

BUSINESS SERVICES ORGANISATION**Minutes of Proceedings**

The one hundred and eighty first meeting of the Board of the Business Services Organisation was held on Thursday 1 May 2025 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mrs Robert Bannon (Deputy Chair)

Mr Mark Lowry
Mr Sean McKeever
Mr Linus McLaughlin
Mr Maynard Mawhinney
Mr Frederick Smyth

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

Apologies for absence were received from Julie Erskine and Professor Dorothy Whittington.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meeting held on 27 March 2025

The minutes of the meeting held on 27 March 2025 were agreed, subject to an amendment suggested by Mr Lowry to Minute 9, as a true and accurate record of proceedings.

4. Action Template – Paper BSO 25/2025 refers

Members noted the contents of the Board Action Template. The Director of Operations confirmed that the Head of Family Practitioner Services (FPS) will facilitate a visit around the newly refurbished FPS Directorate immediately after today's Board meeting. The Chair informed members that DoH have confirmed that BSO Internal Audit can undertake the independent assessment of the BSO Governance Self Assessment. In light of this development it was agreed to cancel the proposed Board workshop scheduled for 24 July and reconvene once Internal Audit complete their assessment to consider their recommendations. The Director of SP&CE confirmed that she will meet with the Head of Internal Audit to take this matter forward.

5. Chairs Business

Mr Bannon noted the final phase of the BSO CoreLIMs Laboratory Information Management System was implemented in the Western and Southern Health and Social Care Trusts on 28 April 2025. Mr McLaughlin deputised for the Chair and attended the Programme Go Live event in Altnagelvin Hospital on 30 April 2025. This now marks the completion of the Programme's journey to a single, standardised regional platform. The Chief Executive and the Interim Director of Digital Operations will attend the Go Live event in the Southern Trust later today. The Chief Executive's Office are arranging for Selection and Recruitment training for the new NEDs.

6. Chief Executive's Report - Paper BSO 26/2025 refers

The Chief Executive presented her monthly report to the Board which included details of key meetings attended during April 2025.

The Chief Executive briefed members on her introductory meeting with Mike Farrar, newly appointed Permanent Secretary on 29 April 2025. The meeting focussed on the financial pressures for HSC and the role of BSO to assist the financial scenario. He stated that his vision for the BSO is that it should consider opportunities for growth and income development as a delivery organisation and be central to business solutions. He will encourage and mandate this vision. The Permanent Secretary briefed the Chief Executive on an exercise being led by Michael Bloomfield on efficiencies and income generation whereby all Chief Executives will be interviewed and from that a report and action plan will be produced.

The Chief Executive took the opportunity to brief the Permanent Secretary on the key pressures for BSO and in particular the issue of PPE stock and the Equip Programme. To that end it was agreed that BSO should undertake an analysis of the PPE stock and implications for future disposal and accounting treatment. With regard to the Equip Programme the Permanent Secretary recognised the importance of this programme as a critical business platform and for strategic change and offered his support and assistance if required. The Chief Executive invited the Permanent Secretary to a future Board meeting and to visit BSO's sites over the next year.

A lengthy discussion ensued regarding possible options for income generation and members were reminded of the Getting it Right First Time (GIRFT) project which was established in 2024 to assess the extent to which current programmes of work are maximising the opportunities available and to scope the potential opportunities for further future savings delivery. This matter will be placed on the agenda for ELT for more indepth discussion and it was agreed to hold a Board workshop later in the year once ELT have an action plan.

The Equip Programme remains Red rag rated and the Chief Executive and senior team recently met with the supplier expressing their strong dissatisfaction and instructing them to resolve the current issues. The supplier has now employed senior staff to assist with ERP and are actioning a 5 week turnaround plan. In tandem BSO is addressing any authority issues. The Chief Executive assured members that the Programme is working to mitigate the issues and is also looking at contingencies if the Equip Programme requires an extension.

Members will receive a detailed update at the next Board meeting.

7. Finance Report – Month 12– Paper BSO 27/2025 refers

The Acting Director of Finance presented paper BSO 27/2025; a provisional finance report for the twelve month period ending 31 March 2025. The summary financial position shows the reported income and expenditure position for the period with BSO continuing to forecast a break even at year end. Members were advised that the final accounts for 2024-25 are on schedule for submission to DOH on 6 May 2025. The financial strategy for 2025-26 will be presented to the next Board meeting and will present the outworkings of the BSO income realignment programme. The financial strategy links closely with the BSO SLA and Service Offering which is sent out to customers.

Members noted the finance report for Month 12.

8. Update on Management of PPE and Audit Qualification – Paper BSO 28/2025 refers

The Director of Operations and Acting DoF updated members on the mitigating actions being taken to manage the levels of surplus PPE. The recycling/repurposing of the hand sanitisers has commenced and will continue throughout the month of May. Work is ongoing to produce a cost benefit analysis regarding the Wanrunde issue (Facemasks). It was suggested that the legal update on this report should be covered under the confidential section of the Board going forward.

Members noted the position.

9. Performance against Business Planning (PABP) – Quarter 4 Report – Paper BSO 29/2025 refers

The Director of SP&CE presented paper BSO 29/2025 which set out a summary exception report on the performance against the Annual Business Plan for 2024/25 as at 31 March 2025. It was noted at the end of Quarter 4, 76% of the actions within the Annual Business Plan were reported as complete and within the agreed timescales. With regard to the percentage of the actions reported as Amber (24%) the Director of SP&CE stated these have transferred to the 2025/26 Business Plan with completion due in Quarter 1. The majority of these relate to the delays in the BSO refurbishment project.

10. Quarterly Board Performance Dashboard (Quarter 4 – March 2025) – Paper BSO 30/2025 refers

The Director of SP&CE presented the Quarterly Performance Dashboard for Quarter 4. The report details performance against 7 Key Performance Indicators (KPIs) across a broad range of functional areas within BSO.

The Director of SP&CE informed members that once the BSO Realignment project is completed there will be a new Corporate Balanced Scorecard. ELT will consider the revised KPIs in May and consequently share with the the Board for their view. It was suggested that the Board would then need to consider what KPIs they wanted reported on to provide assurance regarding service delivery performance. Mr Bannon suggested that this be done with BaDC in the first instance. As the next meeting of BaDC is not scheduled to take place until September 2025 it was agreed to hold an additional meeting in June. CX Office will liaise with members to agree a suitable date.

Members noted the quarterly Board Performance Dashboard for Quarter 4.

11. Members' Register of Interests Template for 2025-26 – Paper BSO 31/2025 refers

The Chair presented the Register of Interests Template for Members for 2025-26. The Chair reminded members to inform the CX Office of any changes arise during the year to ensure the Register is up kept to date.

12. Presentation – Family Practitioner Services (FPS) Overview

Mrs Orla Donachy, Head of FPS made a presentation on the BSO Family Practitioner Services Directorate. Members were advised of the range of services FPS provides across 6 key functions:-

- Registration and entitlement of patients with GP Practices to access care;
- Payment of Primary Care contractors (dentists, GPs, Pharmacists, Ophthalmic practitioners) on a monthly basis with a 100% performance on KPIs;
- Issuing of invitations and running of patient helplines for bowel and cytology screening;
- First line support for contractors accessing technology (eg portals) via E Business Team;
- Information and Analytics for FPS provided by staff seconded from the NI Statistics and Research Agency (NISRA) and HSC Data Analysts.;
- Interpreting Service provides region-wide face to face foreign language interpreting services to HSCNI in hospitals, GP surgeries, community and social care settings.

Looking ahead to 2025-26 FPS will have a key role in the design phase of the patient registration system, NI Digital Identity Service (NDIS).

13. AOB

There was no AOB.

14. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 29 May 2025 at 10.00 am, venue will be Conference Room, Recruitment Shared Services, Rosewood Villa, Armagh, BT61 7PR.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____