**NHS Business Services Authority**

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

**held at 9.00am on 18 January 2017**

**Present:**

Silla Maizey Chair

Nick Scholte Chief Executive

Debra Bailey Non-Executive Director

Mark Ellerby Non-Executive Director

Malcolm Green Non-Executive Director

Andrew Flanagan Non-Executive Director

Alistair McDonald Director of Service Delivery

Patrick McGahon Director of Finance and Corporate Services

Steven Pink Director of Change & Commercial Delivery

**In Attendance:**

David Jukes Head of Risk & Assurance

Nigel Zaman Department of Health (DH)

Gordon Coyne Partnership Lead, Pensions (Items 4 and 5 only)

Clive Johnson Head of Finance (Items 4 and 5 only)

Tony Waldron Contract Lead Negotiator, Pensions (Items 4 and 5 only)

Paul Clarke Head of Supplier Management (Item 6 only)

**Apologies:**

Mark Dibble Corporate Secretary

Ben Masterson DH

1. **Chief Executive’s Report**

Mr Scholte introduced the report which included:

* Confirmation that the next DH and NHSBSA Accountability Review meeting would take place on 25 January 2017
* An update on development of the NHSBSA Strategy and Business Plan
* An agreement for the Board’s annual review of effectiveness would be undertaken via an online survey; and
* The improved placement of the NHSBSA’s new Stonewall Workplace Equality Index

**Outcome:** The Board **NOTED** the Chief Executive’s report.

1. **Organisation Development (OD) Strategy and ICT Strategy**

Ms Maizey reminded members they had discussed both strategies in detail as part of the informal strategy discussions held the previous day. It was recognised the OD Strategy would need to be updated to reflect the NHSBSA’s Strategy document when finalised.

**Outcome:** The Board **ENDORSED** the strategies.

1. **Service Delivery Report**

Mr McDonald introduced the report, providing updates as appropriate, which included:

* Consideration of service delivery against all key performance indicators, any areas highlighted to be under-performing and the reasons behind this,
* An overview of a benchmarking exercise of the Contact Centre Services which was carried out by Internal Audit and compared performance with other organisations,
* An update on the uptake of Electronic Prescription Service; and
* An update on the annual Customer Satisfaction Results for NHS Pensions and Net Promoter Score (NPS) resulting in an increase compared to 2015/16

**Outcome:** The Board **NOTED** the report.

1. **Business Case for NHS Pensions**

Mr McDonald introduced the report, providing updates as appropriate, which included:

* An overview of how the NHS Pension service would be re-procured to ensure service continuity,
* A summary of the context and the work done to date, including approval of the Outline Business Case; and
* An overview of the proposed options.

**Outcome:** The Board discussed the options and **APPROVED** the Full Business Case.

1. **Change Control Notice (CCN)**

Mr Waldron introduced the report and explained the requirements of the third party for the outsourced services required in the Pension Services transition and beyond.

**Outcome:** The Board discussed and **APPROVED** the CCN.

1. **Change and Commercial Delivery**

Mr Pink introduced the report which included:

* An update on the Pacific Programme including engagement activity at recent events,
* An update on progress with the IT Infrastructure and Sourcing programme,
* An overview of NHS Supply Chain performance; and
* The requirement to implement a service continuity plan for NHS Supply Chain that addressed the risks of transformation of the service and the steps to plan and develop this.

**Outcome:** The Board **NOTED** the report.

1. **Finance and Corporate Services Report**

Mr McGahon introduced the report, providing updates as appropriate, which included:

* An update on the NHSBSA’s current financial position,
* Confirmation that progress against the 50% unit cost reduction target remained on track,
* An update on recent activities for HR Shared Services; and
* Ongoing work to commence the NHSBSA Apprenticeship Scheme.

**Outcome:** The Board **NOTED** the report.

1. **Governance Report**

Mr Jukes introduced the latest governance report, and highlighted one Information Commissioner’s Office complaint. The conclusion of the review was that the NHSBSA had acted correctly.

**Outcome:** The Board **NOTED** the report.

1. **Any Other Business**

The Board discussed a letter from the NHSBSA to an NHS Trust offering assurances around the provision of effective scanning services. The Board **ENDORSED** the letter.

1. **Date and Venue of the next Meeting**

The next meeting was planned for **16th March** **2017** at Stella House in Newcastle.