

## NHS Business Services Authority

### Summary of Minutes of the NHSBSA Board Meeting held at 10.30am on 6 December 2018 at Stella House, Newburn Riverside, Newcastle Upon Tyne.

#### Present:

Silla Maizey	Chair
Alistair McDonald	Chief Executive
Debra Bailey	Non-Executive Director
Mark Ellerby	Non-Executive Director
Andrew Flanagan	Non-Executive Director
Tim Nolan	Non-Executive Director
Karen Seth	Non-Executive Director
Mark Dibble	Executive Director of Corporate Services
Andrew McKinlay	Executive Director of Finance and Commercial Services

#### In Attendance:

Nigel Zaman	Department of Health and Social Care (DHSC)
David Jukes	Head of Governance and Secretary to the Board
Karen Finlayson	PwC
Brendan Brown	Director of Citizen Services (item 2 only)
Gordon Coyne	Director of NHS Workforce Services (item 2 only)
Darren Curry	Chief Digital Officer (item 2 only)
Martin Kelsall	Director of Primary Care Services (item 2 only)
Nina Monckton	Chief Insight Officer (item 2 only)
Nick O'Reilly	Chief Technology Officer (item 2 only)
Lucy Ord	Organisation Development Lead (item 5 only)
Katie Wilkie	Head of People Development (item 5 only)

#### Apologies:

Allison Newell	Executive Director of Strategy, Business Development and Growth
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## 1. Chief Executive's Report

Ms Maizey welcomed Ms Finlayson to the meeting. Ms Finlayson was attending to observe the Board meeting as part of the 2018/19 Board Effectiveness Review and would be in contact with members and attendees following the meeting to arrange interviews.

On behalf of the Board, Ms Maizey thanked Mr McDonald for his hard work and dedication as NHSBSA Chief Executive following Mr McDonald's confirmation that he would be retiring in June 2019.

Mr McDonald presented the Chief Executive's Report, highlighting the key points, including:

- Supply Chain Coordination Ltd (SCCL) update;
- NHS Counter Fraud Authority (NHS CFA) and NHSBSA collaboration work, and
- NHSBSA / DHSC Accountability Review meeting overview.

**Outcome:** The Board **NOTED** the Chief Executive's report.

## **2. Balanced Business Scorecard and Business Performance Report**

The Board reviewed business performance against its strategic goals and KPIs using the Balanced Business Scorecard and Business Performance Report.

The Board discussed the development of the Dental Compass system, and associated improvements for users, linked to the Dental Net Promoter Score (NPS).

The Board discussed the ongoing delivery of the Pensions Service recovery plans, and related KPIs and Net Promoter Score (NPS).

Mr Dibble updated the Board on The Times Top 100 Best Companies engagement work. The employee engagement survey had closed and the Leadership Team would be attending an insight session with Best Companies in January 2019.

The Board discussed the NHSBSA People Goal, including sickness levels, volunteering levels, and community engagement activity across the business including the Global Bridge partnership.

Mr McKinlay updated the Board on progress against the Pacific target.

**Outcome:** The Board **NOTED** the report.

## **3. Finance and Commercial Report**

Mr McKinlay presented the Finance and Commercial Report giving an overview of the financial position including details on the revenue and capital budget position.

Following an ongoing exercise to reconcile data held by the NHS Pension Scheme and HMRC a recommendation to write off Guaranteed Minimum Pension (GMP) overpayments of up to £10m was discussed and the proposed action agreed by the Audit and Risk Management Committee on 22

November 2018. The Board **SUPPORTED** the proposed write off.

Mr McKinlay highlighted the forward view of contracts to be submitted to the Board for approval over the coming twelve months.

**Outcome:** The Board **NOTED** the report.

#### 4. Workplace Strategy

Mr McKinlay presented the NHSBSA Workplace Strategy paper. The Board discussed the Strategy.

**Outcomes:** The Board **NOTED** the report.

#### 5. People and Talent Strategy

Mr Dibble presented the NHSBSA People and Talent Strategy paper, supported by Ms Ord and Ms Wilkie. The Board discussed the Strategy.

**Outcome:** The Board **NOTED** the report.

#### 6. Any Other Business

The Board received and **NOTED** updates on Supply Chain Coordination Ltd (SCCL) and Scanning Services.

The Board **NOTED** confirmed minutes from the Audit and Risk Management Committee meetings held on 1 June 2018 and 4 July 2018, and received and **NOTED** an updated from the Audit and Risk Management Committee meeting held on 22 November 2018.

The Board **NOTED** confirmed minutes from the Remuneration and Nominations Committee held on 7 June 2018.

The Board received and **NOTED** the Board Members Register of Interests.

The Board wished to thank all colleagues for their hard work and dedication throughout 2018.

#### 7. Date and Venue of the next Meeting

The next Board meeting was planned for 7 February 2018 in Stella House, Newcastle upon Tyne.

**NOTE:** Sarah Jones, Head of Commercial Services and Jonathan Whitley, Senior Commercial Manager presented an awareness session to the Board in relation to the Government Commercial Operating Standards during the Board meeting lunch break.