

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and seventy sixth meeting of the Board of the Business Services Organisation was held on Thursday 24 October 2024 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ and via MS Teams.

At the outset of the meeting Mr Peter May, Permanent Secretary, DoH joined the Board to provide an update and assurance to the Board on the SPPG Hosting Model. In particular the Permanent Secretary reassured members that the SPPG Hosting Model is not an attempt to pass any risks to BSO and broadly speaking it is his view that ALB risks are owned by the DoH. He added the difficulties which would have arisen if the former HSCB staff had transferred to the NICS in regards to pay issues. He assured the Board that DOH will support BSO if any significant issues arise as it is recognised that the decision to implement the hosting arrangement was made by DOH.

The Acting DoF took the opportunity to present a high level summary of the BSO's Realignment Project. He outlined the purpose of the project is to standardise the slippage management process and report on the true cost of services by permanently apportioning income.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon
Mr Mark Campbell
Mr Mark Lowry
Mr Maynard Mawhinney
Mr Sean McKeever
Mr Linus McLaughlin
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

There were no apologies.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meeting held on 26 September 2024

The minutes of the meeting held on 26 September 2024 were agreed as a true and accurate record of proceedings.

4. Action Template – Paper BSO 78/2024 refers

Members noted the contents of the Board Action Template. The date for the Board Finance workshop has now been confirmed for Tuesday 26 November 2024

5. Chairs Business

The Chair briefed members on the key meetings she attended during the month of October 2024 and in particular thanked member for attending the BSO People Awards event on 10 October. She informed members that at this point in time she does not foresee the need to hold a Board meeting in December however if the need arises she will convene a meeting.

To maximise time at a Board meeting the Chair suggested to members that if they had any questions/queries regarding the Board agenda and associated papers they should contact the Chair in advance of the Board meeting for clarification. Members were also informed that the agenda and papers for all GAC and BDC meetings will be circulated to non-committee members for information.

The Public Appointments Unit (PAU) in DoH have advised that they are in the process of preparing a submission to the Commissioner of Public Appointments requesting the extension of the Chair, Mr Bannon and Professor Whittington's tenure for an additional year (November 2025).

6. Chief Executive's Report - Paper BSO 79/2024 refers

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

The Discovery Phase for the Equip Programme has commenced which will involve significant discussions with stakeholders. A meeting with took place with the Permanent Secretary, Deputy Permanent Secretary and CDIO in early October to brief them on the Equip Programme and from that meeting it was agreed that the Chris Matthews, Deputy Perm Secretary will become a member of the Equip Programme Board thus ensuring senior representation from DOH especially with the imminent departure of the CDIO in December 2024.

The second meeting of the All Ireland Chief Executives took place in early October where discussion focussed on the creation of a number of strategic initiatives. This forum plans to meet on a quarterly basis.

BSO facilitates the Infected Blood Payments Scheme obo DOH and members were briefed on an issue which arose and has now been resolved regarding BSO's role as a Data Processor.

ELT continues to meet on a weekly basis where the key focus during this month has been on financial issues.

7. Revisions to Standing Orders (SOs) and Standing Financial Instructions (SFIs) - Paper BSO 80/2024

The Director of SP&CE presented the key proposed changes to the SOs, SFIs and the Chief Executive's Scheme of Delegation for 2024/25 to members. She confirmed that the revisions

had previously been considered by GAC at its meeting on 11 October 2024 and were now recommended for approval by the Board.

Members reviewed and approved the proposed amendments.

8. Finance Report – Month 6 – Paper BSO 81/2024 refers

The Acting Director of Finance presented paper BSO 81/2024; a finance report for the six month period ending 30 September 2024. He advised members that going forward he will implement some changes to the format of the finance report following a productive meeting he had held with Linus McLaughlin

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period. The mid year review of the financial plan for 2024-25 has been completed and the forecast Income and Expenditure is reporting a break even position at year end.

The Acting DOF confirmed that the BSO savings target directed by the DoH of £1.m has been built into the BSO budget on a non-recurrent basis and is being closely monitored. A plan has been developed to review all services across the BSO and identify where services may be scaled back or stopped recurrently to deliver savings to customers.

9. Performance against Business Planning (PABP) – Quarter 2 Report – Paper BSO 82/2024 refers

The Director of SP&CE presented paper BSO 82/2024 which set out a summary exception report on the performance against the revised draft Annual Business Plan for 2024/25 as at 30 September 2024. It was noted at the end of Quarter 2, 96% of the actions within the Annual Business Plan were reported as complete and within the agreed tolerance level.

10. Annual Quality Report 2023-24 – Paper BSO 83/2024 refers

The Director of SP&CE presented the Annual Quality Report for 2023-24 for members approval which has been developed in line with DoH guidelines. She advised that once approved the report will be published on the BSO's Website to coincide with World Quality week which commences on Monday 11 November 2024. In answer to a question from Professor Whittington regarding the Business Case for the DLS Case Management System the Chief Executive advised that the bid for this system has been made to the DHCNI Portfolio and every opportunity is being taken to secure the necessary funding.

Members approved the Annual Quality Report for 2023-24

11. Board Quarterly Performance Dashboard – Quarter 2 – Paper BSO 84/2024 refers

The Director of SP&CE presented the new Quarterly Board Performance Dashboard for period ending 30 September 2024. She advised that the report provides details of the performance against 7 Key Performance Indicators (KPIs) across a broad range of BSO service areas:-

- Operations
- Digital Ops
- Finance

- People and Place.

The Director of People & Place drew members attention to the RSSC KPI which highlighted a significant drop in performance during the month of September and explained the contributory factors leading to the dip which as informed to the Board on previous occasions lie out with RSSC control. To that end the Director of People & Place plans to develop a different set of KPIs which can measure candidate experience or hiring manager experience which are within BSO's control.

Members endorsed this recommendation and a revised set of KPIs will be presented to ELT and the November BDC meeting.

12. Update on the Management of PPE and Audit Qualification – Paper BSO 85/2024 refers

The Director of Operations and Acting DoF updated members on the mitigating actions being taken to manage the levels of surplus PPE. It was acknowledged that there still remains a risk of qualification to the 2024-25 Annual Accounts due to the levels of excess stock with no expiry date. Review meetings continue to take place with DOH to explore further opportunities for provision/write off.

Members noted the position.

13. Report of GAC Meeting held on 11 October 2024

The Chair of GAC briefed members on the key issues discussed at the GAC meeting held on 11 October 2024. These included approval of the GAC Annual Report, an update on the Review of Information Governance where members welcomed the significant progress in implementation of the recommendations. Overall there was an increase in the number of internal audit recommendations fully implemented and it was noted that there has also been improved engagement with internal audit by managers to challenge some of audit recommendations and to gain an understanding of Internal Audit's rationale for some of the recommendations.

The Board noted that this was the last GAC meeting which Sean McKeever was Chair and that Mr Fred Smyth is scheduled to take over the role in 2025. The Chair took the opportunity to thank Mr McKeever for his professionalism and diligence during his tenure but welcomed that he would still be an active member of GAC.

14. Report of Remuneration and Terms of Service Committee held on 22 October 2024.

During consideration of this agenda item Executive Directors were asked to leave the meeting.

The Chair briefed members on the key issues arising from the Remuneration and Terms of Service Meeting held on 22 October 2024.

The Board endorsed the decisions of the Remuneration and Terms of Services Committee.

Executive Board members re-joined the Board meeting.

15. **AOB**

The Chair advised that she will discuss with the Chief Executive a schedule for proposed visits to BSO Service areas and sites by the Permanent Secretary during 2025 .

The Director of People & Place informed members of recent correspondence from Trade Unions regarding the Pay Award for 2024-25 and the action they plan to take if NI Health Service staff do not receive pay parity with NHS England.

16. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 28 November 2024 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 _____