**NHS Business Services Authority**

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

**held at 9.00am on 1 February 2024 at Stella House, Newburn Riverside, Newcastle upon Tyne**

**Present:**

Sue Douthwaite Chair

Michael Brodie Chief Executive

Kathy Gillatt Non-Executive Director

David Leather Non-Executive Director

Randeep Sidhu Non-Executive Director

Mathew McKie Non-Executive Director

Mel Tomlin Non-Executive Director

Brendan Brown Chief Operating Officer (items 24/01 to 24/21 only)

Darren Curry Chief Digital, Data & Technology Officer (items 24/01 to 24/21 only)

Mark Dibble Executive Director of People and Corporate Services

Andy McKinlay Executive Director of Finance, Commercial and Estates (via Video Conference) (items 24/01 to 24/21 only)

Allison Newell Executive Director of Strategy, Performance, Business Development and Growth (items 24/01 to 24/21 only)

**In Attendance:**

Debra Bailey Associate Non-Executive Director

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

Joanne Hindmarsh Strategic Projects Officer, DHSC

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

Chris Calise Head of NHS Pensions Service, NHSBSA (via video conference) (item 24/13 only)

Gordon Coyne Director of Workforce Transformation, NHSBSA (Items 24/10 and 24/11 only)

Paul Green Head of Estates, NHSBSA (item 24/07 only)

Jayne Ogle Environment Manager, NHSBSA (item 24/07 only)

Ashleigh Peel-Lowes Head of Strategy, Planning and Performance (item 24/09 only)

Alison O’Brien Associate Director of Operations (Workforce Services), NHSBSA (item 24/13 only)

Chris Price ESR Transformation Programme Director, NHSBSA (Items 24/10 and 24/11 only)

Danielle Sharples Head of Organisational Design and Talent Development, NHSBSA (item 24/16 only)

Lokesh Shrivastav Boardroom Apprentice (Observer)

Miranda Sykes Head of Communications and Marketing, NHSBSA (item 24/16 only)

Samuel Ubanatu Senior Data & Insight Analyst (BAME Network Co-Chair), (Shadow Board Representative), NHSBSA (items 24/01 to 24/21 only)

Tony Webb Optimisation Implementation Lead – Workforce Services (LGBTQ+ Network Co-Chair), (Shadow Board Representative), NHSBSA (items 24/01 to 24/21 only)

**24/01 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.

R Sidhu informed the Board that he had commenced a part-time, fixed term contract with BUPA providing technology consultancy services. R Sidhu would ensure this was recorded on ESR.

K Gillatt informed the Board that she had commenced a role as Audit and Risk Committee Chair at Rotherham, Doncaster and South Humber NHS Foundation Trust. K Gillatt would ensure this was recorded on ESR.

**24/02 Minutes of the Meeting held on 7 December 2023 and Annual Public Meeting on 16 January 2024**

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

**24/03 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.

**24/04 Chair's Opening Remarks**

S Douthwaite welcomed S Ubanatu and T Webb to the meeting as Shadow Board Representatives. S Douthwaite welcomed L Shrivastav to his first Board meeting as a Boardroom Apprentice. L Shrivastav thanked the Board members for their warm welcome and stated that he was looking forward to attending NHSBSA Board and Committee meetings during 2024.

S Douthwaite reflected on the ongoing work to develop the NHSBSA Strategy 2024-29 and looked forward to hearing more about progress during the meeting.

The Board **NOTED** the update.

**24/05 Confirmed minutes from the Audit and Risk Management Committee meetings held on 9 November 2023**

The Board **NOTED** the minutes.

**24/06 Chief Executive’s Report**

M Brodie welcomed L Shrivastav to his first Board meeting as the NHSBSA’s first Boardroom Apprentice.

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

* Hormone Replacement Therapy Prescription Prepayment Certificate (HRT PPC) service.
* Baby Loss Certificate service.
* NHSBSA Stakeholder Board meeting.
* National Chief Executives.
* Vaccine Damage Payment Scheme (VDPS).
* Voice of the Customer

The Board **NOTED** the report.

**(Paul Green and Jayne Ogle joined the meeting).**

**24/07 Net Zero Update**

M Dibble introduced the item. J Ogle provided an overview of the paper.

The Board thanked J Ogle and P Green for the update and colleagues for driving this agenda. The Board **NOTED** the update.

**(Paul Green and Jayne Ogle left the meeting)**

**24/08 Digital, Data and Technology (DDaT) Update**

D Curry presented the report highlighting key points.

The Board **NOTED** the update.

**(Ashleigh Peel-Lowes joined the meeting)**

**24/09 Development of 2024-2029 Corporate Strategy and 2024/25 Business Plan Update**

A Newell introduced the item. A Peel-Lowes provided an overview of the paper.

The Board **NOTED** the update.

**(Ashleigh Peel-Lowes left the meeting)**

**(Gordon Coyne and Chris Price joined the meeting)**

**24/10 ESR Transformation Programme Status Update (Incl: Bidder Implementation Timelines Deep Dive)**

G Coyne introduced the item. C Price provided the Board with an update on the Programme.

The Board **NOTED** the update.

**24/11 ESR Transformation Programme Status Update – Current Service Contract Extension**

A McKinlay presented the ESR Contract Extension paper. Following discussion, the Board **APPROVED** the extension of the NHS Electronic Staff Record (ESR) contract in accordance with the 2023 ESR Transformation OBC Addendum (subject to HMT approval of the OBC Addendum), with IBM UK Limited, for 1 year to take the contract end date to 31 August 2026, with a pre-agreed break point 31 May 2026, and granted delegated authority to the Chief Executive Officer to execute the contract.

**(Gordon Coyne and Chris Price left the meeting)**

**24/12 Business Performance Update (incl: Balanced Business Scorecard November and December 2023; and Operational Performance Temperature Check Report 29 January 2024)**

The Board reviewed performance using the BBS. A Newell highlighted key points from the November and December 2023 BBS. The Board reviewed performance using the Operational Temperature Check (29 January 2024). B Brown highlighted key points.

The Board **NOTED** the update.

**(Chris Calise and Alison O’Brien joined the meeting)**

**24/13 NHS Pensions Service Update**

A O’Brien presented the paper covering key points.

The Board recognised the internal and external challenges faced by the service and thanked the team for their ongoing work in this area.

**(Chris Calise and Alison O’Brien left the meeting)**

**24/14 Finance Report**

A McKinlay presented the Finance Report highlighting key points.

The Board **NOTED** the report.

**24/15 Medical Services (Pensions) Contract**

A McKinlay presented the Medical Services (Pensions) Contract paper.

**(Danielle Sharples and Miranda Sykes joined the meeting)**

**24/16 People Update – Employee Engagement Survey**

M Dibble introduced the item. M Sykes provided a summary of the paper. M Sykes highlighted that the NHSBSA had retained its Two Star status for ‘outstanding’ engagement with its people in the survey results.

The Board congratulated colleagues across the business on maintaining the Two Star status, and on the high response rate of 73.2%.

The Board **NOTED** the report.

**(Danielle Sharples and Miranda Sykes left the meeting)**

**24/17 Appointment of Members of Audit and Risk Management Committee and Remuneration and Nominations Committee**

S Douthwaite presented the paper providing a summary of the proposed appointments and rationale.

Following discussion, the Board **APPROVED** the Appointment of David Leather (Non-Executive Director) and Mathew McKie (Non-Executive Director) to the ARC, and the Appointment of Randeep Sidhu (Non-Executive Director) to the Remuneration and Nominations Committee.

The Board **NOTED** the stepping down of Mel Tomlin and Debra Bailey from the ARC, and the stepping down of Kathy Gillatt as an interim member of the Remuneration and Nominations Committee. The Board thanked members for their contribution to the Committees and welcomed the new members.

**24/18 Any Other Business**

D Jukes reminded members that Effectiveness Review Surveys would be issued to members, as appropriate, for Board; Chair; ARC; and Remuneration & Nominations Committee during February 2024. The surveys had been re-designed to align with NAO guidance and other best practice giving a new more detailed survey baseline for 2023/24. Members agreed to complete the surveys as required.

**24/19 Communications from the Meeting**

The Board wished to thank all colleagues for the continued positive KPI position across services and for continuing to drive service improvements across the business. The Board wished to thank all colleagues involved in the launch the NHS Pharmacy First service. The Board wished to thank all colleagues involved in driving the NHSBSA’s Net Zero Programme. The Board congratulated colleagues across the business on maintaining the Two Star status, and on the high response rate of 73.2%.

**24/20 Forward Agenda**

The Board **NOTED** the forward agenda.

**24/21 Date and Venue of the Next Meeting**

The next Board meeting was planned for 21 March 2024 at Stella House.

**(Brendan Brown, Darren Curry, Andy McKinlay, Allison Newell, Sanuel Ubanatu and Tony Webb left the meeting).**

**24/22 Confirmed minutes from the Remuneration and Nominations Committee held on 11 October 2023**

The Board **NOTED** the minutes.

**24/23 Update from the Remuneration and Nominations Committee Meeting held on 7 December 2023**

M Tomlin gave an update on the work of the Remuneration and Nominations 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.