

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The one hundred and fifty first meeting of the Board of the Business Services Organisation was held on Thursday 28 April 2022 at 10.00am via Video Conference and in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon	Mrs Karen Bailey (Acting Chief Executive)
Mr Mark Campbell	Mrs Karen Bryson (Director of Finance)
Miss Patricia Gordon	Mr Martin Bradley (Interim Director of Operations)
Mr Sean McKeever	
Professor Dorothy Whittington	

In Attendance:

Miss June Turkington (Interim Chief Legal Adviser)
Mr Mark Bradley (Interim Director of CCP)
Mr Ben Doran (Head of ITS)
Miss Amanda Mills (Board Secretary)

1. Welcome/Apologies

The Chair welcomed Ben Doran to the meeting. An apology for absence was received by Paula Smyth.

2. Conflicts of Interest Declarations

There were no conflicts of interest declared.

3. Minutes of BSO Board Meetings held on 14 March and 24 March 2022

The minutes of the Board meetings held on 14 and 24 March 2022 were agreed as a true and accurate record of proceedings.

In answer to a question by Professor Whittington regarding the status of the Governance Framework for SPPG the Interim Director of CCP advised that he understands the document is due to be presented to the next meeting the HSCB Migration Oversight Programme Board scheduled for 9 May 2022 for approval. Once the document is signed off it will be presented to the Board for information.

4. Board Action Template – Paper BSO 22/2022 refers

Members noted the contents of the Board Action Template. Now that that NED/Executive Director pairing exercises have been reinstated the Chair urged colleagues to meet prior to the Board Corporate Scorecard workshop to review the KPIs for their respective service area.

5. Chair's Business

The Chair briefed members on key meetings she attended during the month of April. In particular she referred to her meeting with the Minister for Health and the Permanent Secretary on 20 April 2022 to brief them on the HRPTS hosting arrangement issue. To that end she paid special thanks to Lynette Fegan, Interim Head of Shared Services and her team, and Ben Doran for the amount of time and effort they have undertaken to try and mitigate the risks to allow HRPTS to continue to operate as normal. It was noted that this issue is a substantive agenda item for today's meeting where the Acting CX will provide members with a more detailed briefing.

6. Acting Chief Executive's Report

The Acting Chief Executive, briefed members on key meetings she had attended over the month of April. The end of year appraisal of Directors' performance objectives for 2021/22 are underway along with the setting of performance objectives for 2022/23. It was noted that the Directors objectives for 2022/23 and the Acting Chief Executive's assessment of Directors performance in 2021/22 will be considered at the next meeting of the Remuneration and Terms of Service Committee scheduled for 23 June 2023. The new Permanent Secretary, Peter May, met with BSO's Senior Management Team (SMT) on 25 April 2022 where he received presentations from each Director/Head of Service Area. The meeting was very productive and the Permanent Secretary paid tribute to the BSO for their work particularly during the Pandemic.

7. HRPTS – Hosting Arrangement

The Acting Chief Executive provided members with an in-depth briefing on the HRPTS Hosting Arrangement. The company who host HRPTS went into administration on 25 March 2022 however at this time the Administrators have confirmed that the company is continuing to trade as normal and HRPTS is working as normal. BSO took immediate action to secure additional system capacity to expedite the transfer of core system data backup to BSO data centres to mitigate the risk. She assured members that BSO is actively managing this situation and Business contingency plans are being reviewed with HR Directors if the HRPTS platform fails. Regular communications have been issued to HSC and DOH and the Acting Chief Executive provides regular updates to HSC Chief Executives at their weekly catch up meetings.

8. BSO Shared Services – Data Breach

The Acting Chief Executive provided members with an in-depth briefing on a data breach which occurred in BSO Payroll Shared Services. An investigation has been initiated in Payroll and a letter has been issued to affected staff. Currently there does not appear to have been any nefarious activity intended by the member of staff in Payroll. Miss Gordon informed members that at the most recent meeting of GAC members were briefed on this matter and GAC asked if additional controls have been put in place to ensure a similar incident does not re-occur. The Acting Chief Executive assured members that BSO is taking appropriate measures and a communique has been issued to Payroll staff advising same.

9. Finance Report as at 31 March 2022 – Paper BSO 23/2022 refers

The Director of Finance presented paper BSO 23/2022 which was her provisional financial report for the year ended 31 March 2022.

The summary financial position for the period reported a provisional surplus for the financial year which is within the break even tolerances.

The DoF and her team are currently finalising the draft annual accounts for 2021/22 which are due for submission to the NIAO and DoH in May for audit scrutiny.

The budget build process for 2022/23 has commenced and the draft financial strategy for 2022/23 will be presented to the May Board meeting.

The DoF wished to put on record the commitment of BSO Directors on the positive outturn on the financial management for each of their service areas.

Members noted the Finance report and congratulated the DoF and her team on this excellent outcome.

10. Corporate Balanced Scorecard – Paper BSO 24/2022 refers

The Interim Director of CCP presented paper BSO 24/2022 which set out the performance of key service areas in the BSO for the March 2022. The Interim Director of CCP highlighted the measures with a red RAG rating and explained the circumstances which led to the evaluations.

The KPI relating to the delays in resolving Complaints/Data Protection and FOIs within the required timeframe continues to be rag rated Red and as previously advised the majority of the late responses are as a result of the information not being provided on time from an external source. A paper is currently being produced on how to escalate current issues for consideration by SMT.

Members noted the BSO Corporate Scorecard.

11. Corporate Risk and Assurance Report (CCAR) – Paper 25/2022

The Interim Director of CCP presented paper BSO 25/2022 outlining progress made to date on risk actions as at 31 March 2022 and referred to the Board workshop held on 26 April 2022 where the corporate risks were deliberated at length. It was noted that two new risks have been added to the CCAR relating to the HRPTS hosting issue and Encompass.

Members noted the Corporate Risk and Assurance Report for 2021/22.

12. Annual Business Plan Performance Report – Period ending 31 March 2022 – Paper BSO 26/2022

The Interim Director of CCP presented paper BSO 26/2022 which set out a summary exception report on the performance against the revised draft Annual Business Plan for 2021/22 as at 31

March 2022. It was noted at year end 75% of the actions within the revised draft Business Plan were reported as complete and within the agreed tolerance level. Mr Bradley informed members that in going forward BSO has refined the objectives in this year's annual business plan to reflect some of the objectives which are outwith BSO's control.

Members noted the Annual Business Plan Performance Report for Year End 31 March 2022.

13 Governance and Audit Committee (GAC)

13.1 *Report of Meeting held on 21 April 2022*

Miss P Gordon chaired the GAC meeting held on 21 April 2022 as Mr McKeever was unable to attend and briefed members on the key issues discussed at the GAC meeting. The minutes of the GAC meeting held on 20 January and 8 February 2022 were noted by members.

14. Remuneration and Terms of Service Committee

14.1 *Report of Meeting held on 25 April 2022*

The Chair briefed members on the key issues discussed at the Remuneration and Terms of Service Committee meeting held on 25 April 2022. The main purpose of the meeting was to consider the Senior Executive Pay Award Circulars for the periods 2016/17, 2017/18, 2018/19 and 2019/2020 which were appended to today's Board agenda for noting. Mr Mark Bradley was appointed as Interim Director of CCP in October 2020 and was due to retire in April 2022. BSO undertook recruitment exercise to appoint a replacement however did not appoint and to that end Mr Bradley agreed to continue in the role of Interim Director of CCP until March 2023 but asked if the responsibility for the ITS Portfolio could be removed and that he would undertake additional projects. To that end Ben Doran, Head of ITS will attend BSO Board meetings to provide the organisation with ITS overview.

The minutes of the Remuneration and Terms of Service Committee meeting held on 16 December 2020 were noted by members.

15. *Covid 19 – Exception Reports*

The Chair enquired if the time was right to remove this item from the agenda now that the organisation was returning to business as usual. It was agreed to place this matter on the agenda for the May Board meeting and remove thereafter.

16. *AOB*

17. *Date of Next Meeting*

The next meeting of the BSO Board will take place on **Thursday 26 May 2022 at 10.00 am.**

The Chairman thanked everyone for attending and closed the meeting.

Chief Executive

Date _____