

## UK Shared Business Services Ltd

### Minutes of the 91<sup>st</sup> UK SBS Board Meeting held via teleconference on Thursday 28 May 2020 commencing at 09.30am.

#### Attending:

Board Members:		UK SBS Executives:	
Tim Knighton (Chairman)	<b>TK</b>	Crispin Dawe, Finance Director	<b>CD</b>
Richard Semple	<b>RS</b>	Caroline Jenkins, Company Secretary	<b>CJ</b>
Graham McAlister	<b>GM</b>	Andrew Lewis, Chief Operating Officer	<b>AL</b>
Ruth Elliot	<b>RE</b>	Mike Rendall, CTO	<b>MR</b>
Neil Phimister	<b>NP</b>	John Arnott, Strategy Director	<b>JA</b>
		Andrew Lewis, Chief Operating Officer	<b>AL</b>
		Jacqui White, Business Change Executive	<b>JW</b>
		Observers/Sponsor:	
		Nathan Moores, Shared Services Deputy Director, BEIS	<b>NM</b>

#### Apologies:

Alice Hurrell	<b>AH</b>
Emma Ferguson-Gould	<b>EF-G</b>

**Please note that this meeting was not quorate and therefore no formal decisions were made.**

#### 1. WELCOME (SBS 021-20 and 022-20)

- 1.1 The Chairman opened the Board meeting at 09.30am and welcomed all in attendance. Apologies had been received from AH and EF-G.
- 1.2 The Chairman informed the Board that as the meeting was not quorate, no decisions would be taken however discussions on each of the items would ensue. Any decisions required before the next Board meeting would be agreed via correspondence.
- 1.3 There were no declarations of conflicts of interest in relation to items on the agenda.
- 1.4 The minutes of the meeting held on 30 March 2020 were agreed as a correct record.
- 1.5 The Board received the action log, noting that all actions had now been closed.

#### 2. UK SBS CHIEF EXECUTIVE REPORT (SBS 024-20)

- 2.1 The Chief Executive's report was received by the Board and the following points were noted:
  - An update was provided on the status of the Company and service delivery in relation to the COVID-19 pandemic. A small increase in demand, particularly within finance service delivery had been noted but all services continued to be manageable via remote working. Planning for return to the office was underway

and would be driven by government direction and business need, whilst taking account of local and individual circumstances.

- RS provided a verbal update to the Board on a recent BCP incident.
- Discussions took place on the disbanded FSS Programme, the subsequent new programmes being established, licensing implications and expected timescales, planning approaches and the associated risks.
- It was recognised that there was a need for owners to clarify their aspirations for the Company to help inform the development and direction of the business plan.

### 3. AUDIT COMMITTEE UPDATE

- 3.1 NP provided a verbal update on the key points considered at the last Audit Committee meeting. In answer to a question, NP confirmed that the Committee had reviewed and endorsed the revised Risk Appetites.

#### Actions:

- **A summary of findings from the recent cyber security exercise to be shared with the Board.**

### 4. FINANCE, PERFORMANCE AND RISK (SBS 025-20)

- 4.1 The Board received the performance pack. Confirmation of the UK SBS 2020/21 budget had been received from UKRI and BEIS with a £400k shortfall from the latter against budget bid. Funding had also been provided for the majority of projects, although work on FSS successor Programme(s) was currently at risk.
- 4.2 Discussions took place on the status of the UK SBS Connect project.

### 5. BUSINESS PLANNING (SBS 026-20)

- 5.1 TK outlined the progress made since the last Board meeting, noting the need for the plan to be dynamic and underpinned by the strategic themes to support the ultimate goals. The prose to be structured around the presentation slides and presented back to the Board for agreement in July.
- 5.2 Discussions took place on the future aspirations for the Company and the means by which to achieve them, particularly with regard to resourcing and investment. Early socialisation of the Business Plan with owners was imperative. The governance arrangements for the Company to be reviewed once the aspirations and long-term strategic ambitions of the owners had been clarified. The balance between potential future growth and the provision of service excellence were considered interdependent.
- 5.3 In answer to a question, JA outlined the process by which client change was considered and agreed via the Partnership Change Board. It was noted that individual clients would need to confirm their priority change projects / programmes and provide the appropriate funding.
- 5.4 Further consideration to be given as to how the user experience could be accurately measured and analysed using relevant tools.

#### Actions:

- **TK, RS and JA to outline the plan developments and comments discussed at the Board meeting with EF-G and AH via videoconference.**

- **Following on from the meeting with EF-G and AH, JA to update the slides to capture all points raised and re-circulate to the Board.**
- **TK to socialise the revised Business Plan outline with BEIS and UKRI.**

## **6. PROCUREMENT SERVICE ADJUSTMENTS (SBS 027-20)**

6.1 The Board received the paper, noting the progress to date and planned next steps.

## **7. BUSINESS IT SERVICE ADJUSTMENTS (SBS 028-20)**

7.1 DW provided a verbal update in support of the slides and outlined the two main streams of work underway. In answer to a question, the scope of Business IT services was clarified.

## **8. COST MODEL STATUS (SBS 029-20)**

8.1 This item to be considered by correspondence. NP highlighted that the Audit Committee had considered the model and recommended to the Board that it was not considered as business critical.

## **9. NEXT BOARD MEETING**

9.1 The items to be considered at the next Board on 21 July 2020 were noted as:

- Strategic Workforce Plan
- Business Plan
- Annual Report and Accounts
- FSS Programme

## **10. ANY OTHER BUSINESS**

10.1 There were no further items.

Board closed at 11.30am

**Next meeting: 21 July 2020**

A closed session of the Board was held at the conclusion of the meeting.