

Board meeting
Public minutes of the meeting
15 November 2023



Approved Minutes of the Board meeting, 15 November 2023

Present

Caroline Corby (CC - Chair)
Marcus Longley (ML)
Alan Clamp (AC - Chief Executive)
Frances Done (FD)
Juliet Oliver (JO)
Moi Ali (MA)
Tom Frawley (TF)
Nick Simkins (NS)
Amrat Khorana (AK)

In Attendance

Jane Carey
Graham Mockler
Christine Braithwaite
Douglas Bilton
Melanie Venables
Oyinkan Onile-Ere
Marija Hume
Akua Dwomoh-Bonsu
Rachael Culverhouse-Wilson
Daisy Blench
Dan Scott
Melanie Hueser (Secretariat)

Observers

See below

1. Welcome and Introductions & Declarations of Interest

- 1.1 The Chair opened the meeting and welcomed everyone to the Board meeting. Observers included members of staff and external observers: Anisah Chowdhury (GMC), Nasia Nicou Panayiotou (HCPC), Uzma Mahmood (NMC) and Terry Koranteng (NMC).

2. Apologies

- 2.1 There were no apologies.

3. Minutes of meeting held on 20 September 2023

- 3.1 The minutes of the last Board meeting held on 20 September 2023 were accepted as a true and correct record and approved.

4. Actions and Matters Arising from the meeting on 20 September 2023

- 4.1 **20 September, Item 8.7 'Include MP invitation for Barriers to complaints conference in early 2024.'** It was clarified that the MP barrier does not apply to health service complaints, only to complaints made a Government Department or public body. Final stage complaints about the NHS in England can be made either through an MP or directly to the PHSO so there is no barrier in the same way. On these grounds the team did not think MPs would be the right audience for the event in January which will be focussed on barriers to complaining within

the health service and will bring together organisations who have a role to play in addressing these, as well as patient/service user groups.

4.2 All other actions were complete or on track.

5. Chair's report

5.1 The Board noted the report.

5.2 The Chair congratulated DB and team on the very successful Research Conference which took place on 14 November and which attendees, including Board members, had enjoyed very much.

5.3 FD will leave her Board role a few months earlier than planned in the summer next year. The Nominations Committee will discuss whether the role will be filled early or whether this will be covered in the interim and then done as part of the overall Board recruitment process for late 2024.

5.4 Letters will be prepared from the Chair to the new Secretary of State for Health and Social Care and the new Minister for Health and Social Care.

5.5 The Chair met with the Board members from the Devolved Administrations (DA) to discuss the job specification for the new DA Board members.

Action: MH to share slides from the Social Work and Social Care workshop.

6. Executive report and project dashboard

6.1 The Chief Executive introduced the report. The fees consultation was closing the following week. AC had met with all regulator CEs. No material issues had been raised with the consultation. A summary of the responses and changes will be shared with the Board before submission to the Privy Council.

6.2 A full update on EDI will come to the public session of the January Board meeting.

6.3 AC will attend all the regulators' council/board meetings by April 2024.

6.4 **Safeguarding project:** From January, this will be reported to the Board via the project dashboard. The timeline was currently being developed. The Board highlighted that there might be learning points from issues that had come to light in policing over recent years. The Board expressed its appreciation for the work that had been done in this area.

6.5 The Board asked for detail on the proposed project manager for the website project. The plan had been to have someone in for three months to support the implementation of the new website, but the team had now discussed that it might be useful to have this support during the scoping process. The plan was to finish evaluating the tenders that had been received and then make a decision.

6.6 **Section 29:** The number of cases being appealed was currently three times that of the previous year. The team will review the reasons for this and will keep the Board informed. It was confirmed that the resource needs will be kept under review as well.

6.7 Work on Safer Care for All was on track and work on regulatory reform was ongoing.

- 6.8 The Executive report had been missing comparative website KPI data for 2022-23. These were the correct numbers (22-23 figures in brackets):
- Total page views: 289,562 (192,236)
 - CAP landing page and practitioner pages: 96,918 (59,947)
 - AR pages: 48,802 (29,189)
- 6.9 Penetration testing had been undertaken for the first time since the move to the cloud. The testing had gone well, with a few recommendations which will now be implemented. Business Continuity Testing had also been performed, with reassuring results.
- 6.10 Recruitment of the new Finance Officer was ongoing.
- 6.11 The internal audit on risk management was nearly complete, with a last meeting this week. The Board will discuss risk management at the January Board meeting.
- 6.12 The Board queried whether bringing in an apprentice for the Finance team would be useful. It was confirmed that the idea of a Business Administration apprenticeship had been considered but that, due to the Finance team needing a more experienced team member at this point, an apprentice would not fill this need.
- 6.13 The Board **noted** the KPIs and **noted** the good work that had gone into preparing the papers.

7. Finance report

- 7.1 The Director of Corporate Services introduced the item and the Board commended the new format of the report, confirming that they were very happy with it.
- 7.2 A £200k overspend had been forecast, £100k to spend on the new website and £100k to return to the regulators. In addition to this, an overspend on s29 legal cost of £163k was now expected. The Board was content with the reasoning for the overspend.
- 7.3 The Board asked for clarification on what would happen if there was an overspend at the end of the year, and it was confirmed that this money would come from reserves. In the next fees consultation the money needed to build the reserves up again to the required level would be included if needed.
- 7.4 The Board queried the underspend on training. It was outlined that for the last few years the lower cost for training was primarily due to much of the training being delivered virtually, but that this year demand for training had been somewhat lower. This was currently being addressed for all staff through the mid-year appraisals.

8. Committee reports

- 8.1 **Scrutiny Committee report:** The Scrutiny Committee Chair gave a verbal update. The Committee had met the previous week. Discussions had centred around Fitness to Practice backlogs, increase in s29 costs and the value for money received on legal advice. It was highlighted that the number of chambers

and firms willing and able to take on work for the PSA was limited, in part due to conflicts of interests if they were also working for regulators. The Committee will continue to review the processes and fees.

8.2 The Committee also discussed the issue of VAT for practitioners who are members of an Accredited Register and advertising guidance.

8.3 **Audit and Risk Committee report:** The Board **noted** the report.

9. Reserves policy

9.1 The Director of Corporate Services introduced the item. It had been discussed earlier in the year to increase the reserves to deal with the cost of the lease if the PSA was asked to shut down but the DHSC had confirmed that they would meet this liability as well as any redundancy costs.

9.2 The Board **reviewed and agreed** the Reserves policy.

10. Board annual work plan

10.1 The annual approval of the Accredited Registers Programme budget had been added for the January meeting.

Action: JC to add 'Devolved Administration Board member reports' to the Board annual work plan for March.

10.2 The Board **approved** the plan.

11. Board evaluation action plan

11.1 The Chief Executive introduced the item. It was confirmed that the action plan would not come back to the Board again as all of the actions had either been completed or become part of other action plans.

11.2 The Board agreed that an additional Board level objective would not be needed as it was felt that all Board tasks were covered under the existing objectives set for the members.

11.3 The Board **noted** the evaluation of the action plan.

12. Any other business

12.1 There was no other business discussed.

13. Questions from Members of the Public

13.1 There were no questions.

13.2 The Chair thanked the observers for their interest in the PSA.



Signed by Chair

Date 17/01/24

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Action Log

On track (including not started) Delayed (or medium risk of delay for projects) Overdue (or high risk of delay for projects) Complete

Mtg. Date	Item No.	Action point	Owner	Date required	Action progress	Status
15 March 2023	6.14	Report on project evaluations and benefits realisation for the IT, accommodation and pensions projects at the July Board meeting.	JC	January 2024	Complete - on the January 2024 agenda.	Complete
20 September 2023	5.10	Bring updates on the progress of the review to each SC meeting, and a final report to the September 2024 Board meeting.	GM	September 2024	Ongoing – next report to SC in February 2024.	On track
15 November 2023	5.5	Share slides from the Social Work and Social Care workshop.	MH		Complete	Complete
15 November 2023	10.1	Add 'Devolved Administration Board member reports' to the Board annual work plan for March.	JC	March 2024	Complete	Complete