

**BUSINESS SERVICES ORGANISATION**

**Minutes of Proceedings**

The one hundred and forty eighth meeting of the Board of the Business Services Organisation was held on Thursday 24 February 2022 at 10.00am via Video Conference.

**Present:**

Mrs Julie Erskine (Chair)

Mr Robert Bannon

Mrs Paula Smyth (Director of HR&CS)

Mr Mark Campbell

Mrs Karen Bryson (Director of Finance)

Miss Patricia Gordon

Mr Peter Wilson (Interim Director of

Mr Sean McKeever

Operations)

Professor Dorothy Whittington

**In Attendance:**

Mr Alphy Maginness (Chief Legal Adviser)

Mr Mark Bradley (Interim Director of CCP)

Mr Martin Bradley (Incoming Interim Director of Operations wef 1/3/2022)

Mrs June Turkington (Incoming Interim Chief Legal Adviser wef 1/4/2022)

Miss Amanda Mills (Board Secretary)

***1. Apologies***

An apology for absence was received from Mrs Karen Bailey.

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

There were no conflicts of interest declared.

***3. Minutes of BSO Board Meeting held on 27 January 2022***

The minutes of the meeting held on 27 January 2022 were agreed as a true and accurate record of proceedings subject to a minor amendment.

***4. Board Action Template – Paper BSO 06/22 refers***

Members noted the contents of the Board Action Template. The Chair advised that she has been in discussion with Mark Bradley regarding a date to hold the Board workshop to Review the Corporate Balanced Scorecard and the Corporate Risk Register; she is hoping that this event will take place prior to Easter. Professor Whittington attended a Governance and Leadership Workshop hosted by the Chief Executives Forum on 23 February 2022 and the Chair has requested that she brief the Board on the key issues from the Workshop at the March Board meeting.

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

The Chair briefed members on key meetings she attended during the month of February.

As members were aware Mr Peter Wilson retires from the BSO on 28 February 2022 and the Chair on behalf of members wished Peter and very long and happy retirement and thanked him for his professionalism and commitment to the BSO.

**6. *Acting Chief Executive's Report***

In the absence of the Acting Chief Executive, the Director of Finance updated members on key issues.

The DoF and Acting Chief Executive attended an event where they were briefed on the budget position for 2022/23. Members were advised that BSO will receive an opening allocation based on its baseline which will assist the DoF to present a financial plan to the May Board. She stated that the health budget will prove to be very challenging this year especially without an Executive and a Minister of Finance in post.

The Recruitment Response Plan produced by the Interim Head of Shared Services and the Head of Shared Services Recruitment was presented to the Regional Management Board in February; a number of workstreams have been established to streamline the recruitment process and this was welcomed by RMB. A further update will be presented to both RMB and the BSO Board in the Spring.

**7. *BSO Draft Annual Business Plan for 2022-2023 – Paper BSO 07/22 refers***

The Interim Director of CCP presented the Draft Annual Business Plan for 2022/2023 for members' approval. He advised that the plan focussed on the areas of business which BSO is responsible for and has input to, rather than those which are outwith its control. He added that it was important to recognise the achievements of the BSO during the pandemic and the new innovative ways of working. Members welcomed the revised approach taken and in answer to a question from Professor Whittington regarding the BSO Review, the Chair advised that the BSO Review Oversight Board is meeting later today to discuss the next steps and she will update members at the March Board meeting. The Chair suggested the inclusion of an additional paragraph referring to the lack of an Executive and the challenges this may bring to a number of key programmes due the lack of a formal budget for 2022/2023.

Members approved the BSO Draft Annual Business Plan for 2022/2023 subject to the amendments suggested by the Chair.

**8. *Finance Report as at 31 January 2022 – Paper BSO 08/22 refers***

The Director of Finance presented paper BSO 08/22 a finance report for the ten month period ending 31 January 2022.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period. She explained that the surplus continues to be generated from changes in the BSO's income position however she assured members she continues to forecast a break even position at year end

Members were briefed on action being taken by BSO PALs regarding some PPE stock which is coming to near the end of life and will be obsolete. Discussions have taken place with DoH to find a solution to redeploy or donate the PPE stock and DOH have agreed to fund BSO an RRL for the redistribution and/or disposal of the stock.

Work is ongoing regarding the current capital programme and in particular the final allocations for year end for the ITS and Encompass programmes. It is expected there will be a further easement to be returned to the DHCNI/DOH prior to year end on the Encompass Programme due to the temporary pause on some of the plans in December 2021 which has an impact of the CRL/RRL allocated to BSO.

Members noted the Finance report.

**9. *Corporate Balanced Scorecard – Paper BSO 09/22 refers***

The Interim Director of CCP presented paper BSO 09/22 which set out the performance of key service areas in the BSO for the period up to January 2022. The Director of CCP highlighted the measures with a red RAG rating and explained the circumstances which led to the evaluations.

The Interim Director of CCP stated that he will arrange for the Exec/NED pairing exercises to be reinstated which had been stood down during the pandemic. The benefit of this initiative allowed the Board NEDs to drill down the information contained in the corporate scorecard to gain a better insight of the work of the BSO service areas.

Members noted the BSO Corporate Scorecard.

**10. *Audit Strategies for 2021/22 – Paper 10/22 refers***

The Chair of GAC presented paper BSO 10/22 formally advising the Board that GAC approved the Audit Strategies for BSO for 2021/22 at its meeting held on 8 February 2022. Members were also asked to note that ASM has been appointed as the external auditors for the financial statements however PWC will continue to undertake the IT Controls and Shared Services Audit.

Members noted the position.

**11. *Migration of HSCB to BSO – Paper BSO 11/2022***

The Director of HR&CS presented an update paper to the Board on the Migration of HSCB to BSO. It was noted that this matter was a substantive agenda item at the BDC meeting held on 21 February 2022 where members received a detailed update. Members were advised that work is underway to finalise an overarching Memorandum of Understanding (MOU) and assured members that a thorough governance mechanism will be in place and is a priority for the BSO. To that end members were advised that the Acting Chief Executive will be making a presentation to the March Board meeting to provide assurance to the Board to allow them to formally approve the transition of HSCB staff to BSO. It was suggested that the presentation should include a checklist outlining all the actions the BSO has undertaken to ensure a smooth transition. A detailed discussion ensued whereby the Chair suggested that to allow ample time to consider this important project a special Board meeting should be arranged in mid March to allow members to have ample opportunity to have an open discussion on the governance mechanism on the

migration project which would in assure members and allow them to formally approve the transition at the formal Board meeting scheduled for 24 March 2022.

Members welcomed the Chairs recommendation.

The Chair also suggested adding a few other pertinent agenda items to the additional Board meeting:-

Encompass Budget,  
HSC Shared Services Digital Programme,  
BSO Digital Vision  
BSO Review.

**12. *Report of BDC – Paper BSO 12/2022 refers***

The Chair of the BDC briefed members on the key issues discussed at the BDC meeting held on 21 February 2022. These included an update on the changes to be made to the BRAG ratings system in the Performance against Business Plan, a revised BSO Claims Policy which will be presented to the March Board meeting for formal approval, a paper outlining a number of initiatives being considered to attract and appoint staff outside the normal recruitment processes. The Committee also received a presentation on the BSO's IIP journey which culminated on being awarded with the Silver Accreditation in January 2022. It was suggested that the Board should receive a presentation on this matter in the Spring.

The minutes of the BDC meeting held on 15 November 2021 were noted by members.

**13. *Covid 19 – Exception Reports***

The Chair invited executive directors to update members in relation to the additional work taking place due to Covid-19. Each Director provided members with a comprehensive update on their services areas.

It was noted in particular that during January and February 2022 there was an increase in the number of BSO staff testing positive for Covid. Covid SMT meetings continue on a bi-monthly basis and staff are continuing to be urged to maintain caution and be vigilant. BSO continues to adhere to government guidelines but are now starting to look forward on how to bring back staff to the workplace this year.

**14. *AOB***

**14.1 *Proposed Board and Board Committee Dates – 2022 and 2023 – Paper BSO 13/2022 refers***

Members noted the schedule of Board and Board Committee meetings for 2022 and 2023.

**15. *Date of Next Meeting***

The next meeting of the BSO Board will take place on **Thursday 24<sup>th</sup> March 2022 at 10.00 am.**

The Chief Executive's Office will liaise with members to agree a date for the additional Board meeting in mid March.

The Chairman thanked everyone for attending and closed the meeting.

\_\_\_\_\_  
Chair

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

Date \_\_\_\_\_