

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and sixty ninth meeting of the Board of the Business Services Organisation was held on Thursday 22 February 2024 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon

Mr Mark Campbell

Mr Mark Lowry

Mr Sean McKeever

Mr Maynard Mawhinney

Professor Dorothy Whittington

Mr Ben Doran (Interim 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 Karen Bailey and Frederick Smyth.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meeting held on 25 January 2024

The minutes of the meeting held on 25 January 2024 were agreed as a true and accurate record of proceedings.

4. Matters Arising from Minutes

There were no Matters Arising from the January Board meeting.

5. Action Template – Paper BSO 12/2024 refers

Members noted the contents of the Board Action Template.

6. Chairs Business

The Chair briefed members on the key meetings she attended during the months of February 2024. It is anticipated that DOH Public Appointments Unit (PAU) will issue formal communication confirming the appointment of a fourth NED for BSO. The Interim Director of

Digital Operations has arranged for the Board to undertake a tour of the BSO Data Centres following the March Board meeting.

7. Chief Executive's Report - Paper BSO 12/2024 (A) refers

In the absence of the Chief Executive members noted the monthly Chief Executive's Report.

8. Approval Items

8.1 BSO Draft Business Plan for 2024-25 – Year 1 of BSO Corporate Plan 2024-27 – Paper BSO 13/2024 refers

The Director of SP&CE presented the Draft Business Plan for 2024-25 for members consideration and approval. She took members through the draft Business Plan and explained how the 3 new Corporate Objectives have been used as the basis to populate the Plan:

- Build strategic partnerships with our customers to deliver high quality services, demonstrating value an effective ways of working;
- Support and invest in our people, their potential and their contribution in ensuring BSO is a great place to work;
- Offer opportunities that continue to enable and support innovative improvements across HSC.

Members welcomed this concise report which will lend itself for a more simplified reporting mechanism and sets clearly what the BSO's main focus will be in 2024-25. In answer to a question from Mark Lowry the Director of SP&CE advised that a workshop has been organised in April with BSO's Assistant Directors and Heads of Services to brief them on the Business Plan to allow them to embed into their service business plans.

Members approved Year 1 of the BSO Corporate Plan for 2024-25.

9. Finance Report – Month 10 – Paper BSO 14/2024 refers

The Acting Director of Finance presented paper BSO14/2024; a finance report for the ten month period ending 31 January 2024. The summary financial position shows the reported income and expenditure position for the period, with a small surplus under Core Services. BSO is continuing to forecast a break even position for Core Services, Managed Services and ITS Programme however the overall forecast position for BSO will be a deficit due to the provision of surplus PPE. He informed members that at a recent meeting of Strategic Finance Forum (SFF) he was advised that BSO will receive an RRL to cover the deficit for PPE before year end.

With regard to the General Capital position BSO received an additional capital allocation of £14m which has brought the BSO Capital programme into break even.

Members noted the finance report for Month 10.

10. Update on Management of PPE and Audit Qualification – Paper BSO 15/2024 refers

The Director of Operations updated members on the mitigating actions being taken to manage the levels of surplus PPE; the key change from last month is the approval to dispose of the out of date Hand Sanitiser and the future storage need for the Hand Sanitiser. She explained that the out of date hand sanitiser will be repurposed into a cleaning agent for use in other industries/markets. BSO will continue to explore alternative solutions to dispose of other items of PPE in a cost effective and sustainable way and try to avoid landfill.

11. Corporate Balanced Scorecard – January 2024 – Paper BSO 16/2024 refers

The Director of SP&CE presented paper BSO 16/2024 which set out the performance of key service areas in the BSO for the period up to 31 January 2024. She highlighted those measures with a red rag rating and explained the circumstances which led to the evaluations. In answer to a question raised by Mr Mawhinney regarding Recruitment Shared Services the Director of People and Place briefed members on the key factors which are attributing to the KPIs being outside its target; some of those out with BSO's control. Workshops have been held with customers on the end to end recruitment process and highlighted the continuing increase in recruitment activity over the past number of years which has become unsustainable without additional resources. For the benefit of the new NEDS the Director of SP&CE explained the SLA process on charging customers for services. She also advised that a pilot performance management framework is scheduled to be implemented for some service areas in the new financial year to ensure BSO is measuring the appropriate performance measures and ensuring customers have the right information. Mr Lowry welcomed this initiative to realign the KPIs to make them more realistic.

Members noted the BSO Corporate Scorecard for January 2024.

12. BSO Digital Report – April 2023- March 2024 – Paper BSO 17/2024 refers

The Interim Director of Digital Operations gave a high level presentation and overview of the work of the Directorate of Digital Operations. Members were advised if they had any comments or queries on any aspects of the Digital Report they should send to the CX Office Manager who will relay to the Interim Director of Digital Operations. It was noted that the May Board meeting will be held in James House where members will have an opportunity to meet with Digital Directorate staff.

13. Governance and Audit Committee (GAC)

13.1 Report of GAC Meeting held on 5 February 2024

The Chair of GAC briefed members on the key agenda items considered at the GAC meeting held on 5 February 2024.

13.2 Revised Terms of Reference (TOR) GAC – Paper BSO 18/2024 refers

Members considered and approved the revised ToR which is undertaken on an annual basis. The TOR reflected the change of membership of the GAC following the resignation of Miss P Gordon and the appointment of Mr Fred Smyth as a member.

13.3 GAC Annual Report to the Board – Paper BSO 19/2024 refers

Members noted the GAC Annual Report for year ended 31 March 2023.

14. Report of BDC Meeting held on 12 February 2024 – Paper BSO 20/2024 refers

Members were briefed on the key issues considered at the BDC meeting held on 12 February 2024. A summary report of the Board Pairing Exercise for 2023-24 was presented to the Committee and it was noted that the Chair will revisit the Board pairings for 2024-25 in the near future. The Committee considered the annual SLA Review Meetings Highlight Report for 2022-23 which included feedback following SLA meeting with clients along with the Bi-Annual Service Development Proposal. In answer to a question from Mr Mawhinney regarding Estates the Director of People & Place confirmed that BSO has an Estates Policy which includes details of staff occupancy.

14. Declaration and Register of Interests 2023/24 – BSO 21/2024 refers

Members noted the current Declaration and Register of Interests Template for 2023/24. The Chair reminded members to inform the CX Office of any amendments to keep the Register up to date.

15. AOB

15.1 Board Pairing Exercise

The Chair referred to the Non Executive Director (NED) briefing session scheduled to take place on 19 March 2024 where she will take the opportunity to discuss the Board Pairing Exercise and assign each NED to an Executive Director to review the KPIs for their service areas.

16. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 28 March 2024 at 10.00 am

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____