

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and seventy seventh meeting of the Board of the Business Services Organisation was held on Thursday 28 November 2024 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ and via MS Teams.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon

Mr Mark Campbell

Mr Mark Lowry

Mr Maynard Mawhinney

Mr Sean McKeever

Mr Frederick Smyth

Professor Dorothy Whittington

Mrs Karen Bailey (CX)

Mr Ben Doran (Acting Director of Digital Ops)

Mrs Karen Hunter (Director of SP&CE)

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 Linus McLaughlin.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meeting held on 24 October 2024

The minutes of the meeting held on 24 October 2024 were agreed as a true and accurate record of proceedings.

4. Action Template – Paper BSO 86/2024 refers

Members noted the contents of the Board Action Template.

5. Chairs Business

The Chair briefed members on the key meetings she attended during the month of November 2024 and in particular referred to her attendance at the Belfast Telegraph Awards event on 15 November 2024 where BSO ITS were commended for two awards: Best place to work with over 100 employees and IT Project of the year (NIPACs+ Programme). The Chair obo the Board congratulated Ben Doran and his staff on this great achievement.

The Chair also attended a training event hosted by ORECNI which also co-incided with the 20 year anniversary celebration of this BSO Service Area.

The Chair took the opportunity to thank Mr Mark Campbell whose tenure as NED ends on 7 January 2025. This is Mr Campbell's last Board meeting and the Chair wish to thank and acknowledge Mark for his invaluable contribution and support over the past eight years supporting the Board, BDC and GAC and as BSO Whistleblowing Champion. Members endorsed the Chairman's sentiments and Mr Campbell took the opportunity to thank the Chair for her kind words and advised that he had been proud to be associated with the BSO and wished the newly appointed NED colleagues well.

DOH Public Appointments Unit have granted extensions to the Chair, Mr Bannon and Professor Whittington's term of office for a further year until November 2025.

The Chair also informed members that Amanda Mills will be moving to part time hours wef 1 January 2025 and will continue to support the Chair and the Board. Mrs Maire Alexander has been appointed as Head of the Chair and Chief Executives Office and will take up post on 9 December 2025. The Chair advised members that members will have the opportunity to meet with Maire in the New Year when she will attend the January Board meeting.

DOH have published a pay circular iro Remuneration of Chairs and NEDs (circular HSS(F) 23-2024). It is anticipated that the arrears and updated remuneration will be paid in the February salary.

Members were reminded that there would be no Board meeting taking place in December however if any unforeseen issues arise the Chair will contact members or call an extraordinary Board meeting.

6. Chief Executive's Report - Paper BSO 87/2024 refers

The Chief Executive presented her monthly report to the Board which included details of key meetings attended during November 2024.

The Chief Executive was heavily involved in the second week in November as a panel member for the NHS Review of NHS England Frontline Digitisation Programme.

Mr Mawhinney referred to the recent press news around the delay of capital projects in Trusts and asked for Executive Directors views and the impact on BSO. It was agreed that further discussion on Capital projects will take place in the New Year.

The Chief Executive along with other exec colleagues visited Encompass HQ on NHSCT Go Live day. The Staff appreciated the visit albeit they were very busy and it was agreed to consider scheduling a Board meeting in the first quarter of the New Year in Encompass HQ.

The Director of People & Place attended the HSC Performance and Transformation Executive Board (PTEB) on behalf of the Chief Executive. A joint update was made to PTEB members on the Recruitment Review Programme Board and members welcomed the progress made in a number of important areas, eg the introduction of regional KPIs, and the further work planned. To that end PTEB endorsed the recommendations that the Regional Recruitment Programme Board should be stood down. The financial situation was discussed and in particular the efforts being made to secure the funding shortfall for the 2024-25 AFC Pay award. PTEB agreed that avoiding

Industrial Action was of the highest priority. NHS England have been commissioned to work with SPPG and DoH to support Trusts re performance.

A BSO Estates Project is underway and the BSO Estates team are undertaking some refurbishment work in the Franklin Street building with a view to utilising additional space. It was agreed that the Board will receive a further update on this matter will be provided in March.

7. New Risk Appetite Matrix and Horizon Scanning – Paper BSO 88/2024 refers

The Director of SP&CE presented a report on the progress of BSO's key risk management activities for 2024/25 and also asked for members' approval to the key updates to the organisation's risk appetite framework and the introduction of a Horizon Scanning PESTLE Diagram which will form the foundation of the organisations updated risk management approach. The Chair asked members of GAC for their views as this agenda item had been presented previously to GAC. The aim of the revised risk appetite framework is to ensure risk management is fully embedded across all BSO service areas; it will be reviewed on an annual basis and any changes will be presented to GAC. The Chair advised members that she plans to hold a Board risk workshop in March where the new risk appetite will be embedded.

Members approved the Draft Risk Appetite Framework and new Horizon Scanning.

8. Finance Report – Month 7 – Paper 89/2024 refers

The Acting Director of Finance presented paper BSO 89/2024; a finance report for the seven month period ending 31 October 2024. He confirmed that an additional target has now been built into the financial plan as recommended by members.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period. Discussion ensued around the capital expenditure programme for 2024/25 and concern was raised that although BSO owns the contractual and financial risk for all major capital programmes the accountability belongs with the regional SRO of each programme.

Members noted the finance report for Month 7.

9. Corporate Risk and Assurance Report (CRAR) – BSO 90/2024 refers

Members considered the CRAR for 2024/25 which was presented to the October GAC. The Director of SP&CE advised that her aspiration is to present the CRAR as a live dashboard later in the year once the CRAR is fully embedded. Members were briefed on how to navigate this OneAdvanced digital tool which at present is only available on a read only basis. Members concurred that the document is a major improvement on what was previously produced but asked that once BSO staff have gained more confidence a document will be produced to provide the Board with the level of assurance they require.

10. Transition to New oneAdvanced Software for Performance Management – Paper BSO 91/2024 refers

The Director of SP&CE presented Paper BSO 91/2024 which detailed the changes to performance management reporting as a result of the oneAdvanced system being introduced within BSO. The benefits of this new system were outlined which included more streamlined

and automated performance reporting within service areas inline with recommendations from the BSO Review. It will also support a better understanding of performance management across BSO through the use of an innovative electronic system supporting BSO's Digital Vision as well as the enablement of positive performance across service areas to be highlighted whilst also identifying areas for improvement. It was noted that all BSO KPIs are now clearly aligned with the three BSO Corporate Objectives within the oneAdvanced software.

11. Update on the Management of PPE and Audit Qualification – Paper BSO 91/2024 refers

The Director of Operations and Acting DoF updated members on the mitigating actions being taken to manage the levels of surplus PPE. BSO PALs has received approval from suppliers to extend the shelf life of two products (Gloves and Facemasks) for a further two years which has the potential to avoid c£6m obsolescence in 2024/25. A due diligence exercise is underway to verify the stock provision and if these are confirmed it will have a positive impact on BSO provisions.

Members noted the position.

12. Report of BDC Meeting held on 11 November 2024

The Chair of BDC briefed members on the key issues discussed at the BDC meeting held on 11 November 2024. The BSO headcount continues to show a rising trend over the past 12 months representing a 2.5% increase in the workforce since 1 April 2024. BDC considered the BSO bi-annual update on the position of all Service Development Plans (SDPs) and this was presented as Appendix B for members information. BDC also considered the Annual SLA Review Highlight Report on the 2024/25 Customer SLA Review meetings and this was presented as Appendix C for members information. A workshop has been arranged for Wednesday 15 January 2025 for BDC members to undertake a fundamental review the Terms of Reference. As previously advised Mr Mark Lowry will take over the role of Chair of BDC in 2025.

Members noted the report of BDC meeting held on 11 November 2024.

13. Equip Programme – Update

The Acting Director of Digital Operations and Mr Craig Young, Programme Director, Evolve, HSC Digital provided an indepth high level review on the Equip Programme. Members welcomed the update and the additional assurances provided as follows:-

- BSO has a separate “Equip Readiness Group” to ensure organisation is ready
- Backfill funds to assist with Design, Testing, Training and Go Live
- Dedicated Finance staff member for monitoring budget and spend
- Utilising experienced PMO staff that deliver the ITS Portfolio
- Significant representation from BSO across the programme governance
- BSO Chief Executive is Equip SRO

It was agreed that the Board should receive a further update in May/June 2025.

14. AOB

There was no AoB

15. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 23 January 2025 at 10.00 am, venue will be Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____