

NHSBT Board
NHSBT Monthly Performance Report
27th May 2021

Status: Official

1. Summary and Purpose of Paper

This cover paper introduces the new, streamlined board performance report for April 2021 and outlines the rationale and approach to the new format. Directors will briefly provide a short overview of the metrics they have chosen to include, and key highlights for the month in the meeting.

Following discussions at previous Board meetings, Finance and Strategy & Transformation have worked closely with the wider Executive Team (ET) over recent months to develop a revised performance report. The new report is shorter, focussed on headline KPIs with supporting narrative, and moves from a typical 32-page report to an 8-10-page report.

The performance report will be provided in future as part of a suite of reports that will include a refreshed Board Assurance Framework and a transformation portfolio report that are in development and will be shared in due course.

2. Action Requested

Our ask of the Board is to discuss the new, streamlined performance report, and provide feedback as part of the performance updates from Directors.

3. Background and context

This iteration is the result of several rounds of engagement with directorates, discussions at the Finance and Performance Committee, and updates to the draft version considered at the March 2021 Board following further feedback. On multiple points there have been conflicting views and preferences for what should be included in the report and how it should be presented. We have attempted to address these on balance by applying a number of overarching design principles, based on ET and Board-level feedback and discussion:

- The report should be shorter, simpler, and clearer
- The report shall present data and narrative in a manner that is broadly consistent across each area and directorate, and draws attention to the key issues
- Only the most important leading metrics and narrative content should be included
- Additional supporting metrics and data will be provided separately as required
- Content will be decided upon at ET level by respective directors, who have accountability for what is reported
- The report should include specific corporate sections on Quality, People Services and DDTS

Governance and Assurance

It is important to note that in moving to this shorter report format, a large amount of performance data and information is no longer explicitly reported.

Whilst this information will continue to be available when required, Directors are responsible for providing the governance and assurance around the monitoring of these performance elements.

A significant amount of governance and assurance already underpins the information within ET and Board Performance Reports as part of NHSBT's integrated performance framework. Each month, each relevant group (e.g. BOLT, directorate SMTs, and programme boards) review performance data in depth and sign off the analysis presented in the performance reports.

Quarterly Performance Reviews also take place with each directorate allowing a more detailed assessment of performance against directorate objectives and business plans.

Where performance is off-track more detailed analysis and commentary will be provided e.g. explanations of drivers of current performance if not green, narrative on projections, risks to future green status and mitigating actions.

4. Next steps

- This new format will form the basis of quarterly performance reporting to DHSC from 2021/22 onwards.
- Over the coming months, the Head of Performance Management will work with DDTS to develop a more dynamic, online version of the report, which we aim to start testing by Q4 2022.

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