BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and seventy fifth meeting of the Board of the Business Services Organisation was held on Thursday 26 September 2024 at 10.00am in the Conference Room, HSC Pensions, Waterside House, 75 Duke Street, Londonderry, BT47 6AU and via MS Teams.

Present:

Mrs Julie Erskine (Chair)

Mr Mark Campbell
Mr Mark Lowry
Mr Maynard Mawhinney
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**

Apologies for absence were received from Robert Bannon and Sean McKeever.

2. **Conflicts of Interest Declarations**

There were no conflicts of interest declared.

3. **Minutes of BSO Board Meeting held on 22 August 2024**

The minutes of the meeting held on 22 August 2024 were agreed as a true and accurate record of proceedings.

4. **Action Template – Paper BSO 70/2024 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 September 2024 and in particular thanked member for attending the recent workshops on cyber security training workshop on 30 August and the Risk Workshop on 20 September 2024.

It was noted that a meeting of the BSO's Remuneration and Terms of Service Committee has been arranged for Tuesday 22 October 2024 where the main agenda items will be consideration of Senior Executive's objectives for 2024-25 and review of performance for 2023-24.

The BSO People Awards event is scheduled to take place on Thursday 10 October and the Chair thanked NEDs for their involvement in chairing the shortlisting panels.

The Chair reminded members that the Permanent Secretary, Peter May, is scheduled to join the October Board meeting. To that end the Chair suggested that the Board convene at 9.30 am prior to the Permanent Secretary's arrival at 10 am to allow the Chair to allocate questions drafted by Executive Directors.

6. **Chief Executive's Report - Paper BSO 71/2024 refers**

The Chief Executive presented her monthly report to the Board which included details of key meetings attended during September 2024. The Health Minister visited BSO on 3 September 2024 where the Chief Executive presented a high level overview of BSO. Although the visit was only for a short period of time the feedback from his office was very positive and an invitation was extended to the Minister to visit other BSO Service areas across the province. The Minister along with Chris Matthews, DoH Deputy Secretary have also accepted an invitation to attend the BSO Awards Ceremony.

The Equip Programme is ramping up with the contract with the Systems Integrator contract signed on 16 September 2024 to allow the work on the design and implementation phase to formally commence. A workshop for regional stakeholders was held on 9 September 2024 where a number of guest speakers who have gone through the major change that an Oracle implementation entails for a public sector organisation, briefed delegates on their learning. Attendees were also provided with an update on Equip's status and the immediate impact on HSC organisations once the discovery workshops commence in October 2024. A functional induction day also took place on 10 September 2024 for all Equip programme staff.

The Chief Executive and the Director of SP&CE met with an Associate who has been commissioned by Trusts to lead on the Provider Collaborative Board. This initiative is currently at the scoping stage and the Chief Executive will keep members apprised of progress.

The Chief Executive has completed Directors appraisal process for 2023-24 and agreed objectives for 2024-25 and, as alluded to under Chairs Business, a formal report will be presented to the Remuneration and Terms of Service Committee on 22 October 2024.

The Chief Executive held her monthly catch up meeting with Chris Matthews, Deputy Secretary, DoH. The challenging financial environment was the main focus of the conversation where it was emphasised that all HSC organisations must live within their budget. The Chief Executive took the opportunity to brief the Deputy Secretary around the difficulties for BSO in trying to source income for new service development proposals. In particular she referred to the new Pensions Flexibilities Scheme which is a statutory obligation for customer organisations. BSO has agreed an incremental way forward however it is expected that there will be keen interest from a large number of HSC staff and therefore potentially a waiting list. The Board will be kept informed of developments.

7. **Board Governance Self Assessment 2023-24 – Paper BSO 72/2024 refers**

The Chair presented the Board Governance Self Assessment for 2023-24 to members which is required to provide an assurance (via the mid year assurance statement) that the Self Assessment is completed along with assurance that the actions will be addressed and any exception issues will be raised with DoH.

She briefed members on the key issues in the document, namely the Case Study and the Action Plan.

Members approved the Board Governance Self Assessment tool for 2023-24 and congratulated both the Chair and the BSO's Governance and Risk Officer for producing such a comprehensive and impressive document.

8. **Finance Report – Month 5 – Paper BSO 73/2024 refers**

The Acting Director of Finance presented paper BSO 73/2024; a finance report for the five month period ending 31 August 2024.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period and at this stage in the year a break-even position is forecast for year end. Work is well underway to complete the mid -year review of the financial plan for 2024-25 and a presentation will be made to ELT in early October with a further detailed forecast exercise scheduled to take place in January 2025.

9. **Corporate Balanced Scorecard – August 2024 – Paper BSO 74/2024 refers**

The Director of SP&CE presented paper BSO 74/2024 which set out the performance of key service areas in the BSO for the period up to 31 August 2024. She highlighted those measures with a red rag rating and explained the circumstances which led to the evaluations. She advised members from this point forward the Board will receive a KPI Report in the revised format which was agreed at the Board workshop in September where members will only view KPIs which are within the control of BSO.

Members noted the BSO Corporate Balanced Scorecard for August 2024.

10. **Update on the Management of PPE and Audit Qualification – Paper BSO 75/2024 refers**

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

Members noted the position.

11. **Report of BDC Meeting held on 9 September 2024 – Paper BSO 76/2024 refers**

In the absence of Mr Bannon, Mr Lowry briefed members on the key issues discussed at the BDC meeting held on 9 September 2024. There has been a slight decrease in sickness absence however it is anticipated there will be a spike during the Autumn/Winter months due to seasonal flu like illnesses. It is hoped that implementation of the sickness absence accountability process will eventually have a positive impact and reduce sickness absence. BSO is applying for IIP re-accreditation in December and members were advised that the Health and Wellbeing Framework will be one of the measures BSO will be benchmarked against.

The following policies were recommended by BDC to be presented to the Board for formal ratification:-

- BSO Travel Policy
- Fixed Term Workers Policy
- Conflict, Bullying and Harassment in the Workplace Policy (Regional Policy)
- Regional Supporting Performance Improvement Policy
- Secondment Guidelines

The Board approved the above mentioned policies.

The BSO Annual Complaints Report for 2023-24 was considered by BDC and recommended for noting by the Board. The Report will be published on the BSO's website and also sent to DoH and Patient Client Council (PCC).

The Board noted the BSO Annual Complaints Report for 2023-24.

At the request of BDC the BSO Portfolio of Change Programmes Dashboard Report was presented to the Board for information. The Interim Director of Digital Operations provided a high level summary to members on the key programmes which BSO is involved in and it was suggested that an additional column should be added to future reports highlighting outcomes and objectives.

12. **Presentation by Head of HSC Pensions**

Mr Martin Bradley, Head of HSC Pensions made a high level presentation providing an overview of HSC Pensions as well as highlighting the challenges facing the Pensions Directorate in the months and years to come; these included:-

- The full implementation of the McCloud Remedy and Pension Reform for both HSC and NIFRS Pension Schemes;
- The implementation of the Pension Flexibilities scheme for the HSC Pension Scheme
- The roll out of Pensions Dashboards for both HSC and NIFRS Pension Schemes
- The relocation of HSC Pension Service from Waterside House to Orchard House.

13. ***AOB***

13.1 **Declaration and Register of Interests 2024-25 – Paper BSO 77/2024 refers**

Members noted the Declaration and Register of Members interests for 2024-25. The Chair reminded members that any changes should be notified to the Board Secretary.

14. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 24 October 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.

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Chair

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Chief Executive

Date _____