

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and seventy first meeting of the Board of the Business Services Organisation was held on Thursday 25 April 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 Linus McLaughlin

Mr Frederick Smyth

Professor Dorothy Whittington

Mrs Karen Bailey (CX)

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

An apology for absence was received from Maynard Mawhinney.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meeting held on 28 March 2024

The minutes of the meeting held on 28 March 2024 were agreed as a true and accurate record of proceedings subject to a minor amendment.

4. Matters Arising from Minutes

There were no Matters Arising from the March Board meeting.

5. Action Template – Paper BSO 31/2024 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 month of April 2024.

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7. Chief Executive's Report - Paper BSO 32/2024 refers

The Chief Executive presented her monthly report to the Board which included details of key meetings attended during April 2024. She was pleased to report that the March payroll run was successful with no significant issues arising. The Root Cause Analysis (RCA) report is near completion and is scheduled to be presented to ELT. Discussion ensued regarding the complexity of the current payroll process due in the main to the significant number of pay runs that are facilitated (weekly, bi monthly as well as monthly) by Payroll SS and the dependency on the customer organisations to submit timesheets in a timely manner. To that end it was suggested that discussions should commence to raise this matter with HSC Directors of HR proposing that the policy around this issue is reviewed. It was advised that BSO has been engaging with members of the Getting it Right First Time (GIRFT) Project who have been commissioned by DoH to look at efficiencies.

The AFC and Medical and Dental Pay Award Circulars for 2023-24 have been issued and Payroll now have the added pressure to implement the awards. An Action Plan has been produced to allow the substantive pay award to be implemented in June and the non-consolidated lump sum in August. The action plan also includes the issue of regular communication updates to stakeholders.

A major recruitment campaign has commenced to appoint staff for the Equip Programme.

BSO is anticipating to hear the opinion from Senior Council on the SPPG issue in the near future.

8. Approval Items

8.1 BSO Service Catalogue 2024-25 – Agenda item BSO 33/2024 refers

Members considered and approved the BSO Service Catalogue for 2023-24 which contains a complete portfolio for customers of the services provided by BSO.

9. Finance Report – Month 12 – Paper BSO 34/2024 refers

The Acting Director of Finance presented paper BSO 34/2024; a provisional finance report for the twelve month period ending 31 March 2024. 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. He highlighted to members that following a review of the surplus PPE stock position the amount now provided for surplus PPE has changed from £75.6m to £77.8m and additional funding has been provided by DoH. Mr Smyth enquired if an analysis would be available to review the BSO financial position in more detail; the Acting DoF advised that a financial strategy will be presented to the May Board meeting for 2024-25. 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.

10. Corporate Balanced Scorecard – March 2024 – Paper BSO 35/2024 refers

The Director of SP&CE presented paper BSO 35/2024 which set out the performance of key service areas in the BSO for the period up to 31 March 2024. She highlighted those measures with a red rag rating and explained the circumstances which led to the evaluations.

The Director of People and Place referred to the KPI relating to the corporate absence rate and advised that a proposal has been produced to implement Absence Management Accountability

meetings with Directors and managers to review ,where appropriate, service areas with a high absence rate and provide assurance that all absences are being managed effectively in line with BSO policy and procedure. It was noted that a detailed report on sickness absence will be presented to BDC in May. It was recognised that the forthcoming pairing exercises will be an opportune time for members to review the KPIs in more detail. As highlighted on previous occasions the KPI relating to the utilisation of solicitor time used constantly remains red. To that end ELT have asked the Director of Operations to produce an action plan to see if it is fit for purpose. The Director of SP&CE also advised members that BSO has purchased software tool which will enhance the performance reporting process.

Members noted the BSO Corporate Scorecard for March 2024.

11. Performance against Business Planning – Quarter 4 Report – Paper BSO 36/2024 refers

The Director of SP&CE presented paper BSO 36/2024 which set out a summary exception report on the performance against the revised draft Annual Business Plan for 2023-24 as at 31 March 2024. It was noted at the end of Quarter 4, 89.7% of the actions within the Annual Business Plan were reported as complete and within the agreed tolerance level.

12. Update on the Management of PPE and Audit Qualification – Paper BSO 37/2024 refers

The Director of Operations updated members on the mitigating actions being taken to manage the levels of surplus PPE. Members noted the position.

13. Overview of the Directorates of Operations and SP&CE

As part of the induction process for the new NEDs the Directors of Operations and SP&CE presented high level overviews of their Directorates and service areas.

14. Digital Update

The Interim Director of Digital Operations updated members on key issues relating to the Digital Directorate of Operations. There have been 3 major outages to date since the implementation of the Labs Systems. Digital Ops staff have undertaken a number of actions to resolve this matter and a Root Cause Analysis (RCA) Report has been commissioned. NIPACs + Programme (Radiology and Digital Pathology) system went live in RGH. There remains a number of cyber security issues and BSO is being pro-active to ensure systems are not being compromised. The Chair stated that this reported highlighted the importance and need for approval of the Business Case for a Cyber Security Service

15. Covid 19 Inquiry – Update

The Director of SP&CE informed members that following submission of a Rule 9 request for Module 3 to the Covid Inquiry BSO received further correspondence asking for clarification on a number of issues. Work is progressing to complete this exercise and it is anticipated the information will be submitted within the required timeframe.

BSO has also received a Rule 9 request for Module 5 of the Inquiry relating to procurement. This is a significant exercise with over 100 questions and sub-questions however BSO is on target to meet the deadline for submission scheduled for the end of April.

BSO also received a Rule 9 request relating to Counter Fraud which was not anticipated. BSO sought an extension to submit its response which has been granted.

16. Declaration and Register of Interests Template 2023-24 - BSO 38/2024 refers

Members noted a revision to the 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.

17. AOB

There was no AOB.

18. Date of Next Meeting

The next meeting of the BSO Board will take place on Thursday 23 May 2024 at 10.00 am, venue will be James House, 2-4 Cromac Avenue, Belfast, BT7 2JD.

The Chairman thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____