

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The hundred and twenty seventh meeting of the Board of the Business Services Organisation was held on Thursday 19 December 2019 at 10.00 am in the Boardroom, BSO Headquarters, 2 Franklin Street, BT2 8DQ.

**Present:**

Mrs Julie Erskine - (Chair)

Mr Mark Campbell  
Miss E P Gordon  
Mr Sean McKeever  
Professor D Whittington

Mr Liam McIvor (Chief Executive)  
Mr Simon McGrattan (Interim DoF)  
Mrs Paula Smyth (Interim Director of HR&CS)  
Mr Sam Waide (Director of Operations)

**In Attendance:**

Mrs Karen Bailey (Director of CCP)  
Miss June Turkington (Acting Chief Legal Adviser)  
Mr Gary Loughran (Encompass Programme Director) – for Agenda item 7.2  
Miss Amanda Mills (Board Secretary)

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

The Chair welcomed everyone to the meeting.

Apologies for absence were received from Robert Bannon, Jeremy Stewart and Alphy Maginness.

2. **Declaration of Conflicts of Interest**

There were no conflicts of interest declared.

3. **Minutes**

(i) *Minutes of Meeting held on 28 November 2019*

The minutes of the meeting held on 28 November 2019 were agreed, subject to a minor amendment, as a true and accurate record of proceedings.

4. **Matters Arising from Minutes**

(i) *Action Template – Paper BSO 75/2019*

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

5. **Chair's Business**

The Chair welcomed June Turkington who has been appointed as Acting Chief Legal Adviser during Alphy Maginness' period of absence.

The Chair briefed members of her and Robert Bannon's attendance at a Centre of Excellence (COE) event on 3 December 2019 where BSO Accounts Receivable were formally awarded their COE status by the Chief Executive of Chartered Institute of Credit Management (CICM). It was recognised that Accounts Receivable are one of the only public bodies to win this type of award. She along with the Chief Executive also attended a workshop for Executive Directors and Non-Executive Directors of ALBs to provide advice and guidance on the draft HSC Board Member Handbook which has been produced by the ALB Board Effectiveness Sub Group as part of the IHRD Programme.

6. **Chief Executive's Report**

***TIG***

The Chief Executive advised that recently TIG meetings have focussed on discussions around the on-going Industrial Action.

***Digital Shared Services***

A meeting of the Digital Shared Services Programme Board is scheduled for the New Year to consider the Gateway Review Report.

***Industrial Action***

The Chief Executive updated members on Industrial Action. HSC Silver Command continues to meet on a daily basis which is being supported by the Interim Director of HR&CS and the Director of Operations.

***SBRI – Gov Tech Catalyst Scheme***

The Chief Executive attended an end of phase supplier meeting relating to the Gov Tech Prisons Project. Members were briefed on the background to this project involving a number of cross sector stakeholders; HSC, DoH and Department of Justice organisations.

## **7. Items for Noting**

### **7.1 *Finance Report – Month 8 – Paper BSO 76/2019***

The Interim Director of Finance presented paper BSO 76/2019; a finance report for the eight month period ending 30 November 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.

Mr McKeever raised a query around the increase in Income and Payroll costs which the Interim Director of Finance agreed to investigate and provide a detailed explanation at the January Board meeting.

In answer to a question by Professor Whittington regarding formal notification of the AFC pay award for 2019/20 the Chief Executive advised that BSO would need to be in receipt of the DOH directive by Friday 20 December 2019 to process a pay award and arrears in the February 2020 staff salaries.

Members noted the finance report.

### **7.2 *Encompass Update – Paper BSO 77/2019***

The Encompass Programme Director updated members on the Encompass Programme. The Full Business Case (FBC) has been formally submitted to the DOH and it is hoped to have it signed off early in the New Year to allow for contact signature in February 2020. As advised at the November Board meeting archiving has been removed from the FBC and a project will be established to look at this programme of work. The inventory management function is included in the FBC and members emphasised the inclusion of PALs in this process. The NI Audit Office (NIAO) are currently undertaking a review of the procurement process for Encompass with the Interim Director of Finance being the lead interface for all queries. Encompass are scheduled to relocate from their current accommodation in Castle Buildings to Clarendon Dock in the New Year.

Professor Whittington referred to the issue of Information Governance (IG) and what implications IG will have on Encompass. Members were advised that the systems will sit on a secure platform however this matter will be considered further by the Encompass Programme Director and revisited in the New Year.

It was agreed that the Encompass Programme Director will continue to attend the monthly Board meetings until the Encompass Contract is formally awarded when the position will be reviewed.

### **7.3 *BSO Board Risk Workshop – 28 November 2019 – Paper BSO 78/2019***

The Director of CCP presented paper BSO 78/2019 which summarised the key issues and actions arising from the BSO Board Risk Workshop held on 28 November 2019.

The Chief Executive advised that SMT will review the Corporate Risk Register in the New Year and will take into account the comments raised by members at the Workshop.

Members noted the report from the BSO Board Risk Workshop.

#### **7.4 *EU Exit – Update***

The Director of Operations briefed members on EU Exit Preparedness.

Members noted the position.

### **8. Presentation**

The Board received a presentation from Mrs Noeleen McCreanor, Chair of the Strategic Resourcing Innovation Forum (SRIF), Mrs Maxine Paterson, Head of Shared Services and Mrs Karyn Paterson, Head of Recruitment Shared Services Centre (RSSC). Members were briefed on the collaborative approaches RSSC have undertaken with SRIF which included the automation and streamlining of a number of processes to attract people to work in the HSC; these included:-

The streamlining pre-employment checks,  
Review of communications to candidates,  
New customer engagement model;  
Improved visibility of activity for managers  
The introduction of an on line reference tool

The Chief Executive reminded members of the transformation of RSSC since he took up post in 2016 and on behalf of the Board thanked the team for a very impressive and informative presentation.

### **9. Any Other Business**

#### **(i) *Director of Finance***

The Chief Executive announced that Mrs Karen Bryson has been appointed as BSO Director of Finance and takes up post on 30 January 2020.

#### **(ii) *Head of Shared Services***

Members were advised that Mrs Maxine Paterson, Head of Shared Services has been appointed as Director of Operations and Planning, NI Ambulance Service and will take up post in April 2020. On behalf of members he thanked Maxine for her dedication and hard work as Head of Shared Services.

### **10. Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 23 January 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

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Chief Executive

Date \_\_\_\_\_