

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The hundred and twenty ninth meeting of the Board of the Business Services Organisation was held on Thursday 27 February 2020 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

**Present:**

Mrs Julie Erskine - (Chair)

Mr Robert Bannon  
Mr Mark Campbell  
Miss E P Gordon  
Mr Sean McKeever  
Mr Jeremy Stewart  
Professor D Whittington

Mr Liam McIvor (Chief Executive)  
Mrs Karen Bryson (Director of Finance)  
Mrs Paula Smyth (Director of HR&CS)  
Mr Sam Waide (Director of Operations)

**In Attendance:**

Mrs Karen Bailey (Director of Customer Care and Performance)  
Miss June Turkington (Acting Chief Legal Adviser)  
Miss Amanda Mills (Board Secretary)

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

The Chair welcomed everyone to the meeting. There were no apologies for absence.

**2. Declaration of Conflicts of Interest**

There were no conflicts of interest declared.

**3. Minutes**

(i) *Minutes of Meeting held on 23 January 2020*

The minutes of the meeting held on 23 January 2020 were agreed as a true and accurate record of proceedings.

**4. Matters Arising from Minutes**

(i) *Action Template – Paper BSO 8/2020*

Members noted the action template arising from the January Board meeting. The Chief Executive referred to the action relating to the Benefits Realisation Plan for the Encompass

Programme and advised members that the Board will receive a summary of the Benefits Realisation Plan and detail on specific benefits attributable to BSO.

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

The Chair welcomed Karen Bryson to her first Board meeting as Director of Finance. She also took the opportunity to congratulate Mrs Paula Smyth in her appointment as Director of Human Resources and Corporate Services following the formal recruitment process on 25 February 2020.

The Chair updated members on meetings she had attended during February 2020. In particular she referred to the BSO Leadership Conference held on 7 February 2020 which was very well received by those who attended.

Internal Audit has completed an audit on Board Effectiveness which is scheduled to be presented to the GAC in April 2020. To that end the Chair requested that the Board should meet prior to the March Board meeting to discuss the audit recommendations prior to the GAC meeting.

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

### **Responsibilities of SRO/BSO Accounting Officer**

The Chief Executive and the Director of Finance met with Brigitte Worth, Investment Director, DOH on 17 February 2020 to discuss the proposed changes to the BSO's Management Statement (MS) setting out the allocation of responsibilities of the BSO Accounting Officer and the SROs of major ICT projects. At the meeting it was agreed that the responsibilities of the CDIO should be incorporated into the MS. The revised MS will be presented to the March Board meeting for approval.

### ***HSCB Oversight Meeting***

The Oversight Board met on 19 February 2020 and considered a paper assessing the options available to determine the model to be introduced to deliver the functions currently undertaken by the HSCB post closure. At the meeting the new project lead highlighted the need to clearly articulate the accountability framework to identify for BSO what the proposed hosting arrangements will look like. In answer to a question from Patricia Gordon regarding primary legislation, the Chief Executive stated that legislation is currently being drafted which must be completed by July 2021 to enable the change to take place in 2022.

### **BSTP 2**

The Chief Executive advised members that a programme board has been established to oversee the replacement project for delivery of FPL and HRPTS systems and services for HSC customers. The inaugural meeting is scheduled for 19 March 2020 and the Chief Executive has been identified as SRO for the project.

## **TIG**

At the most recent meeting of TIG the main area of discussion centred around the challenges on Trusts to fund sustainability programmes.

### ***AFC Pay Award***

The AFC Pay Award for 2019/20 is scheduled to be paid in March. An AFC Implementation Group has been established and currently meets on a regular basis to ensure the smooth transition of the AFC pay award.

## ***COVID 19***

HSCB and PHA have established Silver Command and meet on a daily basis; the Chief Executive and Director of Ops both attend. The Director of Operations is Chairing the PPE Cell Group (Personal Protective Equipment) and the Director of HR&CS is chairing the HR Cell Group. From a BSO perspective the main issue is to maintain the supply of PPE equipment across HSC to manage the increase in demand. BSO has been commissioned by HSCB to supply PPE packs to GPs however there is already a shortage of PPE masks and the stock is depleting from BSO Warehouses. A recommendation has been submitted to Silver Command to allow the release of PPE masks from the emergency planning stockpile managed by DOH for onward distribution to GPs and to allow fit testing. The Chief Executive emphasised that it is imperative that the emergency planning stockpiles be released in anticipation of a pandemic.

In answer to a question from Mr Campbell the Chief Executive stated that if a pandemic occurs BSO will move into Business contingency plan mode.

## ***7. Items for Noting***

### ***7.1 Finance Report – Month 10 – Paper BSO 9/2020***

The Director of Finance presented paper BSO 9/2020; a finance report for the ten month period ending 31 January 2020.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus of £42k reported for this period. The surplus has been generated by core services.

Members noted the Finance Report.

### ***7.2 Corporate Balanced Scorecard – Paper BSO 10/2020***

The Director of CCP presented paper BSO 10/2020 which set out the performance of key service areas in the BSO for the two month period up to 31 January 2020. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

Discussion ensued regarding Indicator C9 – General Recruitment – Overall time to fill (BSO) within 70 days – the Chief Executive emphasised that the factors impacting the achievement of this KPI are outwith the control of BSO and RSSC is continuing to work collaboratively with the HSC to improve all areas of recruitment and take an active role in the Strategic Resourcing Innovation Forum (SRIF).

The demand for provision of legal services continues to increase and the Interim Chief Legal Adviser advised members that she has discussed with the Chief Executive the need for a strategic review of legal services to be undertaken. The DoF has been working with the Acting CLA on producing a paper to secure additional funding for Debt Recovery and Employment Law for consideration by the Strategic Finance Forum (SFF). The Board supported this initiative.

Members noted the BSO Corporate Scorecard.

### ***7.3 Encompass Update***

The Encompass Programme Director updated members on the Encompass Programme. The amended Encompass Business Case has been resubmitted to DFP and it is hoped to will be approved by year end. The process to allow BSO to formally sign off the contract was discussed and the Chief Executive reiterated that clarification is still required around the responsibilities for this significant programme. It was agreed that the Encompass Director will continue to attend the monthly Board meetings for assurance purposes.

Members noted the Encompass Programme Update.

## **8. Business and Development Committee (BDC)**

### ***8.1 Report of BDC Meeting held on 17 February 2020 – Paper BSO 11/2020***

The Chair of BDC briefed members on the key issues considered at the BDC meeting held on 17 February 2020.

The HR&CS Report for the period ended 31 December 2019 was considered by BDC and members were advised that staff absence levels continue to rise with mental health still remaining the top absence category. It was noted however that the sickness levels have decreased from 2018/19 financial year and attention was drawn to a number of health and wellbeing initiatives implemented during 2019/20 designed to impact positively on staff well-being. The level of detail contained in the HR&CS report and the length of time involved to produce the report was discussed at BDC and to that end it was agreed that a streamlined high level report would be presented on a quarterly basis (outlining trends) with an indepth annual report produced for year end.

A paper outlining the potential areas of future growth of BSO services was considered to BDC and it was agreed that it would be beneficial for the Board to receive a presentation on this matter.

Members noted the BDC minutes of 13 November 2019.

**9. Presentation**

**9.1 *ITS Programme Delivery***

Mr Craig Young, BSO Head of Programme Delivery made a presentation to members on the key ITS programmes being delivered by ITS. In particular he set out the assurance structure for members information, these included Peer Reviews and Gateway Reviews.

Members welcomed this comprehensive presentation.

**10. Any Other Business**

There was no any other business.

**11. Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 26 March 2020 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chair thanked everyone for attending and closed the meeting.

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Chair

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

Date \_\_\_\_\_