**NHS Business Services Authority**

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

**held at 9.00am on 21 March 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 24/24 to 24/46 only)

Darren Curry Chief Digital, Data & Technology Officer (Items 24/24 to 24/46 only)

Mark Dibble Executive Director of People and Corporate Services

Andy McKinlay Executive Director of Finance, Commercial and Estates (Items 24/24 to 24/46 only)

Allison Newell Executive Director of Strategy, Performance, Business Development and Growth (Items 24/24 to 24/46 only)

**In Attendance:**

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

Olivia O’Keeffe Commercial Implementation Officer, DHSC

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

Leigh Chapman ESR Senior Transformation Programme Lead (Shadow Board Representative), NHSBSA (Items 24/24 to 24/46 only)

Gordon Coyne Director of Workforce Transformation, NHSBSA (Items 24/34 and 24/35 only)

Lee Emery Senior Finance Business Partner, NHSBSA (Items 24/32 and 24/33 only)

Michael Gutteridge Head of Service: Infected Blood Payment Schemes, NHSBSA (Item 24/36 only)

Ellen Lynch Data Business Partner (Women’s Network Co-Chair), (Shadow Board Representative), NHSBSA (Items 24/24 to 24/46 only)

Georgia MacWhirter Head of Financial Strategy & Planning, NHSBSA (Items 24/32 and 24/33 only)

Hasan Mubarak Performance and Benefits Lead, NHSBSA (Items 24/34 and 24/35 only)

Jane Miller Head of Colleague Experience and Social Impact, NHSBSA (Item 24/38 only)

Ashleigh Peel-Lowes Head of Strategy, Planning and Performance, NHSBSA (Items 24/32 and 24/33 only)

Libby Pink Chief Portfolio Officer, NHSBSA (Items 24/34 and 24/35 only)

Chris Price ESR Transformation Programme Director, NHSBSA (Items 24/34 and 24/35 only)

Lokesh Shrivastav Boardroom Apprentice (Observer)

Andy Strickland Portfolio Delivery Lead, NHSBSA (Items 24/34 and 24/35 only)

Victoria Usher Inclusion, Accessibility and Social Impact Lead, NHSBSA (Item 24/38 only)

David Walton Head of Financial Accounting and Reporting, NHSBSA (Item 24/40 only)

Jonathan Wolfe-Slater Strategy, Market Research and Business Intelligence Lead, NHSBSA (Items 24/32 and 24/33 only)

**24/24 Apologies for Absence and Declarations of Interest**

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

**24/25 Minutes of the Meeting held on 1 February 2024**

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

**24/26 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.

**24/27 Chair's Opening Remarks**

S Douthwaite welcomed L Chapman and E Lynch to the meeting as Shadow Board Representatives. S Douthwaite welcomed O O’Keeffe to the meeting. S Douthwaite reflected on the annual Board, Chair and Committee Effectiveness surveys and thanked colleagues for taking the time to provide constructive feedback. This was an item on the meeting agenda.

The Board **NOTED** the update.

**24/28 Confirmed minutes from the Audit and Risk Management Committee meeting held on 7 December 2023**

The Board **NOTED** the minutes.

**24/29 Update from the Audit and Risk Management Committee Meeting held on 7 March 2024**

K Gillatt gave an update on the work of the Audit and Risk Management Committee.

The Board **NOTED** the update.

**24/30 Chief Executive’s Report**

M Brodie highlighted key points from his report, including in relation to:

* DHSC/ NHSBSA Accountability Review meeting
* Baby Loss Certificate service. The Board thanked colleagues involved in the successful launch.
* ESR Transformation Programme.
* Voice of the Customer.
* Complaints.

The Board **NOTED** the report.

**24/31 Digital, Data and Technology (DDaT) Update**

D Curry presented the report highlighting key points.

The Board **NOTED** the update.

**(Lee Emery, Georgia MacWhirter, Ashleigh Peel-Lowes and Jonathan Wolfe-Slater joined the meeting)**

**24/32 NHSBSA Strategy 2024-29**

A Newell introduced the item. A Peel-Lowes provided an overview of the NHSBSA Strategy 2024-29.

The Board **APPROVED** the NHSBSA Strategy 2024-29.

**24/33 NHSBSA Budget 2024/25**

A McKinlay introduced the item. G MacWhirter provided an overview of the NHSBSA Budget 2024/25.

Following discussion, the Board **APPROVED** the proposed revenue and capital budgets for 2024/25 (subject to confirmation of funding), **NOTED** the position on other funding streams, and **NOTED** the financial risks associated with the budget 2024/25.

The Board wished to thank all colleagues involved in the Strategy and Budget work.

**(Lee Emery, Georgia MacWhirter, Ashleigh Peel-Lowes and Jonathan Wolfe-Slater left the meeting)**

**(Gordon Coyne, Hasan Mubarak, Libby Pink, Chris Price and Andy Strickland joined the meeting)**

**24/34 Portfolio Update**

Libby Pink highlighted key points from the report.

The Board **NOTED** the update.

**24/35 ESR Transformation Programme Status Update**

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

The Board wished to thank G Coyne for his 23 years of service at the NHSBSA and wished him well in his retirement.

The Board **NOTED** the update.

**(Gordon Coyne, Hasan Mubarak Libby Pink, Chris Price and Andy Strickland left the meeting)**

**(Michael Gutteridge joined the meeting)**

**24/36 Infected Blood Compensation Update**

M Gutteridge provided the Board with an update on the Infected Blood Compensation Scheme (IBCS).

The Board **NOTED** the update.

**(Michael Gutteridge left the meeting)**

**24/37 Business Performance Update (incl: Balanced Business Scorecard January 2024; and Operational Performance Temperature Check Report 18 March 2024)**

The Board reviewed performance using the BBS. A Newell highlighted key points from the January 2024 BBS. The Board reviewed performance using the Operational Temperature Check (18 March 2024). B Brown highlighted key points.

The Board **NOTED** the update.

**(Jane Miller and Victoria Usher joined the meeting)**

**24/38 Gender Pay Gap Report 2022/23**

J Miller provided an overview of the Report.

The Board **APPROVED** publication of the NHSBSA Gender Pay Gap Report 2022/23 on the NHSBSA website and through the government’s gender pay gap reporting service.

**(Jane Miller and Victoria Usher left the meeting)**

**24/39 Finance and Commercial Report**

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

The Board **NOTED** the report.

**(David Walton joined the meeting)**

**24/40 Pension Scheme – Spring OBR Cashflow Forecast**

D Walton highlighted key points from the forecast report, providing the Board with an update on the Pension Scheme’s Spring medium term cash flow forecast, required by the Office for Budgetary Responsibility (OBR) and HM Treasury (HMT).

The Board **NOTED** the Forecast.

**(David Walton left the meeting)**

**24/41 Managed Infrastructure Services (MIS) – Datacentres Contract**

A McKinlay presented the Managed Infrastructure Services (MIS) – Datacentres Contract paper. Following discussion, the Board **APPROVED** the proposal for the NHSBSA to enter into a call off contract for the provision of Managed Infrastructure Services (MIS) - Datacentres with Agilisys Limited under the CCS Technology Services 3 Framework, with an estimated value of £5.7m (excl. VAT) following the completion of the procurement exercise, with a proposed start date of 22 August 2024 for an initial 2 years with two possible extensions of 1 year each. The Board granted delegated authority to the Chief Executive Officer to execute the contract.

**24/42 Board and Chair Effectiveness Review 2023/24**

S Douthwaite thanked members and attendees for completing the two surveys and for their feedback.

The Board reviewed the results of the Board Review, discussing key points.

The Board discussed the results of the Chair Review, discussing key points.

The Board accepted the results of the review and thanked D Jukes and the NHSBSA Insight Team for facilitating the surveys.

The Board **NOTED** the report.

**24/43 Any Other Business**

There were no items of any other business.

**24/44 Communications from the Meeting**

The Board wished to thank all colleagues involved in the launch of the Baby Loss Certificate service. The Board wished to thank all colleagues involved in the contact centre telephony project. The Board wished to thank all colleagues involved in the development of the NHSBSA Strategy 2024-29 and Budget 2024/25.

The Board wished to thank G Coyne for his 23 years of service at the NHSBSA and wished him well in his retirement.

**24/45 Forward Agenda**

The Board **NOTED** the forward agenda.

**24/46 Date and Venue of the Next Meeting**

The next Board meeting was planned for 9 May 2024 at Stella House.

**(Brendan Brown, Leigh Chapman, Darren Curry, Ellen Lynch, Andy McKinlay and Allison Newell left the meeting).**

**24/47 Confirmed minutes from the Remuneration and Nominations Committee held on 7 December 2023**

The Board **NOTED** the minutes.

**24/48 Update from the Remuneration and Nominations Committee Meeting held on 6 March 2024**

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.