

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and fifty fifth meeting of the Board of the Business Services Organisation was held on Thursday 22 September 2022 at 10.00am in the Conference Room, Recruitment Shared Services Centre, Rosewood Villa, 73 Loughgall Road, Armagh, BT61 7PR.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon	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)
Mrs Karen Hunter, (AD, CCP)
Mr Ben Doran (AD ITS)
Mr Thomas McCaffrey, Comms Manager
Miss Amanda Mills (Board Secretary)
Mrs Lynette Fegan and Mrs Karyn Patterson (for agenda item 7)
Mr Martin Mayock (for Agenda item 13)

1. Welcome/Apologies

Apologies for absence were received from Mark Campbell and Martin Bradley.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meetings held on 25 August 2022

The minutes of the Board meeting held on 25 August 2022 were agreed as a true and accurate record of proceedings.

4. Board Action Template – Paper BSO 58/2022 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 month of August; this included her attendance, along with 50 BSO staff, at the Concert at the Waterfront Hall where the NHS were awarded the Freedom of the City of Belfast.

6. Chief Executive's Report -Paper BSO 59/2022 refers

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

Recovery is now almost complete from the One Advanced ransomware cyber incident; work is underway to produce a Lessons Learnt document from this incident and the Sungard Incident.

At a recent meeting of the Equip Programme Board a number of concerns were raised in respect of the mandate of the programme. These concerns will be conveyed to the HR Directors Forum and CDIO for resolution and clarity.

The Digital Shared Services Business Case has been approved and work is progressing on mobilising the DSS Programme.

HSC Chief Executives received a briefing from the Permanent Secretary at the HSC Performance and Transformation Executive Board on the challenging financial environment for HSC. All ALBs have been asked to consider cash releasing efficiencies on their Revenue Resource Limit Income (RRL) and produce in year savings; this matter is being led by the Director of Finance who will bring a proposal to SMT.

BSO SMT held a 2 day workshop to consider a number of strategic issues which will feed into the annual business planning cycle.

A public Inquiry into Covid has been launched and BSO has approached DOH to secure funding as a significant input from Legal Directorate is anticipated. In answer to a question from Miss Gordon on the timescale for the Inquiry, the Interim Chief Legal Adviser stated that the Inquiry is scheduled to last 5 years at a minimum. The Board will receive updates on the Inquiry as it gains momentum.

The Chief Executive met with the Permanent Secretary on 21 September 2022 regarding the Encompass Programme where she took the opportunity to assure him of BSO's continuing support. In particular the risks around the Encompass programme were discussed, which included difficulties in recruiting staff to support the programme. It was noted the addendum to the Business Case is still being considered by DOF, DoH however financial cover has been agreed by DOH until 31 October 2022.

It is anticipated that DOH will formally approve the Business Case for extending the leases for PPE stock warehouses imminently.

The Job Evaluation Reports on the Director posts are near completion and once received will be submitted to DOH for formal approval to commence the recruitment process.

7. Presentation – HSC Recruitment 2017-2022 – Executive Summary – BSO 60/2022 refers

A presentation was made by Mrs Lynette Fegan, Interim Head of Shared Services and Mrs Karyn Patterson, Head of Recruitment Shared Services highlighting the growth of the HSC Recruitment Shared Services during the period 2017-2022.

For comparison purposes in 2022 members were advised of the following improvements in service delivery since 2017:-

Advertisements were published 6.8 days faster;
Shortlisting panel papers were issued 4.3 days faster;
Interview outcomes were issued 3.9 days faster;
Pre-employment checks (PECs) were completed 15 days faster.

Members congratulated RSSC on the successful streamlining of recruitment processes and as advised at the August Board meeting were pleased that the Permanent Secretary had the opportunity to receive a presentation on this important issue.

8. BSO Annual Quality Report for 2021/22 – Paper BSO 61/2022

Members considered and approved the draft BSO Annual Quality Report for 2021/22 subject to some minor amendments suggested by Professor Whittington. It was noted that the Head of Communications will undertake some work on the format of the report and include further graphics.

9. Board Governance Self Assessment for 2021/22 – Paper BSO 62/2022

Members considered and approved the Board Governance Self Assessment for 2021/22.

10. Finance Report – August 2022 – Paper BSO 63/2022 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. Members were once again reminded again of potential financial pressures to the organisation in this financial year which included inflationary drift which is much higher than previous years and will have a significant impact on the BSO run rate of expenditure in 2022/23.

The DoF advised members that DoH requested ALBs to urgently review funding pressures up to December 2022; subsequently DOH responded to BSO's response confirming that only inescapable pressures will be considered and that any other pressures must be found from within existing allocations.

Members noted the finance report for August 2022 and in particular welcomed the inclusion of a paragraph on SPPG .

11. Corporate Balanced Scorecard – Paper BSO 64/2022 refers

The Interim AD Director of CCP presented paper BSO 64/2022 which set out the performance of key service areas in the BSO for August 2022. Members welcomed the revised report which reflected the comments/amendments made at the Board Workshop on 6 September 2022. The Interim AD CCP advised that the report was a “work in progress” with further work to be undertaken on performance management.

Members noted the BSO Corporate Scorecard.

12. Business Development Committee (BDC) – Paper BSO 65/2022

The Chair of BDC briefed members on the key issues arising from the BDC Meeting held on 14 September 2022.

These included an update on the portfolio of ITS programmes, the HR&CS Report for quarter ended 30 June 2022, BSO Growth and Development Update and results from the Board Effectiveness Survey which was conducted in order to gain an overview of the BSO Chair. The Chair of BDC subsequently discussed the results of the Survey and highlighted an issue which was identified from the survey relating to the gap of digital expertise on the Board. The Chair stated she will raise this matter at the earliest opportunity with DoH.

The minutes of the BDC meeting held on 16 May 2022 were noted by members.

BDC considered and approved the following Policies and Procedures and recommended they be submitted for formal approval by the Board:-

BSO Attendance at Work Policy and Procedure - ***BSO 66/2022 refers***
Regional Grievance Policy and Procedure – ***BSO 67/2022 refers***
Draft Information Security Policy – ***BSO 68/2022 refers***

The Board approved the above mentioned policies and procedures.

The BSO Growth and Development Update was also presented to members for information - ***Paper BSO 69/2022 refers.***

13. Presentation - National Statistics Designation – What it means for BSO? –

Mr Martin Mayock, Senior Principal Statistician made a presentation to members following the assessment conducted by the UK Statistics Authority stating that the statistics published under the Family Practitioner Services of BSO be designated as National Statistics in May 2022. He briefed members on the process to achieve this prestigious accreditation and the main findings of the Review.

14. AOB

14.1 *Skills Audit*

The Chair advised members that DoH Public Appointments Unit (PAU) have requested BSO produce an NED skills assessment template in preparation of a forthcoming recruitment exercise. The Chair has commenced work on the template and has circulated it to BSO Directors for comment.

15. *Date of Next Meeting*

The next meeting of the BSO Board will take place on **Thursday 27 October 2022 at 10.00 am**, at BSO HQ.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____