

Annual Public Meeting

1 July 2015

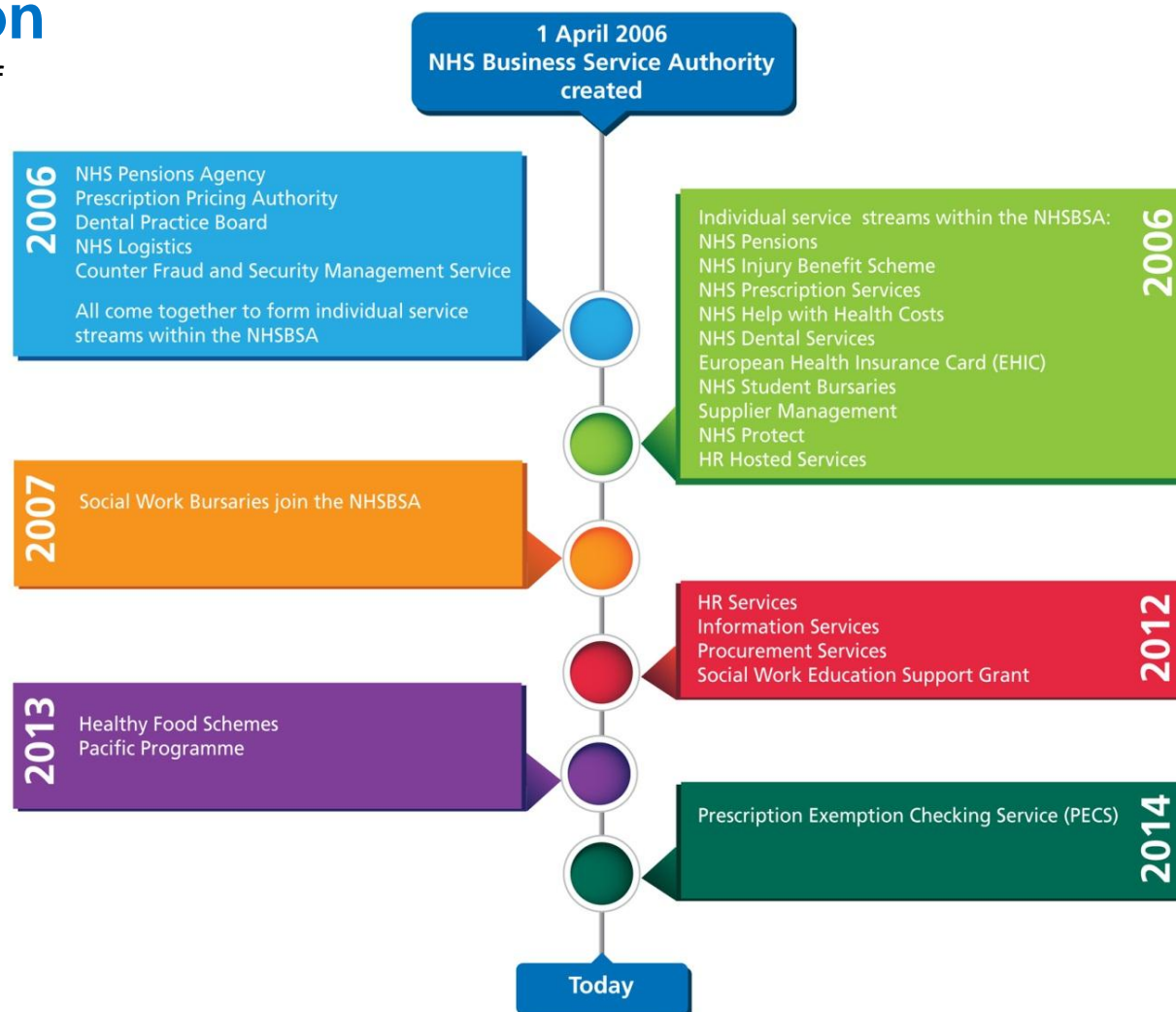
Welcome and introduction

Silla Maizey
Chair



Our organisation

- An Arm's Length Body of the Department of Health



Our key achievements

2.6 million

prescription prepayment certificates distributed in 2014/15

3.5 million



EHIC applications processed each year

44,305,178



FP17 dental claim forms processed in 2014/15

1,441,735

Total Reward Statements made available to active NHS employees this year

£19 million

reduction in our gross annual operating costs compared to 2005/06 (in real terms)

75%

proportion of colleagues who completed the staff survey this year



26%

reduction in water consumption in our buildings since 2009/10

1,055,729,706

prescription items processed in 2014/15



18,877

satisfaction survey responses from customers and stakeholders (July 14 - February 15)



£32 billion

the amount of money that flows through our books every year



30%

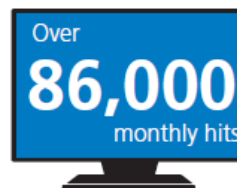
the reduction in unit cost for administering the NHS Tax Credit Exemption Certificate we've moved up

116 in Stonewall's Workplace Equality index in 2014



Over **86,000** monthly hits

on our 'Ask Us' online knowledge base



43k

followers on social media sites



44%

the cumulative efficiency improvement we've delivered since 2005/06



reduction in carbon emissions from our buildings since 2009/10



our contact centre handled

3,096,617

calls in 2014/15

the engagement level of our staff was

81%

in 2014/15



total amount of savings our Pacific Programme has realised so far for the NHS and its patients

Our stakeholders

We have number of important clients who rely upon us for delivery of services, including:

- **Department of Health:** Dental, pharmacy, information, help with health costs, student, EHIC, commercial, supply chain and hosting services.
- **NHS England:** Dental, pharmacy, PECS, BECS, information, HR, procurement service and hosting.
- **Trust Development Authority:** HR service
- **Health Education England:** Student services, HR service
- **Health Research Authority:** HR service

Our vision

Our strategic goals are ambitious but they underpin our activities and drive greater efficiency and improvements for the user experience.

Our purpose:

We are a business services organisation. We use insight to deliver improvements that matter

Our goals:

- 1 We will collaborate to create £1 billion for patients
- 2 We will reduce our unit costs by 50%
- 3 We will always improve service and deliver great results for customers
- 4 We will digitise 80% of customer and supplier interactions
- 5 We will derive insight from data to drive change
- 6 We will invest time in our people, and we will recognise them for their commitment, contribution and passion

Our values:

Ambition | Integrity | Innovation | Respect | Teamwork | Quality | Accountability

NHSBSA strategy 2015-20

- Available on our website
www.nhsbsa.nhs.uk/3381.aspx



Our performance 2014-15

Nick Scholte
Chief Executive



Our strategic goals – Our progress so far...

- We will collaborate to create £1 billion for patients

By the end of 2014/15, we have realised over £130 million of savings for the NHS and its patients, without detriment to the services being delivered. Further projects are already in development.

- We will reduce our unit costs by 50%

Delivered a reduction of 20% in unit costs within Dental Services and Student Services and a 30% reduction in the unit cost for the administration of NHS Tax Credit Exemption Certificates.

Our strategic goals – Our progress so far...

- We will always improve service and deliver great results for customers

A range of proactive customer communications have been improved and over 250 externally facing documents reviewed and updated.

Helping patients to understand whether they should pay for their prescriptions or dental treatment with new guidance rolled out across surgeries and pharmacies.

- We will digitise 80% of customer and supplier interactions

Launched our 'Ask Us' service allowing customers to help themselves 24 hours a day and reducing calls to our contact centre. The service has over 3,500 articles and received almost 90,000 hits in one month.

Our strategic goals – Our progress so far...

- We will derive insight from data to drive change

Data Analysis Learning Lab enables us to effectively identify and implement new insights into business processes and services, bringing all data together in one powerful environment for analysis.

- We will invest time in our people, and we will recognise them for their commitment, contribution and passion.

An increased focus on engagement in many of our service areas. Our people within Prescription Services were nominated for the 'Project of the Year Award (Public Sector)' at the national Employee Engagement Awards. They were highly commended for their efforts while Matthew Graham, Type 1 Team Member in Newcastle, walked away with the 'Unsung Hero of the Year Award'.

NHSBSA Annual Report and Accounts 2014/15

- Available on our website
http://www.nhsbsa.nhs.uk/annual_report.aspx

Read much more about our achievements.



Annual accounts overview 2014-15

Patrick McGahon

Director of Finance and Corporate Services



Introduction

- The annual report and accounts contain the Authority's administration accounts.
- These accounts consolidate the results of the NHSBSA's various business streams.
- The Authority achieved its financial targets by recording an underspend against both Revenue and Capital Resource Limits.
- The accounts were presented for audit and laid before Parliament in accordance with DH deadlines.

The two key financial statements are set out in the following slides:

- Statement of Comprehensive Net Expenditure
- Statement of Financial Position

A further slide summarises capital expenditure during the year.

Statement of Comprehensive Net Expenditure for the year ended 31 March 2015

	2014-15 £000	2013-14 £000
Staff Costs	78,785	72,402
Non-Staff costs	134,029	152,866
Less income	(106,366)	(115,745)
Net operating costs for the financial year	106,448	109,523
Net (gain)/loss on transfers by absorption	0	1,001
Total Net Expenditure	106,448	110,524
Other Comprehensive Net Expenditure		
Net (gain) on revaluation of property, plant & equipment	(1,595)	0
Adjustment for notional costs	(90)	(90)
Total comprehensive net expenditure for the year	104,763	110,434

▪The total net expenditure of £106.4m resulted in an underspend of £7.9m against the Authority's combined revenue resource limit of £114.3m.

▪Reductions in Social Work Bursary and ESG payments account for a £17.3m decrease in Non-Staff costs and Income.

Statement of Financial Position at 31 March 2015

	31 March 2015 £000	31 March 2014 £000
Non Current Assets		
Property, Plant & Equipment	32,913	31,201
Intangible Assets	45,442	38,182
Other Financial Assets	172,581	349,747
Total non-current assets	250,936	419,130
Current Assets		
Trade and other receivables	14,936	12,980
Cash and cash equivalents	26,835	24,881
Total current assets	41,771	37,861
Current Liabilities		
Trade and other payables	37,882	25,744
Borrowings	7	0
Provisions for liabilities and charges	176	558
Total current liabilities	38,065	26,302
Total assets less current liabilities	254,642	430,689
Non-current liabilities		
Provisions for liabilities and charges	609	620
Total non-current liabilities	609	620
Total Assets Less Liabilities:	254,033	430,069
Taxpayers' Equity		
General Fund	249,177	426,808
Revaluation Reserve	4,856	3,261
Total Taxpayers' Equity:	254,033	430,069

The main reasons for major movements in balances during the year are:

- Increase in Intangible Assets – additions of £15.9m offset by amortisation of £8.1m and reclassifications of £0.5m.
- Decrease in Other Financial Assets – decrease in the value of Supply Chain Working Capital following repayments of £190.0m received during the year offset by a carrying value increase of £12.8m.
- Increase in Trade and Other Payables – due primarily to a one-off £10m balance in other payables at the year end.

Capital expenditure

- The Authority's net capital expenditure for the year totalled £21.5m.
- This was within the Capital Resource Limit of £26.0m for the year.

The major areas of expenditure were:

- Pension Scheme systems developments - £9.0m
- Prescription Services systems developments - £2.4m
- Dental systems developments - £2.1m
- Building works and Fixtures & Fittings - £4.5m
- IT Infrastructure equipment - £1.1m.
- The remaining £2.4m expenditure covered other IT system development, IT and other equipment purchases.

Any Questions?