**NHS Business Services Authority**

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

**held at 9.00am on 13 October 2022 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

Mark Ellerby Non-Executive Director

Kathy Gillatt Non-Executive Director

Karen Seth Non-Executive Director

Mel Tomlin Non-Executive Director

Brendan Brown Chief Operating Officer (via video conference) (left the meeting for item 22/162 only)

Darren Curry Chief Digital, Data & Technology Officer (left the meeting for item 22/162 only)

Mark Dibble Executive Director of People and Corporate Services (left the meeting for item 22/162 only)

Andy McKinlay Executive Director of Finance and Commercial Services (left the meeting for item 22/162 only)

Allison Newell Executive Director of Strategy, Performance, Business Development and Growth (via video conference) (left the meeting for item 22/162 only)

**In Attendance:**

David Grooby Department of Health and Social Care (DHSC) (left the meeting for item 22/162 only)

Nigel Zaman Department of Health and Social Care (DHSC) (left the meeting for item 22/162 only)

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

Leigh Chapman ESR Senior Transformation Programme Lead (Shadow Board Representative) (left the meeting for item 22/162 only)

Andrew Murdoch Portfolio Office Manager (item 22/153 only)

Nick O’Reilly Chief Portfolio and Prioritisation Officer (item 22/153 only)

David Roberts Head of Service – NHS Jobs (Shadow Board Representative) (left the meeting for item 22/162 only)

David Walton Head of Financial Accounting and Reporting (item 22/160 only)

**22/146 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.

**22/147 Minutes of the Meeting held on 29 September 2022**

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

**22/148 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.

**22/149 Chair's Opening Remarks**

S Douthwaite welcomed D Grooby (DHSC) to the meeting. S Douthwaite welcomed L Chapman and D Roberts to the meeting as Shadow Board Representatives.

S Douthwaite reflected on the Board Strategy Session attended by members on 12 October. Members agreed that it had been a positive and engaging session and provided a platform for the Leadership Team to progress the development of the Strategy and priorities for future years.

The Board **NOTED** the update.

**22/150 Chief Executive’s Report**

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

* M Brodie thanked Board members, Shadow Board members and DHSC colleagues for their input and engagement during the Board Strategy Session on 12 October. The input and feedback would be used by the Leadership Team to further develop the NHSBSA Strategy and priorities.
* M Brodie provided an update on the ministerial team under the SoS for Health and Social Care.

The Board **NOTED** the report.

**22/151 Public Bodies Review Programme Update**

M Brodie provided an update. The Board recognised the positive engagement from the business and the extra work undertaken by colleagues in relation to the review.

The Board **NOTED** the update.

**22/152 Health and Social Care System Update**

A Newell presented the Health and Social Care System Update paper, providing the Board with a summary of recent activity across the health and care system.

The Board **NOTED** the update.

**(Andrew Murdoch and Nick O’Reilly joined the meeting)**

**22/153 Change Portfolio Update**

N O’Reilly introduced the item and introduced A Murdoch, Portfolio Office Manager. A Murdoch provided the Board with a live demonstration of the NHSBSA’s interactive project management tool.

The Board **NOTED** the update.

**(Andrew Murdoch and Nick O’Reilly left the meeting)**

**22/154 Operational Performance Temperature Check Report**

The Board reviewed performance using the Report.

The Board **NOTED** the report.

**22/155 Balanced Business Scorecard (BBS)**

The Board reviewed performance using the BBS.

The Board **NOTED** the report.

**22/156 Finance Report**

A McKinlay presented the Finance Report highlighting key points.

The Board **NOTED** the report.

**22/157 Variation to Microsoft Enterprise Agreement (E5 Licence Upgrade)**

A McKinlay provided the Board with an overview of the business requirements and variation.

The Board **NOTED** the updated.

**22/158 Technology Delivery Partner Contract**

A McKinlay provided the Board with an overview of the business requirements and contract.

The Board **NOTED** the updated.

**22/159 Data Centre Co-Location Contract**

A McKinlay presented the Data Centre Co-Location Contract paper. Following discussion, the Board **APPROVED** the award of a seven year contract commitment that was available for the ongoing requirements for the NHSBSA and ESR for Data Centres to support the business strategy; the Award of a Call-Off Agreement with Crown Hosting Data Centres Ltd for NHSBSA for the Customer No. 009 from 1 January 2023 to 31 March 2030 worth £1,605,969.57; and Award of a Call-Off Agreement with Crown Hosting Data Centres Ltd for the ESR programme for the Customer No. 147 from 1 January 2023 to 31 March 2030 worth £12,108,336.42. This would replace the current call-off Agreement that was due to end in August 2025. The Board delegated authority to the Chief Executive Officer to execute the Call-Off Order Agreement.

**(David Walton joined the meeting)**

**22/160 NHS Pension Scheme – Autumn OBR Cashflow Forecast**

D Walton provided an overview of the Pension Scheme’s Autumn medium term cash flow forecast, required by the Office for Budgetary Responsibility (OBR) and HM Treasury. This forecast was to be used within the OBR’s Economic and Fiscal Outlook and is consolidated with data from all other major public sector schemes such as Teachers, Civil Service and Armed Forces.

The Board **NOTED** the report.

**(David Walton left the meeting)**

**22/161 Freedom to Speak Up Update**

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.

D Jukes (FTSU Guardian) provided an overview of the report including the requirements to report to Board, Policy and Practices, and an update on FTSU activity in 2022/23. The Board recognised the ongoing progress made on FTSU, including the steady numbers of colleagues coming forward following the engagement work undertaken since the launch of FTSU.

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.

K Gillatt confirmed that the ARC had reviewed the updated FSTU Policy, which was aligned to the updated NHE England model policy. The Board stated that they agreed that the policy was a further improvement on the previous version and was more people and culture focussed.

The Board **NOTED** the update and **ENDORSED** the FTSU Policy.

**(Brendan Brown, Leigh Chapman, Darren Curry, Mark Dibble, David Grooby, Andy McKinlay, Allison Newell, David Roberts and Nigel Zaman left the meeting for item 22/162)**

**22/162 Update from the Remuneration and Nominations Committee Meeting held on 12 October 2022**

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

The Board **NOTED** the update.

**(Brendan Brown, Leigh Chapman, Darren Curry, Mark Dibble, David Grooby, Andy McKinlay, Allison Newell, David Roberts and Nigel Zaman re-joined the meeting)**

**22/163 Any Other Business**

S Douthwaite informed the Board that David Roberts’ and Hassan Kajee’s tenures as Shadow Board members would end in October 2022. The Board thanked them for their input as Shadow Board members.

S Douthwaite stated she had asked Shadow Board members to bring customer stories to the Board meeting to help ensure customer service continued to be a key focus. D Roberts shared an example of a member of the Customer Contract Centre team who had helped a customer in relation to receiving their GHIC card in a timely manner and the positive feedback received from the customer.

L Chapman shared a story in relation to a complaint in the Overseas Healthcare Services team and how it was handled by colleagues and learning from the experience.

**22/164 Communications from the Meeting**

The Board wished to thank all colleagues who had spoken up, and colleagues who continued to volunteer as FTSU Champions.

**22/165 Forward Agenda**

The Board **NOTED** the forward agenda.

**22/166 Date and Venue of the Next Meeting**

The next Board meeting was planned for 8 December 2022 at Stella House. The Board **NOTED** the potential need for an extra meeting in November 2022 to approve the NHSBSA Annual Report and Accounts 2020/21.