

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The hundred and twenty third meeting of the Board of the Business Services Organisation was held on Thursday 27 June 2019 at 10.00 am in the Boardroom, BSO Headquarters, 2 Franklin Street, BT2 8DQ.

**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)  
Mr Sam Waide (Director of Operations)  
Mr Simon McGrattan (Interim DoF)

**In Attendance:**

Mr Alphy Maginness (Chief Legal Adviser)  
Mrs Karen Bailey (Director of Customer Care and Performance)  
Miss Amanda Mills (Board Secretary)

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

The Chair welcomed everyone to the meeting.

An apology for absence was received from Mrs Karen Hargan.

**2. Declaration of Conflicts of Interest**

There were no conflicts of interest declared.

**3. Minutes**

(i) *Minutes of Meeting held on 23 May 2019*

The minutes of the meeting held on 23 May 2019 were agreed as a true and accurate record of proceedings.

(ii) *Minutes of Meeting held on 11 June 2019*

The minutes of the meeting held on 11 June 2019 were approved subject to a minor amendment.

**4. Matters Arising from Minutes**

**(i) *Action Template – Paper BSO 34/2019***

Members noted the action template arising from the May Board meeting.

**5. Chair's Business**

The Chair updated members on meetings she had attended during June 2019. In particular she referred to her attendance at RCN Nurse of the Year Awards dinner on 6 June 2019.

She advised members that she is planning to hold a Remuneration and Terms of Service Meeting in August/September to review the Chief Executive and Senior Executive's objectives for 2018/19 and 2019/20.

The Chair referred to the recent correspondence from the DoH advising of a change in the Department's approach to the re-appointment of Chairs and members of the Departments' ALBs for second terms which will be introduced on a phased basis in 2019. To this end the Chair encouraged non execs to reapply for a second term of non-executive membership when the time comes. It was recognised at present the Board has two vacant non-executive positions.

**6. Chief Executive's Report**

The Chief Digital Information Officer (CDIO) attended SMT on 25 June 2019 for a formal introduction. It was suggested that an invite should be issued to him to meet with the Board later in the year. The issue of 24/7 cover for ITS was discussed with the CDIO who recognised that this matter needs to be addressed.

The Chief Executive advised that following a recruitment exercise Karen Hargan has been appointed as Director of Human Resources in the Northern Trust and will take up post in mid September. BSO has initiated the process to gain formal approval from the DOH to recruit the BSO Director of HR&CS post.

A meeting of the Encompass Programme Board took place on 7 June 2019 where the main focus of the meeting related to the Notice of Intention to Award Contract. The Chief Executive explained the process to be undertaken before the contract is finally awarded and confirmed that once the Permanent Secretary secures the necessary assurance he will formally instruct BSO to sign the contract on behalf of the HSC. It was recognised there remains a significant amount of work to be undertaken before the contract is signed (scheduled for December 2019) and to that end it was agreed that the Board should be formally briefed on this matter on a regular basis until the contract is formally signed off. It was suggested that the SRO for Encompass (Dr Michael McBride) should be invited to attend a Board meeting during this period.

The Chief Executive and the Chair attended the BSO annual Assurance Review meeting for year end with the Permanent Secretary and Deputy Secretary on 25 June 2019. There were no substantive issues raised at the meeting as a lot of the queries were discussed and cleared at the ground clearing meeting earlier in the month. At the meeting the Chief Executive took

the opportunity to highlight the need to recruit the Director of Finance and the Director of HR&CS posts as a matter of urgency.

Members were asked to note the international travel arrangements for the Director of Operations and the Head of Procurement.

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

### ***7.1 Finance Report – Month 2 – Paper BSO 35/2019***

The Interim Director of Finance presented paper BSO 35/2019; a finance report for the two month period ending 31 May 2019.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period. The surplus has been generated by core services. Discussion centred on the current format of the Balance Sheet and it was agreed to remove the column relating to 2018 financial situation and present the previous year position at year end.

### ***7.2 Corporate Balanced Scorecard – Paper BSO 36/2019***

The Director of CCP presented paper BSO 36/2019 which set out the performance of key service areas in the BSO for the period up to 31 May 2019. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

Members were advised that a paper on the outcome of the executive/non-executive pairing meetings will be presented to the Board in the Autumn.

Members noted the BSO Corporate Scorecard.

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

### ***8.1 Report of BDC Meeting held on 3 June 2019 – Paper BSO 37/2019***

The Chair of BDC briefed members on the key issues considered at the BDC meeting held on 3 June 2019.

The HR and Corporate Services (HRCS) Report for 2018/19 was considered by the Committee. A number of policies were presented to the Committee for approval which are now being presented to the Board for formal ratification (Agenda item 8.2 refers). A presentation was made to BDC on the Customer Survey results for the two year period 2017 – 2019. Due to the significance of this matter it was suggested a presentation should be made to the full Board (Agenda item 9 refers)

Members noted the minutes of the BDC meeting held on 13 February 2019.

### ***8.2 HR&CS Policies – Paper BSO 38/2019.***

Members considered and approved the following policies which had previously been considered by SMT and BDC for recommendation by the BSO Board for formal approval:-

- Regional Conflict, Bullying and Harassment
- Regional Grievance and Capability Procedures
- BSO Security Policy
- BSO Estates Management and Estates Strategy
- BSO Records Management Policy
- BSO Policy for the Safeguarding, Movement and Transportation of Records, Files and other Media.

#### **9. *Customer Survey Analysis 2017-2019 – Paper BSO 39/2017***

The Director of CCP presented an analysis of the customer survey results for the two year period 2017-2019. Members were reminded of the decision that the surveys would be carried out on a staggered basis over two years.

Overall the level of customer satisfaction has greatly improved or sustained in a number of BSO service areas. Discussion ensued around the question “Would you say that our service provides value for money?” and it was clear from the level of customer responses it was proving to be ambiguous. The Director of CCP advised members that this question had been debated at a customer forum meeting where it was suggested the question should be removed. The Chief Executive stated however that BSO must provide customers with an assurance that BSO provides a value for money service.

#### **10. Presentation**

##### **10.1 “*Everything you need to know*” – Directorate of Legal Services**

The Board received presentations from Miss June Turkington and Mr Mark Harvey, Assistant Directors of Legal Services providing an in depth overview of the nature and scope of the work of the Directorate of Legal Services.

#### **11. Any Other Business**

##### **(i) *Board and Committee Dates 2020/2021 – Paper BSO 40/2019***

Members noted a schedule setting out the dates for Board, BDC, GAC meetings for 2020/2021.

##### **(ii) *Declaration and Register of Interests 2019/20***

The Chair reminded members to return the Declaration and Register of Interests template for 2019/20.

##### **(iii) *Engagement with NHS Wales***

The Chief Executive briefed members on a request by NHS Wales for BSO to provide Family Practitioner Payments System (FPPS). BSO is working closely with the DOH on this growth proposal and the Directorate of Legal Services is also involved to determine if the legislation allows BSO to enter into this joint venture. It was agreed that members would be kept apprised of this matter.

12. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 22 August 2019 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

The Chair thanked everyone for attending and closed the meeting.

\_\_\_\_\_  
Chair

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

Date \_\_\_\_\_