

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The hundred and thirty first meeting of the Board of the Business Services Organisation was held on Thursday 23 April 2020 at 10.00 am via tele conference.

**Present:**

Mrs Julie Erskine - (Chair)

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

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)  
Mr Alphy Maginness (Chief Legal Adviser)  
Miss June Turkington (Acting Chief Legal Adviser)  
Miss Amanda Mills (Board Secretary)  
Mr Gary Loughran (in attendance for agenda item 7.5)

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

The Chair welcomed everyone to the meeting and in particular Mr Alphy Maginness on his return from sick leave.

An apology for absence was received from Mr Liam McIvor.

2. **Declaration of Conflicts of Interest**

There were no conflicts of interest declared.

3. **Minutes**

(i) *Minutes of Meeting held on 26 March 2020*

The minutes of the meeting held on 26 March 2020 were agreed as a true and accurate record of proceedings.

4. **Matters Arising from Minutes**

There were no matters arising from the previous minutes.

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

The Chair informed members that as expected the main focus of her work during the month of April has centred around Covid. She has been in contact on a regular basis with the Chief Executive and is also involved in weekly video conference meetings facilitated by Nicon with her chair counterparts. Staff are receiving regular updates on key issues discussed at SMT meetings and the Chair is planning to issue a Corporate Communication on behalf of the Board to staff thanking BSO staff for their hard work, flexibility and diligence in these very difficult and challenging times. The Chief Executive has been called to attend a meeting of the Health Committee on 30 April 2020 regarding the supply and distribution of PPE. The Chair will advise members of any issues arise from the Health Committee.

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

Due to the absence of the Chief Executive there was no Chief Executive's Report.

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

### ***7.1 Finance Report – Month 12 – Paper BSO 16/2020 refers***

The Director of Finance (DOF) presented paper BSO 16/2020 which was her provisional financial report for the year ended 31 March 2020 setting out the provisional outturn position for income and expenditure as well as the Balance Sheet and Capital position for 2019/20.

The summary financial position for the period reported a provisional surplus for the financial year which is within break even tolerances. She advised that the primary increase for the surplus was as a result of the pay award for 2019/2020 which was paid in March 2020.

The Finance Director and her team are currently finalising the draft annual accounts for 2019/20 which are due for submission to NIAO and DoH in May for audit scrutiny.

The budget build process for 2019/20 has commenced and the draft financial strategy for 2020/21 will be presented to the May Board meeting.

The Chair on behalf of members thanked the DoF and her team for the excellent work involved in working in the current difficult circumstances and also welcomed the clarity of the of the format of the finance report.

Members noted the Finance Report

### ***7.2 Review of BSO Risk and Assurance Report – Paper BSO 17/2020 refers***

The Director of CCP presented paper BSO 17/2020 outlining progress made to date on risk actions as at 31 March 2020. Members were reminded the Corporate Risk Register is presented to the GAC on a quarterly basis and the Board on a bi-annual basis. It was noted that two new risks have been added to the Register relating to reputational damage for BSO and, of course, the risk that the Covid 19 pandemic could negatively impact on BSO's ability to deliver its services. It was also noted that the confidential risk relating to Brexit has been temporarily archived.

The Director of CCP informed members that specific discussion took place at GAC around the inclusion of a risk relating to the Encompass programme. To that end the Director of Customer Care & Performance agreed to raise this for discussion with SMT for possible inclusion. The Chief Executive is currently in discussion with the Encompass Programme Director regarding this matter.

A detailed discussion also took place around Covid 19 at GAC and it was agreed that SMT will consider the actions and mitigations to be put in place and update the Risk Register accordingly. In answer to a question relating to the recording of Covid sickness absence, the Director of HR&S confirmed that a situation report is presented to SMT on a weekly basis and SMT hold twice weekly catch up meetings on Covid related issues.

Members noted the Corporate Risk and Assurance Report for 2018/19

### ***7.3 Report of GAC Meeting held on 21 April 2020 – Paper BSO 18/2020 refers***

The Chair of GAC briefed members on the key issues considered by GAC at its meeting on 21 April 2020. The Committee reviewed all priority 1 and 2 recommendations on a number of internal audit reports.

In particular he referred to the Management of Complaints Audit Report which had received a Limited assurance and it was agreed that the Director of HR&CS would be invited to the next meeting of GAC to address members concerns.

### ***7.4 DoH Correspondence:- Covid 19 – Sponsorship and Governance Activities to Pause – Paper BSO 19/2020 refers***

Members were asked to note the above mentioned correspondence to ALB Chairs and Chief Executives advising that due to Covid 19, DOH Sponsor Branch have had to reprioritise its work to maintain critical services and to best tackle the significant risks to public health and social care in NI. The correspondence also requested that NED teams provide support to executive colleagues as required and to that end the Chair advised that Mr Bannon has agreed to support with the Complaints Audit report.

### ***7.5 Encompass Update***

The Encompass Programme Director updated members on the Encompass Programme. The amended Encompass Business Case has not been approved at this point in time due to Covid 19. The funding has been carried over to the 2020/21 financial year with a view to progressing to an early May contract award. The Chair asked if there was a time limit on this contract however the Encompass Programme Director confirmed that the supplier will not pass on the charges until the contract is formally awarded. He assured members that BSO's Legal Directorate are keeping a close watch on this area of work.

Members noted the Encompass Programme Update.

### ***7.6 Risks and Issues Summary Paper (10 – 16 April 2020) – Paper BSO 20/2020 refers***

In the absence of the Chief Executive, the Chair invited the Director of CCP to present the Risk and Issues Summary report which is amended and presented to SMT on a weekly basis.

The relevant Directors answered questions from Non Executives around the impact of Covid in their particular service areas. In particular it was suggested and agreed that at an appropriate time SMT should consider the production of a lessons learned exercise, ie what has been learnt and what would BSO do in future if a second surge occurred later in the year.

**8. Covid 19 – Directors Updates**

The Chair invited executive colleagues to update members on an exception basis the additional work taking place due to Covid 19. Each Director provided members with a comprehensive update on their services areas.

**9. Any Other Business**

There was no any other business.

**10. Date of Next Meeting**

The next meeting of the BSO Board is scheduled to take place on Thursday 28 May 2020 at 10.00am via tele conference.

The Chair thanked everyone for attending and closed the meeting.

\_\_\_\_\_  
Chair

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

Date \_\_\_\_\_