLA on the services it can provide and this has been issued to Encompass for comment. In answer to a question from Miss Gordon the Digital Director of Operations briefed members on what the expectation is when SET goes live on 9 November 2023. It was agreed that the Board will be kept apprised on the future state modelling arrangements from a BSO point of view.

The CX Forum continue to meet on a weekly basis and the Chief Executive briefed members on a recent fact finding trip she made with CX colleagues to Wigan to view a collaborative working approach with Councils and Health working together.

The Equip Programme has gone out to tender for the procurement of systems integrator and service delivery. Following a recent recruitment exercise for the Equip Programme Director post the panel did not make an appointment. A meeting will take place to agree a way forward to fill this critical post.

7. Approval Items

7.1 BSO Annual Quality Report for 2022-23 – Paper BSO 145/2023 refers

Members considered and approved the draft BSO Annual Quality Report for 2022/23 subject to some minor amendments suggested by Miss Gordon. It was noted that the Head of Communications will undertake some work on the format of the report and include further graphics.

7.2 Annual Progress Report 2022-23 to the Equality Commission – Paper BSO 146/2023 refers

The Director of HR&CS presented the Annual Progress Report on the implementation of Section 75 and the duties under the Disability Discrimination Order to the Equality Commission for 2022/23 for members' approval. Members were briefed on the innovative actions undertaken by the BSO's Equality Unit and members welcomed this very comprehensive document.

Members approved the annual progress report to the Equality Commission for 2022/23.

7.3 Draft 2023 GAC Annual Report to the Board – Paper BSO 147/2023 refers

The Chair of GAC presented the GAC Annual Report to the Board for the year ended 31 March 2023 for members approval. Members welcomed the GAC opinion that the assurances available are sufficient to support the BSO Board and the Accounting Officer in the decisions taken by them and in their accountability obligations and that a sound system of internal control is in place.

Members approved the 2023 GAC Annual Report to the Board.

7.4 BSO Draft Corporate Plan, Vision and Objectives – BSO 150/2023 refers

Members considered and approved the following draft BSO Strategic Objectives to be included in the BSO's Corporate plan:-

Building Strategic partnerships with our customers to deliver high quality services, demonstrating value and effective ways of working;

Support and invest in our people, their potential and their contribution in ensuring BSO is a great place to work;

Offer opportunities that continue to enable and support innovative improvements across HSC.

Members also approved the following Vision Statement which received the most staff votes:-

“BSO – making delivery of health and social care possible”.

8. Finance Report – Month 4 – Paper BSO 148/2023 refers

The Director of Finance presented paper BSO 148/2023; a finance report for the four month period ending 31 July 2023.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period and at this stage in the year a break even position is forecast for year end. Senior Finance staff will commence a series of meetings with Directors and budget holders during September as part of the financial mid year review exercise which will be presented to SMT in early October. Members were advised that a draft business case is being produced to address the over stock position on the two PPE product lines for approval by DoH to allow the write off or provision on the BSO's accounts for 2023/24.

Members noted the finance report for Month 4.

9. Corporate Balanced Scorecard – June and July – Paper BSO 149/2023 refers

The Director of SP&CE presented paper BSO 149/2023 which set out the performance of key service areas in the BSO for the period up to 31 July 2023. She highlighted those measures with a red rag rating and explained the circumstances which led to the evaluations. She advised members that she plans to hold a Board workshop in the Autumn to review the KPIs in all Service areas and to ensure going forward the indicators will prove to be more meaningful.

Members noted the BSO Corporate Scorecards for June and July.

10. Evolve Programme – Update –

The Interim Director of Digital Operations briefed members on the significant delays incurred due to the funding on a recurrent basis to the Evolve Programme. He advised that a workshop has been organised with key organisations to examine an alternative approach to deliver this programme however due to the continual lack of funding the programme may have to be paused. The Chief Executive of the Northern Trust is the SRO of the Evolve Programme and she has requested the Programme Director undertake a due diligence exercise prior to the planned workshop.

11. AOB

11.1 Covid – PPE Stock

Miss Gordon asked the Director of Ops that in light of the recent publicity around the increase of Covid are the DoH planning to initiate a modelling exercise which would in turn affect the surplus PPE stock held by BSO in its' warehouses. The Director of Operations assured the Board that PALs are keeping a watchful eye on this matter and if Covid escalates the only PPE stock which will be disposed of which will be the out of date stock currently valued at £17m.

12. *Date of Next Meeting*

The next meeting of the BSO Board will take place on Thursday 28 September 2023 at 10.00 am

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____