

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and sixty sixth meeting of the Board of the Business Services Organisation was held on Thursday 26 October 2023 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

	Mrs Julie Erskine (Chair)
Mr Mark Campbell	Mrs Karen Bailey (Chief Executive)
Miss Patricia Gordon	Mr Ben Doran (Interim Director of Digital Ops)
Mr Sean McKeever	Mrs Karen Hunter (Director of SP&CE)
Professor Dorothy Whittington	Mr Simon McGrattan (Acting DoF)
	Mrs Paula Smyth (Director of People & Place)
	Ms Lesley Young (Director of Operations)

In Attendance:

Mr Thomas McCaffrey (Head of Communications)
Miss Amanda Mills (Board Secretary)

1. Apologies

An apology for absence was received from Robert Bannon.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meeting held on 28 September 2023

The minutes of the meeting held on 28 September 2023 were agreed as a true and accurate record of proceedings.

4. Matters Arising from Minutes

There were no matters arising from the minutes.

5. Action Template – Paper BSO 163/2023 refers

Members noted the contents of the Board Action Template. In particular it was noted that the Permanent Secretary has agreed to join the January 2024 Board meeting to address any questions the Board may have around the SPPG hosting issue.

6. Chairs Business

The Chair briefed members on the key meetings she attended during the month of October. She referred to the Permanent Secretary's meeting with HSC Chairs meeting hosted by Nikon where he provided a political and financial overview and the added challenge of the winter pressures on

the Health Service. She also referred to the Permanent Secretary's scheduled visit to BSO Legal Directorate which took place on 24 October 2023 where he received a tour of the Directorate and met staff. A presentation was also made on the overview of the Directorate and how it supports HSC.

The Chair informed members that she is scheduled to shortlist for the appointment of additional NEDs on 8 November 2023 with the final interviews provisionally arranged for late November/early December.

At the request of the Chair Professor Whittington briefed members on the key issues arising from the Nikon Annual Conference held on 18 and 19 October 2023.

7. Chief Executive's Report - Paper BSO 152/2023 refers

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

Members were advised that a number of large scale digital programmes are near fruition, which ultimately are required to support the implementation of Encompass Go Live; these include NI Digital Identity Service and the Core Lab Programme (LIMs) in Belfast Trust which is scheduled for go live for 6 November 2023. The Chief Executive along with the Director of Digital Operations recently met with the CDIO and SRO Encompass and again re-iterated their concerns around the lack of funding and service model iro 24/7 support and have also articulated the risks and concerns in writing. At the meeting the SRO Encompass confirmed that they have now directed resources to try and seek a resolution to this matter. The Director of SP&CE has been working on the production of an SLA for SE Trust which will be finalised prior to Encompass Go Live scheduled for 9 November 2023.

Following agreement with the Chief Executives and CDIO correspondence was issued to HSC organisations advising that a pause will take place on new digital commissions with immediate effect until the end of the 2023/24 financial year. This unprecedented decision was reached due to the number of major digital delivery programmes requiring the resources of the BSO's digital team who are working at maximum capacity.

As alluded to by the Chair the visit to Legal Directorate by the Permanent Secretary (PS). A presentation was made to the Permanent Secretary following his tour of the Directorate which highlighted the work and positive results of the Debt Recovery team and the volume of Inquiries the service area supports. Following the success of this visit it was agreed that a schedule of visits around BSO Services Areas will be produced for ELT consideration which the PS should visit. It was suggested that an invitation should be issued to visit PALs in the last quarter of 2023/24.

8. Approval Items

8.1 Revisions to Standing Orders (SOs) and Standing Financial Instructions (SFIs) – Paper BSO 165/2023 refers

Members considered and approved the proposed amendments to the SO's, SFIs and Chief Executive's Scheme of Delegation for 2023/24. The Chair of GAC confirmed the amendments had been considered by GAC at its meeting on 23/10/2023 and recommended they be approved by the Board.

8.2 Bank of Ireland (BOI) Bank Mandate Authorisation

Members considered and approved the new Bank Mandate form which contained organisational and auditor details, the signatory listing and submission letter to the BOI. Following Board approval, the Chair will sign the mandate form to confirm consent to give authority to the Bank.

9. Finance Report – Month 6 – Paper BSO 166/2023 refers

The Acting Director of Finance presented paper BSO 166/2023; a finance report for the six month period ending 30 September 2023.

The mid year review of the financial plan for 2023-24 has been completed and the forecast Income and Expenditure is reporting a break even position at year end.

In answer to a question from Miss Gordon the Acting DOF confirmed that the BSO savings target directed by the DoH of £1.2m has been built into the BSO budget and is closely monitored.

Members noted the finance report for Month 6.

10. Corporate Balanced Scorecard – September 2023 – Paper BSO 167/2023 refers

The Director of SP&CE presented paper BSO 167/2023 which set out the performance of key service areas in the BSO for the period up to 30 September 2023. She highlighted those measures with a red rag rating and explained the circumstances which led to the evaluations. Staff absence is unseasonably high which following analysis is due to the impact of Covid and the commencement of the Flu season. The Director of People and Place stated that the Directorate of People & Place staff are being proactive around the management of staff absence by supporting staff and line managers. Members welcomed the fact that BSO staff can avail of the Covid vaccination clinic facilitated by Belfast Trust.

Members noted the BSO Corporate Scorecard for September 2023.

11. Annual Business Plan Performance Report – Period Ending Quarter 2 – (30 September 2023) – Paper BSO 168/2023 refers

The Director of SP&CE presented paper BSO 168/2023 which set out a summary exception report on the performance against the revised draft Annual Business Plan for 2023/24 as at 30 September 2023. It was noted at the end of Quarter 2, 93.64% of the actions within the Annual Business Plan were reported as complete and within the agreed tolerance level. She added that 4.76% of the actions within the Business Plan were rag rated Red are in the main due to external factors which sit outside a BSO Service Area and are out with BSO Control.

12. Corporate Risk and Assurance Report (CRAR) 2023-24 – Paper BSO 169/2023 refers

The Director of SP&CE presented the CRAR report outlining progress made to date on the organisations risk actions; GAC had also received an update at its meeting on 23 October 2023. She advised members that ELT undertake a rigorous review on a monthly basis of the Risk Register. The Chair reminded members of the Board workshop scheduled for December where a session to review and debate the Corporate Risks will be facilitated.

13. Evolve Programme – Update – Paper BSO 170/2023 refers

The Director of Digital Operations provided members with a further update on an alternative approach to deliver the Evolve Programme due to continual lack of funding. A workshop was held with senior stakeholders on 12 September 2023 to review and plan any changes to the phasing of the Evolve Programme, alongside any potential mitigations to the phasing of the roll out in light of resource constraints. A revised delivery model was agreed at the workshop however due to confirmation of funding, the programme can only be progressed to a certain level

Members noted the position.

14. Review of Committee Terms of Reference (TOR) – BSO Remuneration and Terms of Service Committee – Paper BSO 171/2023 refers

Following an annual review of the BSO Remuneration and Terms of Service Committee members were asked to note a number of minor amendments; members were reminded that the ToR for the BDC and GAC were presented to the Board in June 2023. Members noted the suggested amendments and were advised that the Standing Orders will be updated accordingly. The Chair stated that once the appointment of additional NEDS is confirmed and additional member will be appointed to the Remuneration Committee.

15. Encompass Future State Service – Closure Report – Paper BSO 172/2023 refers

The Directors of SP&CE and Digital Operations presented a closure report highlighting the deliverables emanating from the BSO/Encompass Future State Workshops which have been taking place on a bi-monthly basis since May 2023. Whilst the Encompass Programme will remain responsible for the provision of the Encompass Service over the next number of years, BSO corporately will be responsible for the Service Level Agreements (SLAs) with Trusts and ALBs to provide the Encompass service. Significant discussion ensued around Appendix 1 – Deliverable Status - which set out the status of each workstream as at 17 October 2023. Whilst there has been considerable progress across a number of the workstreams, the majority of them are not finalised at this stage. The report also provided an update on progress in relation to Service Transition Assurance (STAP) assessment and approval. STAP is the process which ITS use to assess if the technical elements of a service are ready to go live. Concern still remains around the governance arrangements around the Encompass Programme and especially the level of Risk. The Chief Executive has discussed this matter with both the CDIO and SRO Encompass who have agreed to review the governance arrangements for the Encompass Programme. Members debated the state of readiness for Encompass Go Live and were assured by the Executive Director colleagues that everything was being done to ensure the Go live assessments would move to Green rag status.

The Chair congratulated the Directors of SP&CE and Digital Operations for the level of time and effort they have contributed to try and determine an operating model for Encompass and review the accountabilities for BSO.

16. Report of GAC Meeting held on 23 October 2023

The Chair of GAC briefed members on the key issues discussed at the GAC meeting held on 23 October 2023. It was noted that the report on the Review of Information Governance in BSO will be presented to the January GAC meeting. The Head of Internal Audit presented her annual Report for 2022-23 and was pleased to report there were a significant number of Satisfactory audit reports.

The minutes of the GAC meeting held on 15 June 2023 were noted by members.

17. AOB

There was no any other business.

18. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 23 November 2023 at 10.00 am

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____