

Board meeting summary.

Wednesday 20th March 2024

10:00 – 15:00

Present	
Sally Cheshire	Chair
Charlotte Moar	Non-Executive Director
Nigel Trout	Non-Executive Director
Janice Barber	Non-Executive Director
Lesley Regan	Non-Executive Director
Anu Ralhan	Non-Executive Director
Mike Durkin	Non-Executive Director (Associate Board Member)
Sam Everington	Non-Executive Director (Associate Board Member)
Helen Vernon	Chief Executive
Vicky Voller	Director of Advice & Appeals
Megan Bidder	Director of Safety & Learning
Joanne Evans	Director of Finance & Corporate Planning
John Mead	Technical Claims Director (Associate Board Member)
In attendance	
Ian Adams	Director of Policy Strategy & Communications
Simon Hammond	Director of Claims Management
Niamh McKenna	Chief Information Officer
Tinku Mitra	Deputy Director of Corporate & Information Governance
Disa Young	Deputy Director of Director of Policy Strategy & Communications
Cat O'Sullivan	Head of Corporate & Information Governance
Julia Wellard	Executive Personal Assistant (Minutes)
Apologies	
Alice Akca	DHSC Sponsor Team representative

Chief Executive's Report

The Board considered the report from the Chief Executive which provided an update on key matters related to the work of NHSR and its operating environment.

The report highlighted the continued challenges in relation to competing pressures on capacity particularly as we approach the financial year end.

External environment – the Chief Executive reported that there were a number of consultations underway of relevance to NHS Resolution which include the [Personal Injury Discount Rate](#) [PIDR] review. We continue to strike a balance between providing feedback through direct engagement with those leading the consultations and a more formal and published response.

The recent publication of the [The Hughes Report \(Sodium Valproate and Mesh redress\)](#) was also noted.

External engagement - The Board received an update on the Chief Executive and Chair's external engagement programme.

The Chief Executive and Directors had met the CEO of AvMA, the Interim Deputy Medical Director for Primary Care at NHS England, and the Patient Safety Commissioner to discuss areas of common interest.

Following PHSO's attendance at January's Board, the CEO and Chair held their final routine quad meeting with PHSO's CEO Rebecca Hilsenrath and the Ombudsman Rob Behrens before the latter leaves his role.

Through discussions the Board also considered potential opportunities for engagement with Integrated Care Boards (ICBs)

Performance and Activity

The Board received papers related to performance and activity across NHSR, these were considered in line with the NHSR business plan and strategy.

The key matters discussed included:

- **NHS Resolution (NHSR) performance and Key Performance Indicators (KPIs)** – An update was provided on performance including performance against KPIs. for the reporting period of December 2023 to January 2024. The paper highlighted the key achievements as well as key risks and challenges the organisation had been facing.
- **[Safety and Learning](#)** - The Board continued its discussions on maternity safety and governance and progress on the [Maternity Incentive Scheme](#) (MIS)
- **[Practitioner Performance Advice](#)**-The Board noted the continued increase in demand across the Advice service with an increase in the complexity of cases. The recent publication of an [Insights paper](#) and [suite of resources](#) to support decision makers in employing and contracting organisations was also noted. The [lived experience research](#) sharing experiences of ethnic minority and International Medical Graduate practitioners had also been published.
- **Finance Update** – The Board noted the financial position in relation to the schemes, capital and administrative expenditure which are being closely monitored as we approach the financial year end.

[Final Draft of 2024/25 Business Plan](#) - The Board approved the Business Plan noting the plan for publication once final approval was received from DHSC.

[Risk Assurance Report](#) – the Board considered the report which provided an update on the strategic and corporate operational risks and mitigations following the strategic risk register review by the Senior Management Team (SMT) and the corporate operational risk review by the Operational Delivery Group (ODG). The report highlighted the risk registers are reflective of the risks faced by NHSR and summarised that a combination of a high workload from internal change initiatives, known and potential external demands continue to present a challenging environment for NHSR.

Transformation

[Transformation Update](#): The Board noted the paper which provided an update on the transformation portfolio and associated risks and issues which included actions to mitigate the risks as far as possible.

Strategic Priorities

Demonstration of CaseHub: The Board viewed a demonstration of elements of the new CaseHub system.

External Speaker

There was no external speaker for March Board.

Administrative Approvals

Governance Framework Documents: The Board noted the process of review related to key documents which form part of the governance framework for NHS Resolution (NHSR) including the [Framework Agreement](#) between the DHSC and NHSR.

The [Standing Orders](#) and [Standing Financial Instructions](#) had been reviewed and endorsed by SMT and the ARC.

The Board considered the minor amendments made and approved the documents.

Register of Interests: The Conflicts of Interest Policy (CG06) helps protect NHS Resolution (NHSR) and its staff by ensuring that conflicts of interest do not affect, or appear to affect, the integrity of the exercise of NHS Resolution's functions. It helps ensure that NHS Resolution, as a public body, acts - and can be seen to act - fairly, reasonably and rationally in accordance with the Seven Principles of Public Life (also known as the Nolan principles).

The Board Standing Orders (CG10) also includes requirements for Board members in relation to interests which should be regarded as 'relevant and material'

The Board, therefore noted the up-to-date [Register of Interests](#) and confirmed their own declarations remain current on the register

Policies for Approval - The Board approved the following policies, noting each had been reviewed and endorsed by SMT and ARC:

- Raising Concerns (Freedom to Speak Up) Policy
- Anti-fraud Bribery and Corruption Policy and Procedure
- Data Protection policy

Approval to extend the review of the Code of Conduct was given. It was agreed this would allow the time required to redraft the document to align with acknowledged good practice.

Board Committee Reports - The Board received minutes, summaries, annual reports and any required updates to the Terms of Reference for the following Committees:

- [Audit and Risk Committee \(ARC\)](#)
- [People Committee \(PC\)](#)
- [Remuneration and Terms of Service Committee \(RemCo\)](#)
- [Reserving and Pricing Committee \(RPC\)](#)