

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and fifty eighth meeting of the Board of the Business Services Organisation was held on Thursday 26 January 2023 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast and via MS Teams.

Present:

Mrs Julie Erskine (Chair)

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

In Attendance:

Miss June Turkington (Interim Chief Legal Adviser)
Mr Mark Bradley (Interim Director of CCP)
Mr Ben Doran (Head of ITS)
Mr Thomas McCaffrey, Comms Manager
Miss Amanda Mills (Board Secretary)

1. Welcome/Apologies

There were no apologies.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meetings held on 8 December 2022

The minutes of the Board meeting held on 8 December 2022 were agreed as a true and accurate record of proceedings.

4. Board Action Template – Paper BSO 89/2023 refers

Members noted the contents of the Board Action Template. It was noted that Lesley Young, incoming BSO Director of Operations will join the February Board meeting to meet with members.

5. Chair's Business

The Chair briefed members on key meetings she attended during the month of December. During the period of the Chief Executive's Annual Leave from 12 December 2022 to 13 January 2023 she continued to hold regular update meetings with the both Director of Finance and the

Director of HR&CS who deputised for this duration. In particular she attended both the BDC and GAC meetings held in December and January. As required under Standing Orders the Chair is required to attend one BDC and GAC meeting and to that end she attended the BDC meeting on 20 December 2022 and GAC meeting on 19 January 2023. At GAC it was agreed that a number of Board workshops should be organised during this year to raise Board awareness; these included:-

- Information Governance Workshop,
- IT Risk Management Appetite Workshop
- Review of BSO's Risk Management Strategy
- Best Practice Procurement
- Third Party Contract Assurance
- Fraud Risk and Identification

It was agreed that a timetable should be produced mapping out the dates of the workshops and it was recognised that some of the sessions could take place before or after a Board or GAC inviting the full Board.

6. Chief Executive's Report -Paper BSO 90/2023 refers

As alluded to under the Chairs Report the DoF and Director of HR&CS deputised for the Chief Executive during her period of Annual Leave.

Running up to the Christmas holiday period the main focus for BSO was the significant pressures on RSSC which was compounded by the Industrial Action following a ballot by the Trade Unions up to and including strike action.

BSO received correspondence from the Permanent Secretary dated 22 December 2022 requesting the submission of a number of financial planning scenarios to support the development of the resource budget for 2023/24. It was noted that an update on this matter will be discussed under confidential section of the Board meeting today.

7. Draft Annual Business Plan (ABP) for 2023/2 – Paper BSO 91/2023 refers

The Interim Director of CCP presented the draft BSO Annual Business Plan for 2023/24. He advised that the draft plan takes account of the regional strategic priorities and the content of the BSO Corporate Plan 2018-2024. Following feedback from GAC the priorities have been reduced from 36 to 24 to make the document more concise and containing only what services BSO is responsible for and what it can deliver. It was also noted that an earlier draft of the ABP had also been reviewed by BDC members.

Members approved the Draft Annual Business Plan which is due for submission to DOH Sponsor Branch by 31 January 2023.

8. Revision of Standing Orders (SOs) and Standing Financial Instructions (SFIs) – Paper BSO 92/2023 refers

Members considered and approved the revisions to the Standing Orders and Chief Executive's Scheme of Delegation. It was noted that main changes relate to the standing down of HSCB and the establishment of SPPG and the changes to BSO's new operating model which is scheduled for implementation on 1 April 2023.

9. Finance Report – December 2022 – Paper BSO 93/2023 refers

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.

A further detailed forecast exercise is currently being finalised and will be reported to the February Board meeting.

Attention was drawn to the increased level of inflation which is currently running at 11% which is significantly higher than in previous years and to that end DoF advised she has now modelled the financial plan to reflect an average of 12% which will have a significant impact on the BSO run rate of expenditure in 2022/23. DoH have confirmed that all HSC organisations are required to reduce their run rate of expenditure and reduce its discretionary spend. This directive has subsequently been conveyed to all BSO budget holders and discussed by SMT.

The Equip Programme is starting to ramp up with the tender for the Equip software advertised in November 2022. The next stage of the procurement is the software tender evaluation process which is anticipated to commence in the near future. It was suggested and agreed that it would be appropriate for the Board to receive a detailed update on this key programme in early Spring.

It was also suggested that the Board should be briefed on the 10 year capital plan relating to the replacement of the PPE Supply Chain Warehouses.

10. Annual Business Plan Performance Report – Period Ending 31 December 2022 (Quarter 3) – Paper BSO 94/2023 refers

The Interim Director of CCP presented paper BSO 94/2023 which set out a summary exception report on the performance against the revised draft Annual Business Plan for 2022/23 as at 31 December 2022. It was noted at the end of Quarter 3, 85.5% of the actions within the Annual Business Plan were reported as complete and within the agreed tolerance level. Members were briefed on the challenges faced by the Directorate of Legal Services in developing the existing business case relating to the Case Management System due to the rise in inflation. It was noted that a revised business case is being drafted and is at an advanced stage.

11. Corporate Balanced Scorecard – Paper BSO 95/2022 refers

The Interim Director of CCP presented paper BSO 95/2022 which set out the performance of key service areas in the BSO for December 2022 and highlighted the measures with a red RAG rating and explained the circumstances which led to the evaluations.

Members welcomed the fact that that the majority of BSO services were now operating under BAU following the end of the Covid Pandemic.

Members noted the BSO Corporate Scorecard.

12. Governance and Audit Committee (GAC)

Report of Meeting held on 19 January 2023

The Chair of GAC briefed members on the key issues arising from the GAC meeting held on 19 January 2023.

In particular he referred to his meeting with the independent Associate who is undertaking a review of BSO's Information Governance (IG). He advised that GAC will await the outcome of her report before making a final decision of where the responsibility for IG will sit.

Mr McKeever also reported on his attendance at a DOH Audit and Risk Assurance Committee (DARAC) meeting on 13 December 2022 where a number of revenue business cases were considered following the outcome of the 2021/22 test drilling exercise; these included two from BSO which were rag rated Red. The DoF advised that BSO only received formal notification of this matter in mid January 2023 and are currently preparing a response to DOH.

The minutes of the GAC meeting held on 1 November 2022 were noted by members - (Paper BSO 96/2023 refers).

13. Business and Development Committee (BDC)

Report of meeting held on 20 December 2022 – Paper BSO 97/2023 refers

The Chair of BDC briefed members on the key issues arising from the BDC meeting held on 20 December 2022.

The Committee considered and approved the BSO Assistance to Study Policy subject to a minor amendment suggested by Miss Gordon. The revised policy document will be presented to the February Board meeting for formal approval. The Director of HR&CS briefed members on the Hybrid Working Scheme and the introduction of the pilot scheme which requires staff to work from the office 3 days per week. It was noted that 83% of staff have applied for Hybrid Working. An evaluation group has been established to monitor the progress around this initiative and the inaugural report will be presented to SMT in February 2023.

The minutes of the BDC meeting held on 14 September 2022 were noted by members.

14. AOB

Mr McKeever asked if BSO planned to nurture the relationships with those businesses who provided a service during Covid. The Chair advised that as referred to earlier in the meeting this matter could be covered at the proposed workshop on third party contracts however she was aware that PALs work closely with local suppliers and maintain close contact. It was agreed that the Interim Director of CCP would explore this matter off line with the Interim Director of Operations.

15. *Date of Next Meeting*

The next meeting of the BSO Board will take place on **Thursday 23 February 2023 at 10.00 am**, at BSO HQ.

Members were reminded that an Equality Awareness Training session is scheduled to take place on 23 February 2023 at 9.30 am.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____