

## **BUSINESS SERVICES ORGANISATION**

### **Minutes of Proceedings**

The one hundred and fifty seventh meeting of the Board of the Business Services Organisation was held on Thursday 8 December 2022 at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast and via MS Teams.

#### **Present:**

Mrs Julie Erskine (Chair)

Mr Robert Bannon	Mrs Karen Bailey (Chief Executive)
Mr Mark Campbell	Mrs Karen Bryson (Director of Finance)
Miss Patricia Gordon	Mrs Paula Smyth (Director of HR&CS)
Professor Dorothy Whittington	Mr Martin Bradley (Interim Director of Operations)

#### **In Attendance:**

Miss June Turkington (Interim Chief Legal Adviser)  
Mr Mark Bradley (Interim Director of CCP)  
Mr Ben Doran (Head of ITS)  
Mr Thomas McCaffrey, Comms Manager  
Melissa Cochrane, Programme Manager, ITS (in attendance for Agenda item 10)  
Miss Amanda Mills (Board Secretary)

#### **1. Welcome/Apologies**

An apology for absence was received from Sean McKeever.

#### **2. Conflicts of Interest Declarations**

There were no conflicts of interest declared.

#### **3. Minutes of BSO Board Meetings held on 2 November 2022**

The minutes of the Board meeting held on 2 November 2022 were agreed as a true and accurate record of proceedings.

#### **4. Board Action Template – Paper BSO 79/2022 refers**

Members noted the contents of the Board Action Template.

#### **5. Chair's Business**

The Chair briefed members on key meetings she attended during the months of November. The focus during November was the final interviews for the Executive Directors of Strategic Planning and Customer Engagement and the Director of Operations. Unfortunately the recruitment process for the Director of Digital Operations was stood down due to the sole

candidate invited for interview withdrawing his application. Mrs Karen Hunter was offered the post as Director of Strategic Planning and Customer Engagement and Ms Lesley Young to the Director of Operations post. It is anticipated that Karen Hunter will take up post in shadow form on 1 February 2023 (Mark Bradley is due to retire on 31 March 2023) and Lesley Young on 1 April 2023 subject to the completion of the pre-employment process. The Director of HR&CS is now looking at alternative methods of re-advertising the Director of Digital Operations post, eg commissioning a specialist recruitment agency to undertake an executive search.

The final interviews for the Encompass Programme Director also took place in early December and unfortunately the candidate who was offered the post turned down the offer of employment.

The Chair advised the Interim Head of Shared Services reports to the Chief Executive under the current Organisation Management Structure. Given the regional focus on recruitment it is a necessity that this role provides more dedicated oversight to that area.

To that end the Chair requested Board approval, under the roles of delegation, to bring forward the implementation of the BSO Review to change the roles and responsibilities for the Executive Director of Finance to take responsibility for Finance Shared Services Centres (Payroll, Accounts Payable, Accounts Receivable, Pensions and Business Services Team). This will mitigate any service delivery risk with finance shared services and management oversight by a Director.

The effective date of this change is proposed as 12 December 2022 which was originally planned for 1 April 2023.

Members approved this proposal and agreed this was the right decision given the challenges in RSSC.

## **6. Chief Executive's Report -Paper BSO 80/2022 refers**

The Chief Executive presented her monthly report and highlighted key issues to members.

As alluded to above under Chairs Business the major focus during November was on Senior Executive Recruitment. With regard to the Encompass Programme Director post, the current officer acting in this post has agreed to stay until a successful applicant has been appointed.

DoH has approved the addendum iro Equip Programme confirming the uplift in costs associated with the revised 10 year contract.

The Chief Executive briefed members on her attendance at the last meeting of the HSC Performance and Transformation Executive Board meeting where the main focus was around the cash efficiency savings required across the HSC for 2022/23 and 2023/24.

The Hybrid Working Policy is scheduled to be implemented on 1 January 2023, following the transition period, where staff will be required to work 3 days per week in the office. Members were advised that arrangements have been put in place for the policy to be evaluated throughout this inaugural year and SMT will be briefed on a quarterly basis along with BDC.

**7. Finance Report – October 2022 – Paper BSO 81/2022 refers**

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.

The mid year assessment exercise has been completed and a spending plan is being finalised through SMT to utilise any corporate slippage to support the break even plan with a further detailed forecast exercise will be undertaken in January 2023.

BSO has now received correspondence from DoH directing BSO to achieve £350k non recurrent savings in this financial year. To that end Finance Business Partners have been working with budget holders across the organisation to identify savings to meet this target and an action plan is scheduled to be presented to SMT on 15 December 2022.

**8. Appointment of Chair of the Ophthalmic Committee of the BSO – Paper BSO 82/2022 refers**

Members noted that Mr William Stephen McCrory has been appointed as Chair of the Ophthalmic Committee of the BSO with effect from 1 October 2022 until 31 July 2026.

**Time Extension of Belfast LCG Area Representative of the Ophthalmic Committee of the BSO until 30 November 2023 – Paper BSO 83/2022 refers**

Members noted the time in post for Ms Sara Cleland's term of office as Belfast LCG area representative on the BSO's Ophthalmic Committee has been extended until 30 November 2023.

**9. Corporate Balanced Scorecard – Paper BSO 84/2022 refers**

The Interim Director of CCP presented paper BSO 84/2022 which set out the performance of key service areas in the BSO for October 2022 and highlighted the measures with a red RAG rating and explained the circumstances which led to the evaluations.

Attention was drawn that the majority of the Red RAG indicators are related to the increase in demand of services from RSSC however members were advised that BSO is working with customer organisations to work through the current delays and agree solutions to help expediate certain parts of the recruitment process.

Members noted the BSO Corporate Scorecard.

**10. Portfolio of Large IT Programmes – Paper BSO 85/2022 refers**

Melissa Cochrane presented a high level summary of the key ITS programmes which BSO is involved with. As members are aware the Portfolio is presented to the BDC on a regular basis. Miss Gordon enquired if it would be possible to have an additional column added to future portfolio reports highlighting when the IT programmes are scheduled for completion, ie Go Live Dates.

**11. Governance and Audit Committee (GAC) – 1 November 2022**

***Terms of Reference (TOR) for GAC – Paper BSO 86/2022***

In the absence of Mr McKeever (Chair of GAC), Professor Whittington presented the Terms of Reference for the GAC for members approval as required under the Standing Orders. It was noted that the ToR had previously been presented to GAC at its meeting on 1 November 2022 and were approved for formal ratification by the Board.

Members approved the ToR for the GAC.

***Report to those Charged with Governance (RTTCWG) – Final Version – Paper BSO 87/2022***

Members noted with interest the RTTCWG and in particular the Audit Opinion from the C&AG certifying that the 2021/22 financial statements with an unqualified audit opinion, without modification.

The minutes of the GAC meeting held on 16 June 2022 were noted by members - (Paper BSO 88/2022 refers).

**12. AOB**

Mr Campbell requested an update on the Closure of the HSCB and in particular if there were any issues for BSO in its hosting arrangement role which was implemented on 1 April 2022. The Director of HR&CS advised that from a BSO perspective any issues have been minor and have BSO has been dealing with these under BAU.

**13. *Date of Next Meeting***

The next meeting of the BSO Board will take place on **Thursday 26 January 2023 at 10.00 am**, at BSO HQ.

The Chairman thanked everyone for attending and closed the meeting.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Chief Executive

Date \_\_\_\_\_