

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and thirty fourth meeting of the Board of the Business Services Organisation was held on Thursday 27 August 2020 at 10.00am via Video Conference.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon
Mr Mark Campbell
Miss Patricia Gordon
Mr Sean McKeever
Mr Jeremy Stewart
Professor Dorothy Whittington

Mrs Karen Bailey (Acting Chief Executive)
Mrs Karen Bryson (Director of Finance)
Mrs Paula Smyth (Director of HR&CS)
Mr Sam Waide (Director of Operations)

In Attendance:

Mr Peter Wilson (AD PALS)
Mrs Siobhan Fisher (AD CCP)
Miss Amanda Mills (Board Secretary)

1. Chairs Welcome and Apologies

Apologies for absence were received from Liam McIvor and Alphy Maginness.

The Chairman welcomed everyone to the meeting. At the outset she advised members that this would be Mr Sam Waide's last Board meeting and wished him every success in his new career. She also welcomed Mr Peter Wilson, who has been appointed as the Interim Director of Operations and will take up post on 14 September 2020.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meeting held on 25 June 2020

The minutes of the meeting held on 25 June 2020 were agreed as a true and accurate record of proceedings.

4. Chairs Business

The Chair advised she is continuing to hold bi-weekly calls with the Acting Chief Executive. The recruitment process for the Interim Director of CCP has been re-advertised and the interviews are scheduled to take place on Friday 18 September 2020. Members were informed that a survey will be circulated to members in the near future on communication and would appreciate if members could complete this and return to CCP Directorate in a timely manner. The results of the survey will be discussed at the September Board meeting. She also reminded

members to review their Bios and return to the CX Office. The revised Bios will be uploaded onto the BSO website.

5. Acting Chief Executive's Report

Karen Bailey briefed members on the meetings she has recently attended; these included Rebuilding HSC Services Programme Board and the annual review of SLAs with Trusts and ALBs.

She advised members BSO has recently met with the NI Fire and Rescue Service (NIFRS) following a request from DoH Sponsor Branch for BSO to provide a full managed service to NIFRS. BSO will undertake a due diligence exercise. It was recognised that this will be a very significant exercise for BSO especially taking into account that BSO will be heavily involved in the work relating to the closure of HSCB. Members discussed this proposal at length, especially about the potential risks of taking on such a significant and challenging project but also recognised the opportunity for the organisation to grow. The Acting Chief Executive assured members if BSO has any concerns with the proposal they will alert DOH Sponsor Branch immediately. It was agreed that members would be kept apprised on this matter on a regular basis.

The Digital Shared Services (DSS) is gaining momentum and BSO is working with the SRO of this project, Shane Devlin, on refining options for the programme. It was suggested that an invitation should be issued to the Programme to brief the Board on this programme within the next two board meetings.

6. Items for Approval

6.1 BSO Draft Annual Business Plan for 2020/21 – Paper BSO 34/2020 refers

The Acting CEX presented Paper BSO 34/2020; a revised draft BSO Annual Business Plan for 2020/21. She explained that due to Covid 19 BSO Service areas were working to Business Continuity Plans (BCPs) during the Pandemic and ultimately the original priorities submitted for the Annual Business Plan required adjustment. To that end the revisions are now reflected in the attached plan. A number of questions were raised by members regarding the key priorities, targets and actions which were addressed and clarified by the relevant executive director.

Members approved the BSO Draft Annual Business Plan for 2020/21.

6.2 BSO Management of Change Framework – Paper BSO 35/2020 refers

The Director of HR&CS presented Paper BSO 35/2020; BSO Management of Change Framework, which has been developed to ensure that the BSO has clear and consistent processes in place to support its staff and managers through organisational change programmes. Members were advised that BSO engaged with Trade Unions on this document where they advised they were content.

Members approved the BSO Management of Change Framework.

7. Items for Noting

7.1. Finance Report – Month 4 – Paper BSO 36/2020 refers

The Director of Finance presented paper BSO 36/2020; a finance report for the four month period ending 31 July 2020.

The summary financial position shows the reported income and expenditure position for the period, with an overall deficit reported for this period. She explained that the deficit has been generated once again by core services, which is the result of the significant impact of Covid 19 expenditure. Discussions are ongoing with the DoH to secure funding for Covid 19 pressures and a number of bids have been submitted to DOH. Subject to a resolution of the Covid 19 funding issues and receipt of all other secured income BSO would forecast a breakeven position at year end. The DoF advised that she is undertaking a review of the appendix detailed information and this will be completed for month 5 reporting.

Particular discussion ensued around the significant exercise involved during August to securing additional warehouse space to stock PPE. Special thanks was made to both Peter Wilson and Jonathan Semple, Head of Logistics, in getting this very important and challenging business case process completed and approval received from the DOH in a four week period. The Chair advised that she and the Acting Chief Executive plan to visit PALs to thank staff in person.

Members noted the finance report.

7.2 BSO Management Statement and Financial Memorandum (MSFM) – Changes – Paper BSO 37/2020 refers

The DoF made a presentation to members outlining the changes made to the BSO's MSFM which outlines the framework which BSO has to operate. In particular she highlighted the key changes to the MSFM relating to the Regional ICT programmes/projects where the SRO is not a BSO member of staff, and the role of the BSO Chief Executive as Accounting Officer relating to these projects. She also highlighted the role of the CDIO in relation to IT programmes. She invited members to submit any comments on the MFSM to her directly. She advised members that the changes have been completed in partnership with the DoH. She also highlighted to members that all new board members should receive a copy of the BSO Management Statement and Financial Memorandum (MSFM).

Members noted the presentation with interest.

7.3 Corporate Balanced Scorecard – Paper BSO 38/2020 refers

The AD CCP presented paper BSO 38/2020 which set out the performance of key service areas in the BSO for the period June and July 2020. She highlighted those measures with a red rag rating and explained the circumstances which led to the evaluations.

Members noted the BSO Corporate Scorecard.

7.4 Annual Business Plan Performance Report, period ending 31 March 2020 – Paper BSO 39/2020 refers

The AD CCP presented paper BSO 39/2020 which set out a summary exception report on the performance against the Annual Business Plan for 2018/19 as at 31 March 2020. It was noted at year end 73% of the actions within the Business Plan were reported as complete within the agreed tolerance level. Members noted that notwithstanding the impact of Covid, BSO should be congratulated on achieving this result.

7.5 “The New Normal” – A Plan for Re-Starting BSO Services – Paper BSO 40/2020 refers

The Director of HR&CS and AD CCP presented paper BSO 40/2020 for members’ information. She briefed members on the rationale on developing this plan and highlighted the protocol the organisation is following in planning “the New Normal”:- Prepare, Inform, Prevent and Recover. The document is a live document and will continue to be updated as new guidance becomes available. Members congratulated the organisation on this excellent document to support BSO staff.

7.6 Encompass Update – Paper BSO 41/2020 refers

The Acting Chief Executive presented Paper BSO 41/2020 an interim update provided by the Encompass Programme. She noted that BSO Board had requested a more detailed report which will be presented to the September Board meeting when the Encompass Programme Director returns from leave.

Members noted the Encompass Update and welcomed the Acting Chief Executive’s statement that a detailed report will be made to the September Board meeting especially in light of the accountability responsibilities of the Board. The Chair assured members that given the significant responsibilities and potential risks BSO carry for this Programme regular detailed reports will be required.

7.7 Executive Summary for Financial Year 2019/20 for Health and Social Care RECs A and B and Committee Annual Reports – Paper BSO 42/2020 refers

Members noted with interest the contents of the ORECNI Executive summary acknowledging that it has acted in accordance with the Standing Operating Procedures (SOPs) adopted under the UK Health Department’s Governance Arrangements for Research Ethics Committees.

7.8 Executive Summary Quality Accreditations for Health and Social Care Ethics Committees A and B and HRA Quality Accreditation Letters – Paper BSO 43/2020 refers

The Board acknowledged the 3 yearly Quality Accreditation Reports of its HSC Ethics Committees A and B for which it acts as an Appointing Authority.

7.9 Covid 19 – Updates from Directors

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 Acting CX confirmed that all Covid Test results have now been transferred to the BSO's Data Warehouse and briefed members on BSOs joint working with PHA to provide support for independent and care home sector regarding the test and trace project.

The DoF advised that BSO is supporting DoH on providing costing information in respect of the regional models for PPE as well as providing historical trading information relating to Covid 19.

8. AOB

There was no any other business.

9. *Date of Next Meeting*

The next meeting of the BSO Board will take place on Thursday 24 September 2020 at 10.00 am.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____