**NHS Business Services Authority**

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

**held at 9.30am on 13 April 2023 at Stella House, Newburn Riverside, Newcastle upon Tyne and via video conference**

**Present:**

Sue Douthwaite Chair

Michael Brodie Chief Executive

Debra Bailey Non-Executive Director

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

Andy McKinlay Executive Director of Finance, Commercial and Estates (via Video Conference)

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

**In Attendance:**

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

Adam Mahmood Investment Appraisal Lead (Capital and Investment Directorate) (DHSC)

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

Brianna Doherty Service Delivery Manager (Primary Care Services) (Item 23/62 only)

Martin Kelsall Director of Primary Care Services/ Interim Chief Portfolio Officer (Items 23/56, 23/57 and 23/62 only)

Clare Murdoch ESR Head of Strategic Communications & Engagement (Shadow Board Representative)

Sean Murphy Head of Commercial Services (Item 23/63 to 23/68 only)

Tony Neal Governance and Assurance Manager (Disability & Neurodiversity Co-Chair) (Shadow Board Representative)

Jo Powell Head of Financial Transformation (Item 23/61 only)

Neil Pragnell Head of Portfolio Delivery (Item 23/56 and 23/57 only)

Chris Price ESR Transformation Programme Director (Items 23/56 and 23/57 only)

Kevin Richardson Head of Business Innovation & Customer Experience (Items 23/58 only)

**23/51 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.

K Gillatt updated the Board that she had been appointed as a Non-Executive Director at Rotherham, Doncaster and South Humber NHS Foundation Trust, commencing on 1 April 2023 for a period of three years. Also, that she would become Chair of the organisation’s Audit Committee in 2024. K Gillatt would update her Declarations of Interest in line with the NHSBSA Policy.

**23/52 Minutes of the Meetings held on 16 March 2023**

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

**23/53 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.

**23/54 Chair's Opening Remarks**

S Douthwaite welcomed C Murdoch and T Neal to the meeting as Shadow Board Representatives, and A Mahmood from DHSC.

S Douthwaite reflected on the Board NHSBSA Strategy session attended by Board members, the Leadership Team and Shadow Board members on 12 April 2023, and links to the ALB Review Report and broader national context. The Board agreed that the session had been engaging and thought-provoking, and that the NHSBSA Strategy would continue to evolve aligned to national priorities. Further sessions would be held throughout the year.

S Douthwaite highlighted to the Board that she continued to work with the DHSC on the appointment of Non-Executive Directors and would keep the Board up to date on progress over the coming weeks.

The Board **NOTED** the update.

**23/55 Chief Executive’s Report**

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

* Launch of the HRT Prepayment Certificate (PPC) service on 1 April 2023.
* Transfer of the government shareholding in NHS Shared Business Services (NHS SBS) from DHSC to NHSBSA on 31 March 2023.
* Recruitment of a new Chief Portfolio Officer.
* Discussions with DHSC on Pregnancy Loss Certificates (PLC).
* ALB Workstream – Shared Services.
* Letter received from Steve Barclay (SoS Health & Social Care) on 24 March 2023 in relation to organisations across the health family reviewing whether they were getting value for money from diversity and inclusion memberships.
* NHSBSA ALB Review having been published on gov.uk.
* DHSC Efficiency and Reform Programme

The Board **NOTED** the report.

**(Martin Kelsall, Neil Pragnell and Chris Price joined the meeting)**

**23/56 Portfolio Update**

M Kelsall introduced the item, highlighting that the new Chief Portfolio Officer would continue the evolution of reporting during 2023/24. The Board supported this approach.

N Pragnell provided an overview of the report, including baseline position for 2023/24 portfolio change plan, current portfolio health and delivery confidence update on Zone 1 projects, early analysis of portfolio against new Strategy and ALB recommendations, and improvement actions planned in the Directorate.

N Pranell provided assurance to the Board that the team were in alignment with wider emerging standards and controls from central Government relating to project delivery, with further actions plans in place to achieve the GovS002 Functional Standard level.

The Board **NOTED** the update.

**23/57 ESR Transformation Programme Status Update**

C Price provided an overview of key points.

The Board **NOTED** the update.

**(Martin Kelsall, Neil Pragnell and Chris Price left the meeting)**

**(Kevin Richardson joined the meeting)**

**23/58 CX Update Report**

A Newell introduced K Richardson – Head of Business Innovation & Customer Experience. K Richardson provided an overview of the CX Update report, including CX initiatives and priorities, progress against initiative delivery, CX approach and team, Board ‘Voice of the Customer’ timetable, complaints improvement work, customer journey work and NHS Retirement Services plan progress.

The Board thanked A Newell and K Richardson for the update and looked forward to seeing further progress in this area across the business.

The Board **NOTED** the update.

**(Kevin Richardson left the meeting)**

**23/59 Digital, Data and Technology (DDaT) Update**

D Curry presented the report highlighting key points.

The Board **NOTED** the report.

**23/60 Business Performance Update (incl: Balanced Business Scorecard February 2023; and Operational Performance Temperature Check Report April 2023)**

The Board reviewed performance using the BBS. A Newell highlighted key points from the February 2023 BBS. The Board reviewed current performance using the Temperature Check Report. B Brown highlighted key points.

The Board **NOTED** the update.

**(Jo Powell joined the meeting)**

**23/61 Contact Centre – Taxpayer Value Programme (TVP) Review 1**

B Brown introduced the item highlighting that the purpose of the report was to provide an update on the recent TVP review undertaken in the Contact Centre - this being the first formal review undertaken by the newly created Financial Transformation Team, led by J Powell. B Brown highlighted that the results of the review would help to inform the Contact Centre Strategy that was on the Board forward agenda.

J Powell provided an overview of the Financial Transformation Team and TVP.

The Board **NOTED** the review.

**(Jo Powell left the meeting)**

**(Brianna Doherty and Martin Kelsall joined the meeting)**

**23/62 Vaccine Damage Payment Scheme (VDPS) Update**

M Kelsall introduced the item and introduced B Doherty (Service Delivery Manager). B Doherty presented the report highlighting key points.

The Board **NOTED** the update.

**(Brianna Doherty and Martin Kelsall left the meeting)**

**(Sean Murphy joined the meeting)**

**23/63 Finance Report**

A McKinlay presented the Finance Report highlighting key points.

The Board **NOTED** the report.

**23/64 Modern Slavery Statement**

S Murphy provided the Board with the background to the Modern Slavery Act, the context in which this was an important matter for the NHSBSA and the process by which the Commercial Services team had developed and updated the statement. S Murphy provided an overview of the progress made by the business on the commitments made in the previous NHSBSA Statement.

The Board supported the approach being taken and the commitment of the business on this important issue.

Following discussion, the Board **NOTED** the contents of the report, **APPROVED** the NHSBSA Modern Slavery Statement, and **AGREED** to publishing the NHSBSA statement on the Home Office registry and NHSBSA external website.

**23/65 Dental System Contract Extension**

A McKinlay presented the Dental System Contract Extension paper. Following discussion, the Board **APPROVED** the extension of the Capita Secure Information Solutions Limited (”CIBS”) contract prior to its current end date on 31 December 2023, to enable continuation of delivery of processing functions in connection with dental activity delivered through the CIBS software platform entitled “Compass”; the extension of the contract with CIBS for the proposed period of twelve months from 1 January 2024 to 31 December 2024, with the further options of extending by two six month periods up to a maximum of 31 December 2025; extend the contract with a value of:

* + Initial 12-month extension = £833,627.70 ex VAT
	+ Optional 6-month extensions = £833,627.70 ex VAT plus December 2024 Consumer Price Index (CPI) increase (pro rata for respective 6-month extension periods)
	+ Development Days purchased in packages against core rates – estimated £500,000 ex VAT.
	+ Total maximum 24-month extension for core support and maintenance is valued at £1,667,255 ex VAT + CPI December 2024 uplift for finial 12 months.
	+ Total support and maintenance + development = £2,167,255 ex VAT + Dec 2024 CPI uplift.

…and allow for an extension that is outside of the scope of the existing contract and is permitted under The Public Contracts Regulations 2015, as amended (PCR2015) Reg 72(1)(b) and granted delegated authority to the Chief Executive Officer to execute the extension.

**23/66 User Centred Design Contract**

A McKinlay presented the User Centered Design Contract paper. Following discussion, the Board **AGREED** to delegate the Authority to approve the award of the contract in excess of £1m to the Chief Executive once the procurement and evaluation outcome has been completed; that the contract would be for 2 years with a 6-month extension; and granted delegated authority to the Chief Executive Officer to execute the contract.

**23/67 Corporate Telephony Contract**

A McKinlay presented the Corporate Telephony Contract paper. Following discussion, the Board **AGREED** to delegate authority to approve the award of the contract in excess of £1m to the Chief Executive once the procurement and evaluation outcome has been completed; that the contract would be for 4 years with a 12-month extension; and granted delegated authority to the Chief Executive Officer to execute the contract.

**23/68 MOU – NHS Volunteering Platform Private Beta (NHS Jobs)**

A McKinlay presented the NHS Volunteering Platform Private Beta MOU. Following discussion, the Board **APPROVED** the provision of the NHS Volunteering Private Beta as outlined in the MOU with an estimated income of £3,406,460 and granted delegated authority to the Chief Executive Officer to execute the MOU.

**(Sean Murphy left the meeting)**

**23/69 People Update – Freedom to Speak Up Report**

M Dibble introduced the report in his role as Executive Lead for FTSU. K Seth updated the Board, as FTSU Non-Executive Champion, that she had met with D Jukes and been provided with assurance on arrangements and case handling and the proactive approach to promotion and communication across the business.

D Jukes (FTSU Guardian) provided an overview of the report including the Policy and Practices, and an update on FTSU activity for 2022/23. The Board recognised the ongoing progress made on FTSU over the year, including the continued steady number of colleagues coming forward following the engagement work undertaken and the continued positive impact of the FTSU Champion Network.

D Jukes provided an overview of cases and themes and provided assurance to the Board that Executive Directors and their teams were taking cases seriously and ensuring areas of concern were investigated and addressed where required.

The Board confirmed that they had reviewed the FTSU Review Tool for Boards and were satisfied that either appropriate arrangements were in place, or that the draft 2023/24 Action Plan addressed any areas requiring further development.

The Board would continue to receive regular updates on FTSU, as described in the FTSU Policy, and FTSU Strategy and Improvement Plan.

The Board **NOTED** the update and **ENDORSED** the FTSU Strategy and Improvement Plan 2023/24.

**23/70 Any Other Business**

S Douthwaite highlighted that D Jukes had updated the draft NHSBSA Risk Appetite Statement 2023/24 following feedback at the March 2023 Board meeting. The Board **AGREED** the NHSBSA Risk Appetite Statement.

**23/71 Communications from the Meeting**

The Board recognised the hard work of colleagues to ensure the successful launch of the HRT PPC services and thanked all involved. The Board recognised the continued progress of the ESR Transformation Programme and thanked all involved. The Board recognised the ongoing hard work of colleagues in establishing and delivering the VDPS service. The Board wished to thank all colleagues involved in FTSU, including the Freedom to Speak Up Champions, and also colleagues who had spoken up.

**23/72 Forward Agenda**

The Board **NOTED** the forward agenda.

**23/73 Date and Venue of the Next Meeting**

The next Board meeting was planned for 8 June 2023 at Stella House.