**NHS Business Services Authority**

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

**held at 9.30am on 9 February 2023 at Stella House, Newburn Riverside, Newcastle upon Tyne and via video conference**

**Present:**

Sue Douthwaite Chair

Michael Brodie Chief Executive

Kathy Gillatt Non-Executive Director

Karen Seth Non-Executive Director

Mel Tomlin Non-Executive Director

Brendan Brown Chief Operating Officer

Darren Curry Chief Digital, Data & Technology Officer

Mark Dibble Executive Director of People and Corporate Services

Allison Newell Executive Director of Strategy, Performance, Business Development and Growth (via Video Conference)

**In Attendance:**

Melinda Johnson Commercial Director, Department of Health and Social Care (DHSC) (Items 23/01 to 23/08 only)

Nigel Zaman Senior Programme Manager, Department of Health and Social Care (DHSC)

David Jukes Head of Governance and Corporate Secretary (Secretary to the Board)

Michael Costello Head of Strategic Finance

Gordon Coyne Director of Workforce Transformation (Items 23/07 and 23/08 only)

Hassan Kajee DDaT Programme Senior Responsible Officer (Item 23/09 and 23/10 only)

Jane Miller Head pf Wellbeing & Inclusion (Item 23/13 and 23/14 only)

Andrew Murdoch Portfolio Office Manager (Items 23/07 and 23/08 only)

Sean Murphy Head of Commercial Services

Alison O’Brien Associate Director of Operations (Workforce Services) (Item 23/11 and 23/12 only)

Chris Price ESR Transformation Programme Director (Items 23/07 and 23/08 only)

Miranda Sykes Head of Communications & Marketing (Item 23/13 and 23/14 only)

Zoe Teale ESR Senior Transformation Programme Lead (Shadow Board Representative)

Tony Webb Workforce Services - Optimisation Implementation Lead (Shadow Board Representative)

**23/01 Apologies for Absence and Declarations of Interest**

Apologies were received from Debra Bailey and Andy McKinlay. There were no declarations of interest declared in relation to Board meeting agenda.

**23/02 Minutes of the Meetings held on 8 December 2022 and 19 December 2022 (Annual Public Meeting)**

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

**22/03 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.

**23/04 Chair's Opening Remarks**

S Douthwaite welcomed M Johnson (DHSC) to the meeting. M Johnson thanked S Douthwaite for the opportunity to attend the meeting. S Douthwaite welcomed M Costello and S Murphy to the meeting who would be deputising for Andy McKinlay. S Douthwaite welcomed Z Teale and T Webb to the meeting as Shadow Board Representatives.

S Douthwaite updated the Board on her introductory meeting with Richard Meddings (Chair, NHS England). S Douthwaite stated that the meeting had been positive and that further meetings were planned.

S Douthwaite stated that she had attended the Public Chairs’ Forum Annual Conference which included an address by Rt Hon Jeremy Quinn MP (Paymaster General and Minister for the Cabinet Office). S Douthwaite highlighted key points of discussion to the members.

The Board **NOTED** the update.

**23/05 Chief Executive’s Report (incl. Health and Social Care System Update)**

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

* M Brodie informed the Board that Best Companies had announced the Best Companies to Work For lists for Q1 2023 and, as a result of the NHSBSA’s recent Staff Engagement Survey results, the business had been placed as No.1 Best Not For Profit to work for in the UK, 4th Best Big Business and 5th Best employer in the North East. The Board congratulated all colleagues on this achievement and the external recognition and recognised the positive impact this would have on attraction, recruitment and retention of colleagues.
* M Brodie provided the Board with an overview of the visit of Lord Bethell, former DHSC Lords Minister and NHSBSA ministerial sponsor, on 12 December 2022. M Brodie stated that the meeting had been highly positive and had provided an opportunity to share the NHSBSA Strategy.
* The Board discussed the new Voice of the Customer section of the report.
* M Brodie provided an update on the cross-ALB workstreams work.
* M Brodie highlighted to the Board that the Infected Blood Inquiry had now closed and that a report was expected later in the year.

The Board **NOTED** the report.

**23/06 Public Bodies Review Programme Report**

M Brodie provided an overview of the proposed Independent Review of the NHSBSA: Final Report and Recommendations report, outlining the main findings and recommendations ahead of external publication, expected during mid-February 2023. The Board discussed the findings of the review within the four sections – Accountability; Governance; Efficiency and Efficacy.

The Board **NOTED** the report.

**(Gordon Coyne, Andrew Murdoch and Chris Price joined the meeting)**

**23/07 Portfolio Update**

A Murdoch provided an overview of the report including an overview of the projects on the portfolio change plan, the financial position and forecasts and an overview of the current position of 2023/23 portfolio planning. The Board thanked A Murdoch for the comprehensive update.

The Board **NOTED** the update.

**23/08 ESR Transformation Programme Status Update**

G Coyne introduced C Price (ESR Transformation Programme Director) to the Board. S Douthwaite welcomed C Price to the meeting. G Coyne provided the Board with an overview of the report.

S Douthwaite reminded the Board that the Programme would continue to be monitored at Board meetings and via the NHSBSA Audit and Risk Management Committee. Also, that further support and advice could be provided via a Non-Executive where needed. K Seth stated that she would be happy to support the Progarmme in relation to her HR/ People skills and experience. G Coyne thanked K Seth and would contact her outside of the meeting to take this forward.

The Board **NOTED** the update.

**(Gordon Coyne, Melinda Johnson, Andrew Murdoch and Chris Price left the meeting)**

**(Hassan Kajee joined the meeting)**

**23/09 Digital, Data and Technology (DDaT) Update**

D Curry presented the report highlighting key points.

The Board **NOTED** the update.

**23/10 Building DDaT Capability for the National Institute for Health and Care Research (NIHR)**

D Curry provided an overview of the paper. The Board supported the approach **NOTED** the update.

**(Hassan Kajee left the meeting)**

**(Alison O’Brien joined the meeting)**

**23/11 Business Performance Update (incl: Operational Performance Temperature Check Report February 2023; and Balanced Business Scorecard December 2022)**

The Board reviewed performance using the Temperature Check Report. B Brown highlighted key points.

The Board reviewed performance using the BBS. A Newell highlighted key points from the December 2022 BBS.

The Board **NOTED** the update.

**23/12 Workforce Retirement Services Update**

B Brown introduced the Update. A O’Brien provided the Board with an overview of the Report highlighting key points – including the internal and external challenges being faced by the service, the actions being taken by the new management team, and the progress to date.

The Board supported the work undertaken to date and future approach.

K Gillatt highlighted the use of GIAA and focussed audit work and looked forward to seeing the results of this work and recommendations made.

The Board **NOTED** the update.

**(Alison O’Brien left the meeting)**

**(Jane Miller and Miranda Sykes joined the meeting)**

**23/13 People – Employee Engagement Survey**

M Sykes provided the Board with an overview of key points. The NHSBSA had retained its Two Star status for ‘outstanding’ engagement with its people.

S Douthwaite highlighted that the Shadow Board had undertaken a deep dive at their meeting on 8 February 2023 and feedback given to M Sykes, M Dibble and M Brodie.

The Board thanked all colleagues involved in the roll-out of the survey, and all colleagues who had completed the survey and provided their feedback.

The Board **NOTED** the update.

**23/14 People – Gender Pay Gap Report**

J Miller introduced the item highlighting the NHSBSA’s legal requirement under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 to annually publish a Gender Pay Gap Report.

J Miller provided an overview of the Report highlighting key points.

The Board **NOTED** and **APPROVED** the NHSBSA Gender Pay Gap Report 2021/22.

**(Jane Miller and Miranda Sykes left the meeting)**

**23/15 Finance Report**

M Costello presented the Finance and Commercial Report highlighting key points.

The Board **NOTED** the report.

**23/16 Technology Partner Contract**

S Murphy presented the Technology Partner – Microsoft and Dynamics paper.

Following discussion, the Board **APPROVED** the award of a 2-year/24-month contract with a 6-month optional extension (30 months in total), with a potential value of up to £4.5m excluding VAT, with the supplier Cognizant via a competitive exercise on the Digital Outcomes and Specialists (DOS) 5 Framework and granted delegated authority to the Chief Executive Officer to execute the contract.

**23/17 Contact Centre Resourcing**

S Murphy presented the Contact Centre Resourcing paper. Following discussion, the Board **APPROVED** the commitment of £2,390,438 expenditure as required under the NHSBSA Standing Financial Instructions, from 31 March 2023 to 31 March 2024, and approved the signing of a Letter of Commitment with UK Health Security Agency (UKHSA) to vary their contract with Serco for Contact Centre Resources to give the NHSBSA flexibility and surge capacity to deal with expansion of services and a challenging recruitment and retention market, and granted delegated authority to the Chief Executive to execute the contract.

**23/18 ESR Financial Assurance Contract**

S Murphy presented the ESR Transformation Programme Financial Advisor – Contact Award paper.

Following discussion, the Board **APPROVED** the award of a contract with Grant Thornton LLP for financial advisory and assurance services supporting the ESR Transformation Programme. The contract would be in place from February 2023 for the duration of the procurement phase of the Programme, currently planned to conclude in late 2024, with a forecast spend of contract and total contract value of £1.9m – and granted delegated authority to the Chief Executive Officer to execute the contract.

**23/19 Any Other Business**

S Douthwaite updated the Board that K Seth had agreed to take over as Safety, Health and Environment (SHE) Non-Executive Champion following the departure of Mark Ellerby.

Z Teale asked if Board members would be willing to support the roll out of communications to the business in support of International Women’s Day. The Board agreed and Z Teale would contact members following the meeting.

**23/20 Communications from the Meeting**

The Board wished to thank all colleagues for their input into the Public Bodies Review Programme, wished to thank all colleagues involved in the ESR Transformation Programme and congratulate them on their achievements to date, and all colleagues involved in the roll-out of the Employee Engagement Survey and all colleagues who had completed the survey and provided their feedback.

**23/21 Forward Agenda**

The Board **NOTED** the forward agenda.

**23/22 Date and Venue of the Next Meeting**

The next Board meeting was planned for 16 March 2023 at Stella House.