

## **BUSINESS SERVICES ORGANISATION**

### **Minutes of Proceedings**

The one hundred and sixty second meeting of the Board of the Business Services Organisation was held on Thursday 25 May 2023 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

#### **Present:**

Mrs Julie Erskine (Chair)

Mr Robert Bannon	Mrs Karen Bailey (Chief Executive)
Mr Mark Campbell	Mrs Karen Bryson (Director of Finance)
Miss Patricia Gordon	Mr Ben Doran (Interim Director of Digital Operations)
Mr Sean McKeever	Miss Lesley Young (Director of Operations)
Professor Dorothy Whittington	Mrs Karen Hunter (Director of Strategic Planning and Customer Engagement – SP&CE)
	Mrs Paula Smyth (Director of HR&CS)

#### **In Attendance:**

Mr Thomas McCaffrey (Head of Corporate Communications)  
Mr Eamonn MacManus (Learning and Development Facilitator) in attendance for Agenda item 7.2  
Miss Amanda Mills (Board Secretary)

#### **1. Welcome/Apologies**

There were no apologies.

The Chair welcomed everyone to the meeting and in particular congratulated Ben Doran on his recent appointment as Interim Director of Digital Operations. She advised members now that the BSO Executive Team has been established, a revised organisational chart of the organisation will be produced for consideration at the next meeting of the BSO Review Oversight Programme Board.

The Chair on behalf of members expressed her condolences to Karen Bryson following the recent death of her brother in law.

#### **2. Conflicts of Interest Declarations**

There were no conflicts of interest declared.

#### **3. Minutes of BSO Board Meetings held on 27 April 2023**

The minutes of the Board meeting held on 27 April 2023 were agreed as a true and accurate record of proceedings.

#### **4. Board Action Template – Paper BSO 123/2023 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 May 2023

The Chair thanked her non executive colleagues for completing their annual appraisal documentation for 2022-23 in a timely manner and confirmed the final signed templates have been forwarded to DOH Public Appointments Unit. The Chair is scheduled to meet with the Heads of CEC and LC in July to finalise their Service Area Performance Reports and has invited both officers to attend a Board meeting later in the year to make a formal presentation.

#### **6. Chief Executive's Report - Paper BSO 124-2023 refers**

At the outset the Chief Executive wished to put on record her appreciation to her Executive Team who held the fort whilst she was on sick leave.

The Chief Executive presented her monthly report to the Board which included details of key meetings she attended during the month of May.

PTEB continues to meet on a monthly basis and the main agenda item for the May meeting was the financial position and how to tackle the funding gaps. The Permanent Secretary visited ITS Directorate at the James House site on 18 May 2023 where he received a presentation on the scale and scope of the Directorate. Following the DOH, DoF correspondence of 28 April 2023 and 22 May 2023, confirming the Resource Budget Opening Allocation for 2023-24, BSO now needs to identify potential areas for cash releasing which would have a low to medium impact on service delivery. The Director of Finance and Director of SP&CE are taking the lead on this matter and plan to hold a workshop for senior staff to work through various options. It was agreed that the Board will be kept apprised on this matter.

#### **7. Approval Items**

##### **7.1 BSO Financial Strategy 2023-24 – Paper BSO 125-2023 refers**

The Director of Finance presented paper BSO 125-2023 which set out the financial strategy and opening budgets for 2023/24 financial year. The Director of Finance reported a forecasted breakeven budget for 2023-24. The DoF briefed members on the process to formulate the budget which is linked closely with the production of the BSO SLA and Service Offering which will be sent out to customers.

Members approved the Financial Strategy for 2023/24.

##### **7.2 BSO People Strategy – Paper BSO 126-2023 refers**

Members considered and approved the new BSO People Strategy and Action Plan and it was noted that the Strategy will formally be launched at the BSO Leadership Conference scheduled for 27 June 2023.

**7.3 Revised Corporate Performance and Assurance Framework – Schedule of Assurances by Service Area – Paper BSO 127-2023 refers**

The Director of SP&CE referred to the first draft of the Schedule of Assurances Framework which was presented to the April Board where a number of recommendations were suggested. The key changes to the updated Schedule of Assurances for 2023-24 were highlighted to members and to that end members approved the Schedule of Assurances for 2023-24 along with the revised Matrix document (*Appendix A refers*).

**8. Corporate Balanced Scorecard – April 2023 – Paper BSO 128/2023 refers**

The Director of SP&CE presented paper BSO 128/2023 which set out the performance of key service areas in the BSO for May 2023 and highlighted the measures with a red RAG rating and explained the circumstances which led to the evaluations. The Chair urged members to take the opportunity to review the KPIS in depth when they undertake their pairing exercises over the Summer. The Director of SP&CE advised that a pairing template will be issued prior to the commencement of the pairing sessions. The Chair also referred to the Board workshop scheduled to take place on 27 July 2023 where the main agenda items will be Review of the draft BSO Partnership Agreement, BSO Corporate Plan 2023-2028 and the Board Self Assessment.

Members noted the BSO Corporate Scorecard.

**9. BSO Claims Management Report 2022-23 – Paper BSO 129-2023 refers**

Members noted the BSO Claims Management Report for 2022-23.

**10. AOB**

There was no Any other Business matters raised.

**11. Date of Next Meeting**

The next meeting of the BSO Board will take place on **Thursday 22 June 2023 at 10.00 am**, at BSO PALs Lissie Premises, Moira Road, Lisburn, BT28 2RE.

The Chairman thanked everyone for attending and closed the meeting.

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Chair

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Chief Executive

Date \_\_\_\_\_