

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and fifty sixth meeting of the Board of the Business Services Organisation was held on Wednesday 2 November 2022 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast and via MS Teams.

Present:

Mrs Julie Erskine (Chair)

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

In Attendance:

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

1. Welcome/Apologies

Apologies for absence were received from Robert Bannon and Ben Doran.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meetings held on 22 September 2022

The minutes of the Board meeting held on 22 September 2022 were agreed as a true and accurate record of proceedings.

4. Board Action Template – Paper BSO 71/2022 refers

Members noted the contents of the Board Action Template.

5. Chair's Business

The Chair briefed members on key meetings she attended during the months of September and October; this included her attendance at the Nicon Chairs meeting where she took the opportunity to thank Minister Swann for his support to BSO during his period of office. The Permanent Secretary visited the Accounts Payable site in Ballymena and HSC Pensions on 11 and 18 October 2022 respectively and was pleased to inform members that both events proved to

be very successful and informative for the Permanent Secretary and staff appreciated his extensive engagement.

6. Chief Executive's Report -Paper BSO 72/2022 refers

The Chief Executive presented her monthly report and highlighted key issues to members.

The recruitment exercises for three Senior Executive posts (Director of Operations, Director of Digital Operations and Director of Strategic Planning and Customer Engagement) have commenced along with the Encompass Programme Director post. It is envisaged that the final interviews will take place in late November.

The Chief Executive's presentation to Senior Staff on the BSO review is well underway with the majority of service areas completed by the end of November.

Extensive engagement has been taking place with HSC organisations looking at ways to enhance and improve the challenges faced by Recruitment Shared Services.

7. Finance Report – September 2022 – Paper BSO 73/2022 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. The mid year assessment exercise has been completed and a spending plan is being finalised through SMT to utilise any corporate slippage to support the break even plan with a further detailed forecast exercise will be undertaken in January 2023.

DoF reminded members of the extremely challenging financial outlook for HSC and advised that DoH have yet to agree a budget however it is envisaged that there is in all likelihood to be a drive towards efficiency savings to meet financial pressures.

With regard to the capital expenditure position members were advised that due to the absence of an Executive no budget has been agreed however the DOH has approval up to 95% of prior year budget. BSO has received a CRL allocation in year. The Encompass Programme remains the largest capital project and the outcome of the Encompass Addendum is still outstanding. Members were assured that BSO works closely with the SRO of Encompass on this matter.

8. Launch of the UK Covid 19 Inquiry – Implications for BSO – Paper BSO 74/2022 refers

The Interim Chief Legal Adviser presented a briefing paper on the implications for BSO following the launch of the UK Covid 19 Inquiry which officially commenced on 28 June 2022. The Inquiry will be launched into 3 modules:-

Module 1 will examine the UK's resilience and preparedness for the coronavirus pandemic.

Module 2 will be split into parts and will examine core political and administrative governance and decision-making by the UK government. Module 2C will address the same overarching and strategic issues from the perspective of Northern Ireland, and hearings will take place in Belfast.

Module 3 will investigate the impact of Covid, and governmental and societal responses to it, on healthcare systems, including on patients, hospital and other healthcare workers and staff.

At present DoH has been granted Core Participant Status and it is anticipated that DoH will take the lead in co-ordinating the HSC's response to the Inquiry.

All HSC bodies will have a significant part to play in this Inquiry and it is expected that DLS will be required to provide legal representation for those bodies; Counsel will also need to be instructed. Also, BSO as a service provider for ITS and PALs will be involved in this Inquiry and have provide supporting documentation. The Inquiry is scheduled to last for 5 years. The Interim Chief Legal Adviser has been nominated to sit on the DOH Covid Inquiry Liaison Group and will ensure that both BSO SMT and the Board are kept apprised of developments.

**9. Annual Business Plan Performance Report – Period Ending 30 September 2022
(Quarter 2) – BSO 75/2022 refers**

The Interim Director of CCP presented paper BSO 75/2022 which set out a summary exception report on the performance against the revised draft Annual Business Plan for 2022/23 as at 30 September 2022. It was noted at the end of Quarter 2, 77.4% of the actions within the Annual Business Plan were reported as complete and within the agreed tolerance level.

In answer to a query raised by Miss Gordon relating to the RAG Status for the Encompass Programme, the Interim Director of CCP agreed to review this matter and clarify the position in the Quarter 3 Performance Report.

10. Corporate Balanced Scorecard – Paper BSO 76/2022 refers

The Interim AD Director of CCP presented paper BSO 76/2022 which set out the performance of key service areas in the BSO for September 2022 and highlighted the measures with a red RAG rating and explained the circumstances which led to the evaluations.

Discussion ensued regarding Indicator C7 “Available Legal Services Solicitor Time Used” and the ongoing high demand for provision of legal services including the number of public inquiries which are ongoing, eg Muckamore Abbey and Neurology, and which require significant support from DLS. To that end it was suggested that a briefing paper should be produced for members' information on the number of Public Inquiries being dealt with by DLS.

Members noted the BSO Corporate Scorecard.

11. Corporate Risk and Assurance Report – Paper BSO 77/2022 refers

The Interim Director of CCP presented the Corporate Risk and Assurance Report for 2022/23 for members' consideration and advised that the report had been presented to the GAC at its meeting on 1 November 2022.

Members noted the Corporate Risk and Assurance Report for 2022/23.

**12. Remuneration and Terms of Service Committee (RTCS) – Report of Meeting held on
25 October 2022**

The Chair briefed members on the key issues arising from the RTCS Meeting held on 25 October 2022.

The main agenda item for the Committee was a briefing on the proposed recruitment process, following independent job evaluations, for three senior executive posts as recommended and in line with the outworkings of the BSO Review.

The minutes of the RTCS meeting held on 20 July 2022 were noted by members - (**Paper BSO 78/2022** refers).

13. Governance and Audit Committee Meeting – Report of Meeting held on 1 November 2022

The Chair of GAC briefed members on the key issues arising from the GAC meeting held on 1 November 2022. It was noted that a formal update will be presented to the December Board meeting. Miss Gordon referred to the report presented to GAC setting out the number of Direct Award Contracts (DACs) and in particular the number of systems which will interact with Encompass and will cease once Encompass is fully functional. The Chief Executive advised that now that Encompass Go Live has been delayed some systems which were due for expiration will have to be extended and business cases will have to be produced. It was suggested that at an appropriate time a presentation should be made to the Board on this issue.

14. AOB

14.1 Code of Conduct and Code of Accountability for Board Members of HSC Bodies – Paper BSO 79/2022 refers

Members noted the Code of Conduct and Code of Accountability for Board Members of HSC Bodies.

14.2 Industrial Action

The Director of HR&CS briefed members on the proposed Industrial Action recommended by Trade Unions and assured members that BSO is working with HR colleagues across HSC on reviewing mechanisms to put in place if Industrial Action or Strike action takes place.

14.3 Planned Leadership Conference – 9 February 2023

The Director of HR&CS referred to the proposed Leadership Conference scheduled to take place on 9 February 2023 and requested members views on postponing the conference in light of the current financial situation and the anticipated Industrial Action across HSC. Members agreed with the rationale to defer the conference to June 2023 and endorsed the recommendation by the Director of HR&CS to the possibility of holding a virtual leadership event in February 2023 to launch the BSO People Strategy.

14.4 Board Workshop – Business Planning – 16 November 2022

The Chair reminded members of the forthcoming Board workshop on Business Planning where Chris Matthews, DoH has been invited to address the Board.

15. *Date of Next Meeting*

The next meeting of the BSO Board will take place on **Thursday 8 December 2022 at 10.00 am**, at BSO HQ.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____