

NHS Business Services Authority

Summary of Minutes of the NHSBSA Board Meeting held at 9.00am on 6 June 2019 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
Allison Newell	Executive Director of Strategy, 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
Brendan Brown	Director of Citizen Services (items 3 - 7 only)
Gordon Coyne	Director of NHS Workforce Services (items 3 - 7 only)
Darren Curry	Chief Digital Officer (items 3 - 7 only)
Martin Kelsall	Director of Primary Care Services (items 3 - 7 only)
Nina Monckton	Chief Insight Officer (items 3 - 7 only)
Anna Butterfield	Head of Organisation Development (items 9 - 11 only)
Jane Miller	Head of Wellbeing and Inclusion (items 9 - 11 only)
Katie Wilkie	Head of Human Resources (items 9 - 11 only)

1. Chief Executive's Report

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

- the NAO report on the investigation into penalty charge notices in healthcare;
- a review into the sharing of data across ALBs;

- Pharmacy Early Payment Scheme (PEPS) update;
- Infrastructure and Projects Authority (IPA) Assurance Review of the IT Infrastructure and Sourcing (ITIS) Programme, and
- The NHSBSA Leadership Strategy Events update.

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

2. Health and Social Care System Update

Ms Newell presented the Health and Social Care System Update paper, highlighting key points, including key appointments and recruitment exercises across the system.

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

3. Business Performance – NHSBSA End of Year Report 2018/19

The Board reviewed the NHSBSA's performance across the twelve month period of April 2018 to March 2019, including performance against the NHSBSA Strategic Goals, and performance of NHSBSA Services.

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

4. Business Performance – New KPIs 2019/20

Ms Newell introduced the updated KPIs proposed for Board reporting in 2019/20, explaining the approach taken in their production, paying particular attention to the customer groups served both internally and externally.

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

5. Balanced Business Scorecard (BBS) and Board Performance Report (BPR)

Ms Newell presented the first draft of the updated BBS and BPR and invited the Board members to provide feedback. The Board reviewed the reports and discussed performance in the period.

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

6. Finance and Commercial Report

Mr McKinlay presented the Finance and Commercial Report highlighting key points.

Mr McKinlay provided an overview of the NHSBSA Accounts 2018/19, including the impact of the addition of new services. Mr McKinlay gave an update on the progress of the audit of the NHSBSA Accounts.

Mr McKinlay gave an overview of the funding position for 2019/20 and a

commercial update including the forward view of contracts to be submitted to the Board for approval.

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

7. Data Strategy Update

Ms Monckton presented the NHSBSA Data Strategy to the Board. Ms Monckton described the background and the need for the strategy, including its link to the NHS Long Term Plan (LTP), and that data analytics was an important supporting activity in delivering the NHSBSA Strategic Goals.

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

8. Capita Exit/ Capita DCSS MITI Service Agreement Update

Mr McKinlay presented the paper providing an overview of arrangements in place and progress on exit activities.

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

9. People Team - Future Focus

Ms Butterfield, Ms Miller and Ms Wilkie took the Board through a presentation on the People Team – Future Focus, highlighting the People Strategy, Operating Model, Human Resources Team priorities, Learning and Organisation Development Team priorities, Wellbeing and Inclusion Team priorities, and an overview of the team reorganisation, redesign and relaunch.

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

10. Talent Update

Mr Dibble introduced the Talent Update paper and highlighted progress including:

- Attraction, identification and development of talent;
- Talent discussions with NHSBSA people;
- Deployment in the business, and
- Plans to stay connected with ex-colleagues via an alumni.

The Board **NOTED** the report.

11. Wellbeing and Inclusion Update (including Diversity and Inclusion Strategy Annual Report)

Ms Miller introduced the Wellbeing and Inclusion Update highlighting work undertaken during 2018/19, and ongoing and planned activity.

The Board discussed the progress made and planned activity, including the employee network focus areas of Diversity and Inclusion, Domestic Abuse Support, Mental Health First Aid and Wellbeing and Social Value.

The Board wished to congratulate and thank all colleagues involved in recent benchmarking successes, including inclusion in Stonewall Top 100 Employers list, and the Silver Standard Employer award from the Employers' Network for Equality and Inclusion (ENEI).

Outcome: The Board **NOTED** the report, and **APPROVED** publication of the NHSBSA Diversity and Inclusion Strategy Annual Report - Year 3 2018/19.

12. Board Approvals

Facilities Management Contracts

Mr McKinlay presented the Facilities Management Contracts summary paper. The Board discussed:

- Hard Facilities Management (FM) Services contract with Kier Facilities Services for the provision of Hard FM services at all sites excluding Hesketh House; and
- Soft FM Services contract with Compass Contract Services Ltd for the provision of Soft FM services at all sites excluding Hesketh House.

Outcome: The Board **APPROVED** the extension of the two FM services contracts and **APPROVED** delegated authority to the NHSBSA Chief Executive to execute the contract extension agreements on behalf of the NHSBSA.

13. Any Other Business

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

The Board **NOTED** an update from the Audit and Risk Management Committee meetings held on 29 April 2019 and 5 June 2019, and confirmed minutes from the meeting held on 7 March 2019.

The Board **NOTED** an update from the Remuneration and Nominations Committee meeting held on 5 June 2019, and confirmed minutes from the meeting held on 12 December 2018.

The Board thanked Mr McDonald for his service to the NHSBSA and the leadership he had provided as Chief Executive.

The Board wished to thank all colleagues who had volunteered to be part of Wellbeing and Inclusion staff networks, and recognised the achievements made during the year.

14. Date and Venue of the next Meeting

The next Board meeting was planned for 11 July 2019 via telephone.