

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and fiftieth meeting of the Board of the Business Services Organisation was held on Thursday 24 March 2022 at 10.00am via Video Conference and in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon	Mrs Karen Bailey (Acting Chief Executive)
Mr Mark Campbell	Mrs Paula Smyth (Director of HR&CS)
Miss Patricia Gordon	Mrs Karen Bryson (Director of Finance)
Mr Sean McKeever	Mr Martin Bradley (Interim Director of
Professor Dorothy Whittington	Operations)

In Attendance:

Mr Alphy Maginness (Chief Legal Adviser)
Mr Mark Bradley (Interim Director of CCP)
Mrs June Turkington (Incoming Interim Chief Legal Adviser wef 1/4/2022)
Miss Amanda Mills (Board Secretary)

1. Apologies

There were no apologies for absence.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meeting held on 24 February 2022

The minutes of the meeting held on 24 February 2022 were agreed as a true and accurate record of proceedings subject to a minor amendment.

4. Board Action Template – Paper BSO 14/22 refers

Members noted the contents of the Board Action Template. It is expected that a number of the actions referred to in the action template would be closed off by the end of April.

5. Chair's Business

The Chair briefed members on key meetings she attended during the month of March. In particular she thanked members for attending the additional Board meeting held on 14 March

2022 which she found to be very beneficial in terms of providing an additional assurance for the Board.

The Chair informed members that Professor Whittington and Mark Campbell have registered to undertake the E learning selection and recruitment training module.

As members were aware Mr Alphy Maginness retires from the BSO on 31 March 2022 and the Chair on behalf of members wished Alphy and very long and happy retirement and thanked him for his professionalism and commitment to the BSO.

6. Acting Chief Executive's Report

The Acting Chief Executive, briefed members on key meetings she had attended over the month of March.

The process to finalise Directors performance objectives for 2021/22 has been organised as part of the end of year performance appraisal process and subsequently meetings will be arranged for early May to consider and agree the corporate and individual performance objectives for 2022/23. From then a Remuneration and Terms of Service Committee will be organised to consider the 2021/22 and 2022/23 objectives for senior executives.

Interviews for the Assistant Director of ITS took place on 23 March 2022 and an offer of appointment has been made. She also informed members that Ms Danni McEaney has been offered the post of AD CCP and will take up post on 1 July 2022. The recruitment process for the Interim Director of CCP has also commenced with the closing date for receipt of applications, 25 March 2022. In answer to a question from Professor Whittington regarding the recruitment process for the Communications posts, the Acting CX advised that the recruitment for the Head of Communications post and the support team are currently in process.

The BSO Encompass Programme Board has been renamed to BSO Encompass "Support" Board and meets on a monthly basis; the agenda for this forum focusses in the main on the role of BSO to support the Encompass Programme.

7. HSCB Migration to BSO – Paper BSO 15/2022

The Director of HR&CS presented paper BSO 15/2022 outlining the rationale and process for migrating HSCB staff to BSO under a hosting arrangement. Members were reminded of the in-depth presentation and debate at the Board meeting held on 14 March 2022 which set out the high level governance mechanism for the migration. It was recognised that this is a live process and that the Board would continue to receive regular updates on this matter especially during the first year of migration.

Members unanimously endorsed the process undertaken by BSO in preparation for HSCB staff migrating to BSO under a hosting arrangement on 1 April 2022 pursuant to the 2022 Act and statutory Staff Transfer Scheme.

8. BSO Claims Policy – Paper BSO 16/2022

Members considered and approved the revised BSO Claims Policy. It was noted that the revised policy had previously been considered at SMT, BDC and GAC.

9. Finance Report as at 28 February 2022 – Paper BSO 17/2022 refers

The Director of Finance presented paper BSO 17/2022 a finance report for the eleven month period ending 28 February 2022.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period. She explained that the surplus continues to be generated from changes in the BSO's income position however she assured members she continues to forecast a break even position at year end. She highlighted to members two key issues relating to the current situation in Ukraine which could result in some additional inflationary pressures and the DOH have approved the Voluntary Scheme for the Extra Ordinary payment of unused contractual leave entitlement for 2021/22 has been approved and to that end the annual leave accrual for this financial year has been recalculated and incorporated into the estimates of the BSO spending plan.

With regard to the obsolete PPE stock members were advised that £3.5m of surplus stock has been re-distributed to Charities in the Ukraine and BSO received and RRL to support this initiative.

Members noted the Finance report.

10. Corporate Balanced Scorecard – Paper BSO 18/2022 refers

The Interim Director of CCP presented paper BSO 18/2022 which set out the performance of key service areas in the BSO for the period up to February 2022. The Interim Director of CCP highlighted the measures with a red RAG rating and explained the circumstances which led to the evaluations.

Members welcomed the proposal to hold a Board workshop to review the Key Performance Indicators (KPIs) where each KPI could be reviewed and articulated with a view to make them more meaningful and acknowledged that the KPIs should be aligned with the BSO's Business Plan. The Interim Director of CCP stated that he also plans to place this matter on the agenda for the next meeting of the ALB Forum under the SLA Section to reiterate that a number of the KPIs set for BSO are outwith BSO's control, eg resolution of complaints, FOIs and DP requests with timeframe.

Members noted the BSO Corporate Scorecard.

11. Board Governance Self Assessment – Action Plan – Paper BSO 19/2022

The Chair presented the Board Governance Self Assessment Action Plan arising from the recently completed 2020/21 self assessment tool. Attention was drawn to the outstanding three actions and the updated position. Following discussion it was agreed that the rag rating relating to Effective Board level evaluation should be changed to Red from Green.

Members noted the Board Governance Self Assessment Action Plan.

12. *CEF Conference – NI Public Sector Leadership and Governance Conference – 23 February 2022 – Paper BSO 20/2022*

At the invitation of the Chair Professor Whittington briefed members on the key issues raised at the NI Public Sector Leadership and Governance Conference held on 23 February 2022. In particular she referred to agenda item on Boardroom Effectiveness and Partnership Agreements where the speaker from NIAO recommended the replacement of MSFMs between Departments and bodies within their remit by “partnership” agreements. She suggested that the Board should discuss the merits of this proposal down the line.

13. *Portfolio of ITS Programmes – Paper BSO 21/2022 refers*

The Interim Director of CCP presented a high level summary of the key digital programmes of which BSO is involved in. It was recognised that the majority of the programmes listed are outwith the BSO’s control and members were advised that DHCNI are currently reviewing all the digital change programmes re affordability due to the limitations on the current budget; it was noted however that the Encompass Programme will not be included in this review. Mr McKeever stressed the importance of the Board having oversight of this document and members were reminded that the portfolio dashboard is presented to the BDC on a quarterly basis for review and debate and the Chair of BDC assured members that any concerns raised by BDC will be flagged to the Board.

Discussion ensued around the appointment of the new Permanent Secretary for Health, Mr Peter May who takes up post on 1 April 2022. The Acting Chief Executive plans to invite Mr May to BSO and discussion ensued on a proposed agenda for a visit which should include the growth of the organisation since its inception in 2009 and the level of programmes BSO facilitates but are outwith its control.

14. *Covid 19 – Exception Reports*

The Chair invited executive directors to update members in relation to the additional work taking place due to Covid-19. Each Director provided members with a comprehensive update on their services areas.

Miss Gordon enquired if BSO is considering returning to business as usual now that the pandemic levels have decreased. The Acting Chief Executive advised that a workshop is scheduled for SMT to agree a number of principles to bring staff back to work and the Board will be updated accordingly. Covid SMT meetings have now been reverted from bi-monthly to monthly meetings, nevertheless BSO are still adhering to Government guidelines. The Chair advised that she is eager that the Board meetings will be held in person when it is completely safe to do so and set an example for the organisation.

15. *AOB*

15.1 *Review of BSO*

The Chair informed members that a update on the Review of BSO – Phase 2 - is scheduled to for the April Board Meeting.

16. *Date of Next Meeting*

The next meeting of the BSO Board will take place on **Thursday 28 April 2022 at 10.00 am.**

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____