

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and thirty second meeting of the Board of the Business Services Organisation was held on Thursday 28 May 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
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 Amanda Mills (Board Secretary)
Mr Gary Loughran (in attendance for agenda item 8.1)

1. Chair's Welcome and Opening Remarks and Apologies

The Chair welcomed everyone to the meeting and at the outset informed members of the death of June Turkington's mother. The Chair on behalf of the Board agreed to pass on their condolences to June at this very sad time.

Apologies for absence were received from Mr Liam McIvor, Jeremy Stewart and June Turkington.

2. Declaration of Conflicts of Interest

There were no conflicts of interest declared.

3. Minutes

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

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

4. **Matters Arising from Minutes**

The Chair confirmed that following last month's Board meeting she had sent out a corporate communication to BSO staff on behalf of the Board staff thanking them for their commitment and hard work during the Covid pandemic crisis.

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

The Chair advised that she is in regular contact with SMT and in particular holds bi-weekly meetings with Karen Bryson in her role as Deputy Chief Executive. Nikon continues to facilitate regular meetings of the Chairs Forum during the Covid 19 period. It is hoped that the Zoom video conferencing facility will be implemented in the near future and will be operational for the June Board meeting. The Director of CCP advised that she uses Zoom extensively and finds it very effective.

(i) ***Letter from Permanent Secretary dated 21 May 2020 confirming BSO CEO as SRO for Digital Workplace Programme – Paper BSO 20/2020 refers***

The Chair presented paper BSO 20/2020; correspondence from the Permanent Secretary to Liam McIvor confirming his appointment as Senior Responsible Owner (SRO) for the Digital Workplace Programme. The Chair has discussed this matter with Karen Bryson who is deputising for the Chief Executive during his current spell of absence and has agreed that the Director of Customer Care and Performance will act as SRO on this programme until Liam McIvor returns to work. A paper on the Digital Workplace Programme will be presented to the Board later in the year.

(ii) ***Letter from Permanent Secretary dated 21 May 2020 confirming BSO CEO as SRO for Business Services Transformation Programme II (BSTP II) – Paper BSO 21/2020 refers***

The Chair presented paper BSO 21/2020; correspondence from the Permanent Secretary dated 21 May 2020 confirming BSO CEO as SRO for the BSTP II. As with the Digital Workplace Programme the Director of CCP will also act as SRO until the Chief Executive's return to work. Members were advised that the inaugural meeting of the BSTP Programme Board is scheduled to take place on 29 May 2020.

(iii) ***DAO (DoF) 04/02 – Update to HM Treasury's Orange Handbook – BSO 22/2020 refers***

The Chair presented to members the new edition of HM Treasury's Orange Book – "Management of Risk – Principles and Concepts". She highlighted the main changes to the document and suggested that at an appropriate time a Board workshop should be arranged to consider the revisions. She also confirmed that she has discussed the document with the Chair of GAC.

Members noted the Update to the HM Treasury's Orange Book.

6. Chief Executive's Report

The DoF who is acting as Deputy Chief Executive briefed members on the duties she has been undertaking during the Chief Executive's absence. These included bi weekly conference calls with the Permanent Secretary and Trust Chief Executives, and the tri-weekly meetings with Trust Chief Executives where the main focus of discussion has been the rebuild and reshape of HSC coming out of Covid 19. In answer to a question by Miss Gordon the Director of HR&CS confirmed that BSO is in the process of producing an action plan to consider how the BSO can return to Business as Usual (BAU) taking into account the new workplace protocols following the Pandemic. Returning to BAU is a substantive agenda item at the weekly SMT Covid 19 meeting.

Members noted the position.

7. Items for Approval

7.1 BSO Financial Strategy for 2020/21 – Paper 23/2020 refers

The Director of Finance (DOF) presented paper BSO 23/2020 which set out the financial strategy and opening budgets for 2020/21 financial year. The DoF briefed members on the process to formulate the budget which is linked closely with the production of the BSO Service Offering. It was noted that the budget for Covid 19 is separate and the DoH have not as yet confirmed the allocation.

It was recognised that the financial strategy for 2020/21 highlights that BSO will face many challenges in this financial year due to Covid 19 and in answer to a question from Professor Whittington the Director of Operations advised that the DoH have commissioned a consultancy firm to undertake a modelling exercise on the PPE requirement if a second surge if the pandemic occurs. He assured members that PaLs are working with the Supply Chain on a longer term strategy for procurement of PPE taking into account social care needs and primary care 9 (including GPs and Dentists).

Members approved the BSO Financial Strategy for 2020/21.

8. Items for Noting

8.1 Encompass Update

The Encompass Programme Director informed members that the tender validity period set by the supplier to sign off the Encompass Contract was 17 May 2020. The tender validity period was subsequently extended to Friday 29 May 2020 and it is hoped that Department of Health and Department of Finance will approve the Encompass FBC and prioritise the expenditure needed to enable Encompass to proceed and instruct BSO to award the Encompass Contract on behalf of the HSC. The Chair clarified that in the absence of the Chief Executive, the Deputy Chief Executive (DoF) will award the contract once BSO receives the authorisation letter from the DOH.

Members noted the Encompass update.

8.2 BSO Corporate Scorecard – Paper BSO 24/2020 refers

The Director of CCP presented paper BSO 24/2020 which set out the performance of key service areas in the BSO for the period up to 30 April 2020. She highlighted those measures with a Red Rag rating and explained the circumstances which led to this evaluation. As expected there were a number of Red indicators which reflected that BSO is in the throes of Covid 19 and working in Business continuity mode.

Members noted the BSO Corporate Scorecard.

8.3 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. The Chair thanked members for their briefings and requested that at an appropriate time a briefing should be made to the Board on a strategic basis of the BSO's plan to return to BAU.

8.4 Correspondence to Permanent Secretary iro Pre Payments – Paper BSO 25/2020 refers

The DoF presented paper BSO 25/2020 highlighting correspondence sent to the Permanent Secretary setting out the approach by BSO to make pre-payments to Suppliers in order to maintain an adequate supply of PPE to the HSC Sector. She added that this issue would normally be presented to the GAC however due to time commitments and the urgency it was agreed to bring this to the attention of the Board. Members were assured that BSO has put in place a number of processes and controls to mitigate any risk to the organisation. Internal Audit were commissioned to undertake a review of the pre-payment processes to ensure compliance with the BSO's Standing Financial Instructions (SFIs) and a report will be presented to GAC on 25 June 2020. Members were also advised that the Pre-payment register is now a substantive agenda item for SMT.

Members noted the position.

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 25 June 2020 at 11.00 am.

A meeting of GAC will take place on the morning of 25 June at 9.00 am.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____