**NHS Business Services Authority**

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

**held at 9.30am on 10 March 2022 at Stella House, Newburn Riverside, Newcastle upon Tyne and via video conference**

**Present:**

Silla Maizey Chair

Michael Brodie Chief Executive

Debra Bailey Non-Executive Director

Kathryn Gillatt 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 (via video conference)

**In Attendance:**

Nigel Zaman Department of Health and Social Care (DHSC)

David Jukes Head of Governance and Secretary to the Board

Caitlin Affleck-Brodie Market Research and Business Intelligence Analyst (via video conference) (Items 22/39 and 22/40 only)

Dan Britton Head of Customer Operations (Item 22/38 only)

Brendan Brown Chief Operating Officer (items 22/32 to 22/42 only)

Michael Costello Head of Financial Strategy, Management and Reporting (items 22/43 to 22/47 only)

Gordon Coyne Director of Workforce Transformation (items 22/32 to 22/42 only)

Darren Curry Chief Digital, Data and Technology Officer (via video conference) (items 22/32 to 22/42 only)

John Douglas NHS Pension Scheme Finance Manager (via video conference) (items 22/43 and 22/44 only)

Jason Harper Transformation Lead – Primary Care Services (via video conference) (Shadow Board Representative)

Martin Kelsall Director of Primary Care Services (items 22/32 to 22/37 only)

Ada Okoli Programme Manager (Workforce Services Directorate) (Shadow Board Representative)

Nick O’Reilly Chief Portfolio and Prioritisation Officer (via video conference) (items 22/32 to 22/42 only)

Ashleigh Peel-Lowes Head of Strategy, Planning and Performance (via video conference) (items 22/39 and 22/40 only)

Jo Powell Head of Financial Strategy and Planning (item 22/41 only)

Miranda Sykes Head of Communications & Marketing (items 22/32 and 22/42 only)

**22/32 Apologies for Absence and Declarations of Interest**

Apologies were received from Mark Ellerby. There were no declarations of interest declared in relation to Board meeting agenda.

**22/33 Minutes of the Meeting held on 10 February 2022**

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

**22/34 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.

**22/35 Chair's Opening Remarks**

S Maizey welcomed J Harper and A Okoli to the meeting as Shadow Board Representatives. S Maizey welcomed M Sykes to her first meeting as a member of the Leadership Team.

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

The Board **NOTED** the update.

**22/36 Chief Executive’s Report**

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

* M Brodie provided an overview of the visit of the Secretary of State for Health and Social Care (SoS), Sajid Javid, to the NHSBSA Newcastle Bridge House office on 15 February 2022.
* M Brodie provided an overview of relationship building across the health and care system, including with NHS Blood and Transplant, NHS Shared Business Services and NHS England/ Improvement/ ICS System Transformation Directors.
* M Brodie provided an update on the management of COVID-19, ensuring the health and wellbeing of colleagues. As planned NHSBSA offices had re-opened for non-essential staff on 14 February 2022 in line with Government guidance.
* M Brodie reminded the Board that the business continued preparation work for the upcoming COVID-19 Public Enquiry, working closely with DHSC.
* M Brodie highlighted to the Board that the transition to the new Leadership Team structure had continued during February and March 2022, and it was planned to be fully implemented by 1 April 2022. M Brodie also stated that the recruitment process for the two Associate Director roles had been completed, and that Dan Britton (current Head of Customer Operations) and Alison O’Brien (current Head of Health Exemption Services) had been appointed. It was planned that their handover would be completed by the end of March 2022.
* M Brodie highlighted that on 18 February 2022 Best Companies, who run the NHSBSA annual staff engagement survey, announced their Quarter 1 Best Companies to Work For lists. The NHSBSA had been named as the top Not for Profit organisation in the UK. In addition, the NHSBSA had been named as the 4th Best Big Company to Work For. The regional offices had also been placed highly in the Top Regional Employers lists. The Board wished to congratulate all colleagues for this fantastic achievement.
* M Brodie updated the Board on the ESR Transformation Programme IPA Gate 2 gateway review.
* M Brodie highlighted to the Board that the NHSBSA had been placed 5th in the Stonewall Top 100 Employers Index out of 402 participating organisations. The business had also achieved Gold Award Employer status as well as being the top ranked NHS organisation and top ranked organisation headquartered in the North East.
* M Brodie informed the Board that the NHSBSA had been shortlisted for three awards at the CCA Excellent Awards 2022. The winners would be announced on 27 April 2022.
* M Brodie highlighted current discussions with DHSC on amendments to HRT prescriptions.

The Board **NOTED** the report.

**22/37 Balanced Business Scorecard (BBS) and Business Performance**

The Board reviewed performance using the BBS and report.

The Board **NOTED** the report.

**Martin Kelsall left the meeting.**

**Dan Britton joined the meeting.**

**22/38 People Update: Customer Operations – Capacity and Performance Update**

B Brown introduced the paper, providing an overview of the background of the issue. D Britton provided an overview of current and future actions being taken to address the issue.

The Board recognised the work going on to address this issue, and also discussed the importance of analysing and understanding the drivers for call volumes. The Board requested an update paper at the June 2022 Board meeting.

The Board **NOTED** the update.

**Dan Britton left the meeting.**

**Ashleigh-Peel Lowes and Caitlin Affleck-Brodie joined the meeting.**

**22/39 NHSBSA Strategy 2022-25**

A Newell presented the NHSBSA Strategy 2022-25, and thanked her team, the Leadership Team, the Communications and Marketing Team, the Senior Leadership Community, N Zaman, the Board and all other colleagues who had provided input into its creation.

A Peel-Lowes took the Board through a NHSBSA Strategy presentation, including an overview of Our Purpose, Vision & Values, Our Strategic Goals, Capabilities and Big Ambitions.

The Board **APPROVED** the NHSBSA Strategy 2022-25.

**22/40 NHSBSA Business Plan 2022/23**

A Newell and A McKinlay provided the Board with an update on the production of the Business Plan 2022/23.

The Board **NOTED** the update.

**Ashleigh-Peel Lowes and Caitlin Affleck-Brodie left the meeting.**

**Jo Powell joined the meeting.**

**22/41 NHSBSA Budget 2022/23**

A McKinlay introduced the item, and introduced Jo Powell, Head of Financial Strategy and Planning. A McKinlay provided an overview of the paper and budget.

The Board **NOTED** the update.

**Jo Powell left the meeting.**

**22/42 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.

**B Brown, G Coyne, Darren Curry, Alison Metcalfe, Nick O’Reilly and Miranda Sykes left the meeting.**

**Training/ Awareness Session – Anti Bribery Training (Delivered by: Dave Verma - Templarii)**

**Michael Costello and John Douglas joined the meeting.**

**22/43 Finance and Commercial Report**

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

The Board **NOTED** the report.

**22/44 NHS Pension Scheme – OBC Spring Cash Flow Return**

J Douglas provided an overview of NHS Pension Scheme AME Return for Spring Statement 2022 (Financial Years 2020/21 out-turn, 2021-22 forecast out-turn, to 2026-27 forecast). This included methodology, forecast profile, key changes, key assumptions, main factors influencing long-term and year-on-year changes in the forecast, and main risks and key judgements.

The Board **NOTED** the report.

**John Douglas left the meeting.**

**22/45 Confirmed minutes from the Audit and Risk Management Committee held on 26 January 2022**

The Board **NOTED** the minutes.

**22/46 Update from the Audit and Risk Management Committee Meeting held on 2 March 2022 – Alert, Advise, Assurance Report**

K Gillatt gave an update on the work of the Audit and Risk Management Committee – this was summarised in an Alert / Advise / Assurance Report issued to the Board.

The Board **NOTED** the update – and the alerts, advice and assurance provided.

**22/47 NHSBSA Annual Report and Accounts Update**

A McKinlay provided an update on progress with the 2019/20 audit.

The Board **NOTED** the update

**Michael Costello left the meeting.**

**22/48 Commercial Board Approvals/ Briefings**

1. **Microsoft Enterprise Agreement Contract**

A McKinlay presented the Microsoft Enterprise Agreement Contract paper. The Board **APPROVED** the award of a 3 year contract to Trustmarque Solutions Ltd for the provision of Microsoft licences, cloud hosting and related services to be called off up to a maximum total contract value of £4,544,161 (exc. VAT), and granted delegated authority to the Chief Executive Officer to execute the variation to the contract.

1. **ESR Expenses Solution**

A McKinlay presented the ESR Expenses Solution paper. The Board **NOTED** the report on the extension of the existing ESR Expenses Solution Service provision within the IBM contract.

**22/49 Board Effectiveness Review 2021/22**

The Board reviewed the results, discussing key points. Overall, the review indicated the NHSBSA Board continued to be highly effective and was consistent with the 2020/21 result – with an overall effectiveness mean score of 8.8 out of 10. The Board also recognised the continued challenges faced during 2021/22 due to the pandemic and the requirement for the Board to adopt to new ways of working, including online meetings and restrictions on site visits and other face-to-face meetings.

The Board agreed that the item should be added to the April 2022 Board meeting agenda to enable discussion, and agreement of any actions, with the new NHSBSA Chair. This would include increasing Board visibility and site visits.

The Board accepted the results of the review and agreed to continue to monitor effectiveness over the coming year.

The Board **NOTED** the report.

**22/50 Any Other Business**

S Maizey highlighted that the DHSC Accountability Review meeting was week commencing 14 March 2022. S Maizey was in the process of arranging Non-Executive Director Appraisals. S Maizey highlighted the activities planned in support of International Women’s Day.

M Brodie, on behalf of the Board and all NHSBSA colleagues, thanked S Maizey for her service and passion during her time as NHSBSA Chair. S Maizey thanked colleagues for their hard work and support during her tenure.

**22/51 Communications from the Meeting**

The Board wished to congratulate all colleagues for the NHSBSA’s placing in the Best Companies listings and Stonewall Index. Also, for being shortlisted in the CCA Excellence Awards 2022.

The Board wished to thank all colleagues for their input into the development of the NHSBSA Strategy 2022-25.

**22/52 Forward Agenda**

The Board **NOTED** the forward agenda – including the requested addition of the Customer Operations Update and the Board Effectiveness Review.

**22/53 Date and Venue of the Next Meeting**

The next Board meeting was planned for 21 April 2022 at Stella House and video conference. The Board also noted the potential need for an extra meeting in relation the NHSBSA Annual Report and Accounts.