**NHS Business Services Authority**

**Summary of Confirmed Minutes of the NHSBSA Board Meeting**

**held at 9.30am on 10 February 2022 via video conference**

**Present:**

Silla Maizey Chair

Michael Brodie Chief Executive

Debra Bailey Non-Executive Director

Kathryn Gillatt Non-Executive Director

Mark Ellerby Non-Executive Director

Karen Seth Non-Executive Director

Mel Tomlin Non-Executive Director

Mark Dibble Executive Director of People and Corporate Services

Andy McKinlay Executive Director of Finance and Commercial Services

Allison Newell Executive Director of Strategy, Performance, Business Development and Growth

**In Attendance:**

Nigel Zaman Department of Health and Social Care (DHSC)

David Jukes Head of Governance and Secretary to the Board

Dan Britton Head of Customer Operations (Shadow Board Representative)

Michael Costello Head of Financial Strategy, Management and Reporting (items 22/18 to 22/20 only)

Brianna Doherty Service Delivery Manager (item 22/22 only)

Hassan Kajee Head of Learning and Organisational Development (items 22/23 and 22/24 only)

Martin Kelsall Director of Primary Care Services (item 22/22 only)

Jane Miller Head of Wellbeing and Inclusion (items 22/23 and 22/24 only)

Nick O’Reilly Chief Technology Officer (item 22/25 only)

David Roberts Head of Service – NHS Jobs (Shadow Board Representative)

Miranda Sykes Head of Communications and Marketing (items 22/23 and 22/24 only)

Katie Wilkie Head of HR (items 22/23 and 22/24 only)

**22/12 Apologies for Absence and Declarations of Interest**

There were no apologies received. There were no declarations of interest declared in relation to Board meeting agenda.

**22/13 Minutes of the Meeting held on 27 January 2022**

The minutes of the previous meeting were **AGREED** as an accurate record.

**22/14 Matters Arising and Outstanding Actions from Previous Meetings**

The Board discussed outstanding actions. All actions were complete or not yet due. The Board **NOTED** completed actions.

**22/15 Chair's Opening Remarks**

S Maizey welcomed D Britton and D Roberts to the meeting as Shadow Board Representatives. S Maizey reminded Board members to complete the Board Effectiveness Review survey which had been issued on e-mail.

N Zaman confirmed that the appointment of the new NHSBSA Chair continued in line with the planned timetable.

The Board **NOTED** the update.

**22/16 Chief Executive’s Report and Balanced Business Scorecard (BBS)**

M Brodie presented the Chief Executive’s Report, highlighting the key points, including:

* M Brodie congratulated S Maizey on her OBE. S Maizey thanked M Brodie and thanked all of the NHSBSA colleagues for their hard work and dedication during her tenure as NHSBSA Chair.
* M Brodie highlighted that Shona Dunn – the second Permanent Secretary at the DHSC – had taken over the senior departmental sponsorship function for the NHSBSA.
* M Brodie provided an overview of other relationship building activity.
* M Brodie provided an update on COVID-19 activity – including the business’s approach to re-opening offices more widely to colleagues. M Brodie also provided an update on the ongoing COVID-19 Public Inquiry preparation work being led by M Dibble.
* M Brodie provided the Board with an overview of the Immigration Health Surcharge (IHS).
* M Brodie provided the Board with an overview of the Heathy Start scheme.
* M Brodie informed the Board that in recognition of both achieving a 2 Star outstanding status from Best Companies and improving the NHSBSA’s overall score, he had been asked to attend the Best Companies Live event at Media City in Salford on 18 February 2022 to join a panel discussion on “Leadership in a Changing World”. Also, the Best Companies lists would be revealed at the event.
* M Brodie stated that the new Leadership Team structure had been formally announced to the business, and focused sessions had been held with the teams impacted.
* The Board reviewed business performance using the Balanced Business Scorecard (BBS).

The Board **NOTED** the report.

**22/17 NHSBSA Strategy 2022-25 and Business Plan 2022/23 Development Update**

A McKinlay and A Newell provided the Board with an update on the approach, plans and key dates in relation to the development of the NHSBSA Strategy 2022-25 and Business Plan 2022/23.

The Board **NOTED** the update.

**Michael Costello joined the meeting.**

**22/18 Finance Report**

A McKinlay presented the Finance Report highlighting key points.

The Board **NOTED** the report.

**22/19 NHSBSA Annual Report and Accounts Update**

A McKinlay provided an update to the Board on the current position in relation to the audit of the NHSBSA Accounts.

The Board **NOTED** the update.

**22/20 Asset Management Lessons Learned Update**

M Costello provided an overview of the lessons learned from the review of the 2019/20 tangible and intangible asset registers.

The Board **NOTED** the update.

**Michael Costello left the meeting.**

**22/21 Health and Social Care System Update**

A Newell presented the Health and Social Care System Update paper, providing the Board with a summary of recent activity across the health and care system.

The Board **NOTED** the update.

**Training/ Awareness Session - Insight and Impact in Data Science at the NHSBSA (Delivered by: Darren Curry – Chief Digital and Data Officer and Nadine Morrisroe – Head of Data Science & Advanced Analytics)**

**Martin Kelsall and Brianna Doherty joined the meeting.**

**22/22 Vaccine Damage Payment Scheme (VDPS) Update**

M Kelsall provided the Board with an update on the VDPS – including that the NHSBSA successfully onboarded VDPS from DWP on 1 November 2021.

The Board wished to thank all colleagues involved in the successful onboarding of the service.

The Board **NOTED** the report.

**Martin Kelsall and Brianna Doherty left the meeting.**

**Hassan Kajee, Jane Miller, Miranda Sykes and Katie Wilkie joined the meeting.**

**22/23 People Update – Employee Engagement Survey**

M Dibble introduced the item, reminding the Board that this was the fourth year that the NHSBSA had engaged Best Companies to carry out an employee engagement survey. The business had maintained its Two Star status, which meant it had ‘outstanding’ levels of engagement with its colleagues.

M Sykes highlighted key points to the Board.

The Board congratulated colleagues on maintaining the Two Star status and increased score.

The Board **NOTED** the report.

**22/24 People Update - NHSBSA’s Approach to Talent Management**

M Dibble introduced the item highlighting the link to the Board’s request for more information on the recruitment risk, and also the importance of ensuring a professional approach to the attraction, development and retention of NHSBSA people. H Kajee, J Miller and K Wilkie took the Board through the paper, highlighting key areas of focus.

M Dibble thanked the Board members for their support and advice in the development of the approach presented.

The Board **NOTED** the report.

**Hassan Kajee, Jane Miller, Miranda Sykes and Katie Wilkie left the meeting.**

**Nick O’Reilly joined the meeting.**

**22/25 Log4J Cyber Security Incident Update**

M Brodie introduced the item and he, and the Board, wished to thank all colleagues who had worked on the incident.

N O’Reilly provided the Board with an overview of how the business responded to the Log4J vulnerability, highlighting that the report was based on a template report format recommended by the National Cyber Security Centre.

The Board **NOTED** the update.

**Nick O’Reilly left the meeting.**

**22/26 Commercial Board Approvals/ Briefings**

1. **Insight Cloud Contract**

A McKinlay presented the Insight Cloud Contract paper. The Board **APPROVED** the purchase from Oracle Corporation UK Ltd (Oracle) of £2,400,000 of ‘Oracle Universal Credits’ (UCs) at the expiry of the current yearly order on 28 February 2022. The Board delegated authority to the Chief Executive Officer to execute the order document.

1. **Managed Infrastructure Services (MIS) Contract Extension Update**

A McKinlay presented the MIS Contract Extension Update paper. The Board **NOTED** the award of a two-year contract extension to Agilisys.

**22/27 NHSBSA Risk Review**

M Dibble introduced the item, stating that the paper included an overview of the NHSBSA’s arrangements, the current NHSBSA Strategic Risk Register and a draft Risk Appetite Statement for consideration and agreement by the Board for 2022/23.

D Jukes presented the paper, outlining risk management arrangements and the draft NHSBSA Risk Appetite Statement for 2022/23.

The Board discussed the current Strategic Risk Register and agreed that the risks/ issues listed were appropriate.

The Board discussed the risk appetite statement and the proposed levels for each category of risk. The Board requested that the ‘Value’ category was split between ‘Delivering and generating efficiency across the health and social care system’ (Open) and ‘Effectively managing our internal operating costs’ (Cautious). The Board **AGREED** the NHSBSA Risk Appetite Statement.

The Board **NOTED** the report.

**22/28 Any Other Business**

The Board requested that a Succession Planning Update agenda item was added to the June 2022 Board agenda.

**22/29 Communications from the Meeting**

The Board wished to thank all colleagues involved in the successful onboarding of the Vaccine Damage Payment Scheme.

The Board congratulated colleagues on maintaining the Two Star status and increased score in the Best Companies Employee Engagement Survey.

The Board wished to thank all colleagues who had worked on the recent cyber security incident.

**22/30 Forward Agenda**

The Board **NOTED** the forward agenda.

**22/31 Date and Venue of the Next Meeting**

The next Board meeting was planned for 10 March 2022 at Stella House and video conference.