



#### DHCW SHA Board Meeting – PUBLIC minutes

#### Minutes of the meeting of Digital Health and Care Wales (DHCW) Special Health Authority Board (SHA) held on Thursday 30 November 2023 as a virtual meeting broadcast live via Zoom.

09

09:50 to 14:05



30 November 2023

Members Present	Initial	Title	Organisation
Simon Jones	SJ	Chair of the Board	DHCW
Ruth Glazzard	RG	Vice Chair of the Board	DHCW
Marilyn Bryan Jones	MBJ	Independent Member	DHCW
lfan Evans	IE	Executive Director of Strategy	DHCW
Andrew Fletcher	AF	Associate Board Member – Trade Union	DHCW
Rowan Gardner	RoG	Independent Member	DHCW
Rhidian Hurle	RH	Executive Medical Director	DHCW
Alistair Klaas Neill	AKN	Independent Member	DHCW
Sam Lloyd	SL	Executive Director of Operations	DHCW
Claire Osmundsen-Little	COL	Deputy Chief Executive Officer / Executive Director of Finance	DHCW
David Selway	DS	Independent Member	DHCW
Helen Thomas	HT	Chief Executive Officer	DHCW
Marian Wyn Jones	MWJ	Independent Member	DHCW

In Attendance	Initial	Title	Organisation
Chris Darling	CD	Board Secretary	DHCW
Lynwen Davies	SW	Translator	Translation Services



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Sam Hall	SH	Director of Primary, Community & Mental Health Digital Services	DHCW
Paul Mason	ul Mason PM Information Standards Management Lead (for D item 3.1)		DHCW
Jo Mower	JM	Consultant Emergency Medicine (for item 3.1)	CAV
Carys Richards	CR	Corporate Governance Support Manager (Secretariat)	DHCW
Michelle Sell	MS	Director of Planning & Performance / Chief Commercial Officer	DHCW
Sarah-Jane Taylor	SJT	Director of People and Organisational Development	DHCW
Laura Tolley	LT	Head of Corporate Governance	DHCW

Apologies	Title	Organisation
N/A		

Acronyr	ns		
DHCW	Digital Health and Care Wales	SHA	Special Health Authority
CEO	Chief Executive Officer	DPIF	Digital Priority Investment Fund
IM	Independent Member	IMTP	Integrated Medium-Term Plan
IOPR	Integrated Organisational Performance Report	CAV	Cardiff & Vale University Health Board
WG	Welsh Government	WAST	Welsh Ambulance Services Trust
NDR	National Data Resource	DG&S	Digital Governance & Safety Committee
LINC	Laboratory Information Network Cymru	RISP	Radiology Informatics System Procurement
ETR	Electronic Test Requesting	DMTP	Digital Medicines Transformation Portfolio



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WICIS	Welsh Intensive Care Information Service	ABUHB	Aneurin Bevan University Health Board
BAF	Board Assurance Framework	SIEM	Security Information and Event Management

ltem No	Item Detail	Outcome	Action
PART	1 - PRELIMINARY MATTERS		
1.1	Welcome and Apologies The Chair welcomed everyone bilingually to the DHCW SHA Board meeting.	Noted	None to note
	The Chair confirmed the meeting was being broadcast live via Zoom, in addition, the recording would be available via the DHCW website for any persons unable to access the meeting live. The Zoom platform was being used to allow for members to be visible throughout the entire meeting and for simultaneous translation to take place, allowing members to engage in the meeting in English or Welsh.		
	The Chair provided some housekeeping notices regarding the technical aspects of live streaming the meeting, the planned breaks, and the use of the consent agenda for items 2.1 to 2.7.		
1.2	Apologies for Absence	Noted	None to
	There were no apologies to note, however the Chair noted the following:		note
	<ul> <li>Due to an unforeseen circumstances, Ifan Evans, Executive Director of Strategy (IE) would need to leave the meeting intermittently and therefore Michelle Sell, Director of Planning &amp; Performance / Chief Commercial Officer (MS) would remain in the meeting for its entirety;</li> </ul>		
	<ul> <li>Sam Hall, Director of Primary, Community &amp; Mental Health Digital Services was attending a Ministerial meeting and would join as soon as possible;</li> </ul>		
	• Due to sickness Marian Wyn Jones, Independent Member (MWJ) was in attendance but Alistair Klaas Neill (AKN) as vice Chair for the Audit & Assurance Committee would be delivering the committee highlight report update on her behalf.		
1.3	Declarations of Interest	Noted	None to
	There were no declarations of interest.		note
PART	2 - CONSENT AGENDA – FOR APPROVAL AND NOTING	l	I
As par	t of the consent agenda the Chair announced that in the Private meet	ing beforehar	nd a SIEM



Contract Award had been approved and invited Claire Osmundsen-Little, Deputy Chief Executive Officer / Executive Director of Finance (COL) to address the funding situation. COL confirmed that work was underway with Welsh Government on future funding solutions.

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2.1	Unconfirmed Minutes of 28 September 2023 Board Meeting	Approved	None to
	The Board resolved to:		note
	APPROVE the minutes of the Board meeting held on 28 September 2023.		
2.2	Unconfirmed Private Abridged Minutes of 28 September 2023 Board Meeting	Approved	None to note
	The Board resolved to:		
	APPROVE the abridged minutes of the Private Board meeting held on 28 September 2023.		
2.3	Unconfirmed Minutes of 28 September 2023 Annual General Meeting	Approved	None to note
	The Board resolved to:		
	APPROVE the minutes of the Annual General meeting held on 28 September 2023.		
2.4	Action Log	Noted	None to
	Both actions complete on the Log		note
	The Board resolved to:		
	NOTE the action log.		
2.5	Forward Workplan	Noted	None to
	The Board resolved to:		note
	NOTE the contents of the Forward Plan.		
2.6	Gender Pay Gap Report	Approved	None to
	The Board resolved to:		note
	APPROVE the Gender Pay Gap Report.		
2.7	Amendment to Standing Orders - Programmes Delivery Committee Terms of Reference	Approved	None to note
	The Board resolved to:		
	APPROVE the Amendment to Standing Orders - Programmes Delivery Committee Terms of Reference.		
MAIN	AGENDA	1	1
PART	3 - FOR DISCUSSION		
3.1	Shared Listening and Learning Presentation	Received	None to
	Rhidian Hurle, Executive Medical Director (RH) introduced the item, advising that the presentation was centred around the use of data in Urgent & Emergency Care Work.	& Discussed	note

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	The presentation itself was delivered by Paul Mason, Information Standards Management Lead DHCW (PM) and Jo Mower, <b>a</b> Consultant in Emergency Medicine (JM) from CAV.		
	It was noted that currently there was not a single repository of digital data held in one place that could optimally support patients throughout their medical journey, therefore a new Emergency Care dashboard had been developed by DHCW in conjunction with Welsh Government and the 6 Goals programme.		
	The new dashboard benefitted from a more sustainable method and accessible platform, with central data flowing into DHCW, it allowed for better sharing of data within the wider service and would support predictive analytics being built in, eventually utilising real time data to preempt demands.		
	The platform was built using DHCW's current architecture and would work alongside the NDR platform, with work ongoing with the Health Boards to integrate with local data.		
	After the presentation, the following comments were made:		
	Work was being undertaken with Welsh Government to cascade this across NHS Wales, working with Health Boards to enable one source of operational and clinical real time data;		
	The scope of the work included horizon scanning and the ability to pre-empt demands in services;		
	In addition, work would be undertaken with leads to look at social care data too to support the management of outward patient flow.		
	The Board expressed thanks to Paul and Jo for the insightful presentation.		
	The Board resolved to:		
	RECEIVE and DISCUSS the Shared Listening and Learning Presentation.		
PART	4 – FOR REVIEW		1
4.1	Chair and Vice Chair Report	Received	None to
	The Chair outlined the following highlights from within the report:	&	note
	• The Ministerial Meeting with the Chair and Chief Executive Officer on 4 October 2023 focused on the current financial climate;	Approved	
	• The Ministerial Visit to Ty Glan yr Afon on 12 October 2023 was an opportunity to explain the impact digital has on the quality and safety of the care provided to patients, as well as demonstrating DHCW's existing services and what is available to the health and care system;		
	<ul> <li>The Chair of the NHS Wales Confederation Policy Sub- Group will be changing from Jan Williams, Chair of Public Health Wales to Kirsty Williams;</li> </ul>		
	The first Programmes Delivery Committee had taken place		

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<ul> <li>and the governance arrangements were set out in letters from Welsh Government confirming arrangements for transitioning from the SRO to Programme Chair;</li> <li>DHCW working in partnership with the Bevan Foundation hosted a round table discussion with Members of the Senedd, with key stakeholders able to join the discussion around using digital and data to transform health and care in Wales, the discussion was timely and useful;</li> <li>On the 9 November 2023, Independent Member, Rowan Gardner (RoG) facilitated an international Board learning session with Massachusetts based UMass Memorial Health. The session centred on how health and care can be transformed by digital with a focus on providing care in the community;</li> <li>Ruth Glazzard (RG) added that the Vice Chairs Peer Group focused on the actions and requirements to deliver the ambitions of a Healthier Wales.</li> <li>The Board resolved to:</li> <li>RECIEVE the contents of the Chair and Vice Chair report.</li> </ul>	Received	None to
<ul> <li>Chief Executive's Report</li> <li>Helen Thomas, Chief Executive Officer (HT) provided the following highlights from the report: <ul> <li>Mid-year internal DHCW directorate reviews were all complete;</li> <li>The NHS Wales Executive Leadership session was helpful in ensuring strategic alignment of digital activities going forward, in terms of clinical responsibilities, data collection from the work of the 6 Goals Programme and continuing to work collaboratively with Mike Emery, Chief Digital Officer, Welsh Government;</li> <li>During the Ministerial Visit to Neath Port Talbot Hospital clinical and digital teams showcased the digital solutions that have been implemented and how they are making a positive difference to clinical users and patients;</li> <li>A meeting with the Joint Executive Team in Welsh Government took place on 23 November 2023. The discussions covered topics such as the Integrated Medium Term Plan Q1 &amp; Q2 Performance and members of the Executive team shared mid-year achievements, gave an overview of the current position, the key challenges and risks for the organisation and provided a forward look with regard to the organisational financial plans for the coming months.</li> </ul> </li> <li>The Board resolved to:</li> </ul>	Received & Discussed	None to note



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5.1	Primary Care Strategy	Approved	None to
	SH presented the finalised Primary Care Strategy noting the pleasure to share it publicly on behalf of the Primary Care team and the stakeholders who contributed to its development.		note
	The strategy had been widely socialised, with engagement through numerous channels to fully inform the strategy, in addition to extensive research being undertaken to understand policy and the legislative environment that Primary Care operates within. Following approval of the strategy, the next step would be to develop an underpinning action plan to monitor delivery.		
	It was anticipated that a Mental Health Strategy and Community Strategy would be developed in 2024 and these would closely link with the Primary Care Strategy. The two additional strategies would consider social care and it was noted that a Board Development session was planned to look at what 'Care' means in DHCW,		
	It was noted the importance of organisational wide strategies that span several areas of work within DHCW and adopting a collaborative approach, in this instance when developing health informatics capability. SH highlighted that with the 3 Clinical Strategies to be received at this meeting, the Primary Care team had worked closely with colleagues from the clinical directorate, not only for direct input into the strategy but also to collectively achieve value when delivering them, with cross-departmental workshops being organised.		
	The Board resolved to:		
	APPROVE the Primary Care Strategy .		
5.2	Clinical Directorate Strategies	Approved	None to
	Information Governance		note
	<ul> <li>Information and Analytics</li> </ul>		
	Clinical Informatics and Business Change		
	RH presented the report update that covered all 3 clinical directorate strategies, noting the collective learning from safe and shared data via a national approach when utilising opportunities available from platforms such as the NDR, that have informed the strategies.		
	HT noted the successful approach in combining these 3 areas together within the clinical directorate which was driving value in terms of how data is being used to provide value.		
	It was agreed that milestones and target dates in the IMTP need to be considered going forward.		
	The Board resolved to:		
	APPROVE the Clinical Directorate Strategies.		

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5.3	Strategic Procurement Report	Approved	None to note
	IE introduced MS who presented the 1 Contract Award for approval :		note
	(i) P21.73 HSCC Licensed e-Journals		
	Contractors: BMJ Publishing Group Ltd, Elsevier, Mark Allen Healthcare, Springer Nature, Wiley and Wolters Kluwer		
	Term: 1 <sup>st</sup> January 2024 – 31 <sup>st</sup> December 2024 with no extension options		
	Value: £1,289,958.68 excluding VAT		
	Approval Requested: Contract Award		
	The following observations were made:		
	<ul> <li>Contract for 12 months, starting in January 2024, which was regularly reviewed;</li> </ul>		
	<ul> <li>Procurement was undertaken via the NICE Framework;</li> </ul>		
	<ul> <li>WG had been advised and DHCW were looking to execute the contract;</li> </ul>		
	The Board resolved to:		
	APPROVE the Strategic Procurement Report.		
5.4	IMTP	Received	None to
	<ul> <li>2023-24 Accountability conditions</li> </ul>	& Discussed	note
	IE noted that the 3 year plan had been submitted to WG who acknowledged the submission in October, with regular Integrated Quality and JET meetings taking place to monitor and discuss performance.		
	HT noted that in her response to WG the expectation around delivery had been addressed, which was being met but in a different way to what was initially outlined and accepted in the IMTP.		
	• 2024-25 IMTP Plan		
	It was noted that:		
	<ul> <li>No formal timetable had been received from WG, but work was continuing, with workshops held against the five missions which will inform the plan;</li> </ul>		
	• The expectation is to receive a timetable pre-Christmas but likely to submit the 2024-25 IMTP Plan for SHA Board approval in March 2024, however an IMTP update would be provided at the January 2024 meeting.;		
	<ul> <li>In terms of future programmes in the pipeline, these would be subject to national and local capacity assessments and availability of funding.</li> </ul>		

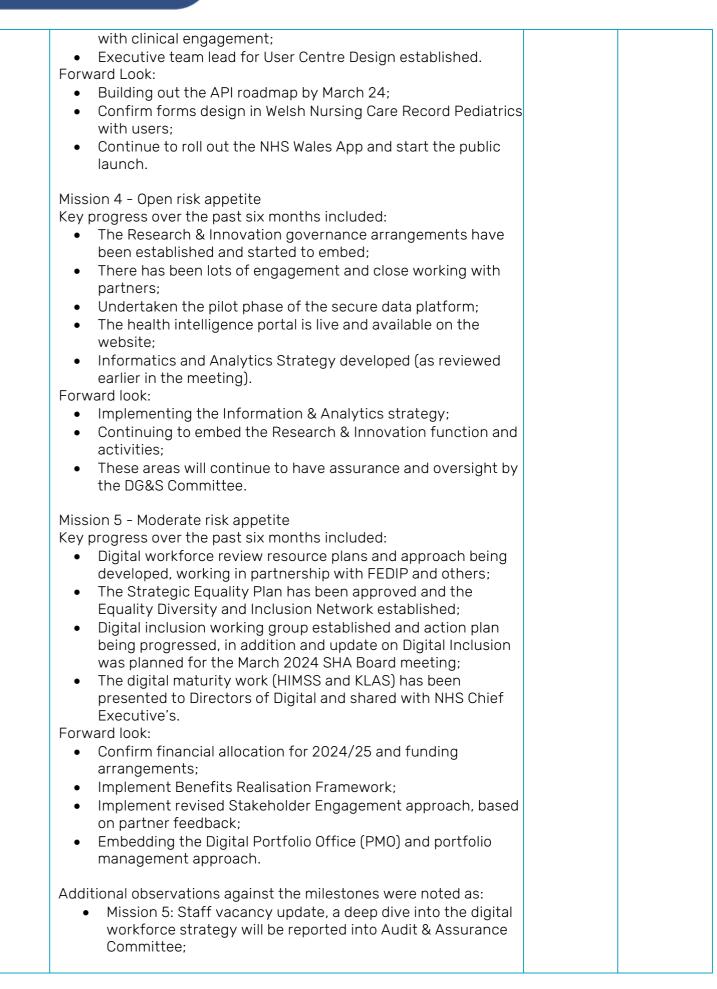


	A discussion took place on the Digital Eyecare programme, which was approved by Board to transition into DHCW from CAV. The programme was currently in a pause and reset period with work underway to identify the required funding and resource to take the programme forward. DHCW would be responding to WG by 5 January 2024 on the position and requirements to progress the programme. The Board resolved to: RECEIVE and DISCUSS the IMTP update		
5.5	<ul> <li>Finance Report</li> <li>COL presented the finance report for the period ending 31 October and highlighted the following:</li> <li>Financial Challenge, additional savings:</li> <li>Revenue: DHCW is reporting a revenue underspend of breakeven £0.132m for the period to 31 October;</li> <li>Capital: Spend to October totals £10.662m against CRL of £19.061m. An underspend of £0.171m against period plan and a residual spend balance of £8.4m (44%) to be completed before year end;</li> <li>PSPP: The target Public Sector Payment Policy (PSPP) target has been exceeded with 98% of non-NHS invoices being paid within 30 days;</li> <li>Cash: The increased cash balance of £8.136m as at 31 October is in readiness for anticipated significant capital invoices to be settled during November and early December;</li> <li>Covid-19: DHCW received £8.350m funding and the spend to date is £2.9m. The forecast is subject to the outcome of the Financial Improvement exercise and any subsequent recovery of funding;</li> <li>Digital Priority Investment Fund: A total of £35.5m in direct revenue funding is anticipated from Welsh Government with current spend of £17.5m and a remaining balance of £17m (49%) to be expensed during the remainder of the financial year;</li> <li>Capital Requirement: As part of the exercise reviewing capital funding requirement for the year. DHCW has identified a total of £0.972m available for repurposing for the following schemes: <ul> <li>WPAS Standardisation £0.264m;</li> <li>LIMS 2.0 £0.368m;</li> <li>Digital Maternity £0.240m and;</li> </ul> </li> </ul>	Received & Discussed	None to note
	<ul> <li>RISP £0.100m;</li> <li>DHCW will liaise with programme boards and Welsh Government to finalise requirements.</li> </ul>		



	The Board resolved to:		
	RECEIVE and DISCUSS the Finance Report.		
PART	6 - GOVERNANCE, RISK, PERFORMANCE AND ASSURANCE		
6.1	Corporate Risk Register	Received &	Note to
	Corporate Risk Trending Analysis	ھ Discussed	note
	Board Assurance Dashboard		
	Chris Darling, Board Secretary (CD) advised the Corporate Risk Register currently had 22 risks, 8 of which were deemed private, 5 assigned to Digital Governance and Safety Committee and 3 are now assigned to Programmes Delivery Committee.		
	Since the last meeting, two new risks had been added:		
	<ul> <li>DHCW0329 Choose Pharmacy - DHCW maintaining funding gap</li> </ul>		
	DHCW0330 WCCIS Future Programme Funding		
	Eight risks had been removed from the register and two had changed in score, all of which were detailed in the report.		
	An analysis of DHCW's corporate risk position of the past twelve months, including risks that have not been fully mitigated over the last year, was received.		
	And a 6 monthly update on the Board Assurance Framework (BAF) noted that all 5 missions were currently amber, with the following observations made against each:		
	<ul> <li>Mission 1 - Cautious Risk Appetite</li> <li>Key progress over the past six months included: <ul> <li>NDR platform live as of Aug 23;</li> <li>WASPI Code of Conduct consultation progressing (awaiting outcome and next steps);</li> <li>Data promise discussions ongoing with WG and a discussion planned on this for the next DG&amp;S Committee.</li> </ul> </li> <li>Forward Look: <ul> <li>Looking to develop options for cloud native architectures in key product areas.</li> </ul> </li> </ul>		
	<ul> <li>Mission 2 - Cautious risk appetite</li> <li>Key progress over the past six months included: <ul> <li>LINC and RISP following transfer from the NHS Wales</li> <li>Collaborative have delivery plans and are on track;</li> <li>The recent go-live of ETR for a pharmacy and GP practice as part of the DMTP programme;</li> </ul> </li> <li>Forward Look: <ul> <li>Developing the action plan and progressing the target operating model engagement.</li> </ul> </li> <li>Mission 3 - Moderate risk appetite,</li> <li>Key progress over the past six months included: <ul> <li>API platform team established; new open APIs published;</li> </ul> </li> </ul>		
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<ul> <li>Mission 3: Developing Clinical research informing our programmes, user centre deign and establishing a centre of excellence, SH advised an update on User Centre Design work would be shared with the Board in 2024-25.</li> <li>The Board resolved to: RECEIVE and DISCUSS the Corporate Risk Register, Corporate Risk Trending Analysis and Board Assurance Dashboard.</li> <li>Integrated Organisational Performance Report IE delivered the integrated organisational performance report to end of October 2023 noting the following headlines:         <ul> <li>At the halfway point successful delivery had been observed despite ongoing resource constraints;</li> <li>Some milestones have moved into the third and fourth quarters, as a result of the financeial constraints, however more disciplined when preparing the plan this year has ensured the milestone shifts can be easily tracked and monitored;</li> <li>Radology had moved to green:</li> <li>Finance surrounding the Cyber plan and Data Centre moves have turned yellow but as noted previously these have been prioritised within the budget for the remainder of the financial timetable going forward if not resolved quickly. HT reassured the Board that meetings were taking place with the Health Board and supplier to move this along at pose.</li> <li>In terms of the workforce position, Sarah-Jane Taylor, Director of People and OD (SJT) noted that:</li> <li>Regardless of vacancy challenges sickness figures remained low and will continue to be monitored</li> <li>Working alongide finance and previous the intendiat training modules are completed by the entil intendial training modules are completed by the entil herendi train</li></ul></li></ul>		I	
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		<ul> <li>There were 3 major incidents reported in the last 6 months, firstly Radiology had experienced some local</li> </ul>	



	network issues, with the remaining 2 incidents highlighting, in highly complex systems, potential architecture work for DHCW to undertake in the future;		
	<ul> <li>There had been a downward trend in incidents up until September and then a few unrelated in October, such as service incidents caused by the Data Centre moves and network issues predominantly, however all had been resolved within Service Level Targets;</li> </ul>		
	<ul> <li>There had been only 1 Service Level Target breach to date, which resulted in change management processes being reviewed;</li> </ul>		
	Service availability remains high in October		
	<ul> <li>An external review of 1 major incidents in October had revealed strategic opportunities that could be built into operational design work and Service Management processes;</li> </ul>		
	<ul> <li>RH added that the ability to transfer across our Data Centres in order to support failovers, when required were actionedwithin actioned within seconds to ensure DHCW critical systems stay safe.</li> </ul>		
	The Board resolved to:		
	RECEIVE and DISCUSS the Integrated Organisational Performance Report.		
6.3	Half Year Performance Against Plan	Received	None to
	It was agreed that previous discussions around the missions and milestones within the IMTP had sufficiently covered performance during the meeting.	& Discussed	note
	General reflections at the half year point included:		
	<ul> <li>Significant work had been completed;</li> </ul>		
	<ul> <li>DHCW had taken over responsibility of high profile complex programmes from the NHS Collaborative and CAV;</li> </ul>		
	<ul> <li>Challenges throughout the period in terms of resource;</li> </ul>		
	• There was a high level of transparency in reporting;		
	• The organisation had grown and matured.		
	The Board resolved to:		
	RECEIVE and DISCUSS the Half Year Performance Against Plan.		
6.4	Audit and Assurance Committee Highlight Report	Noted	None to
	Alistair Klaas Neill (AKN), Committee Vice Chair provided an update from the last Committee meeting held on 17 October 2023, alerting the Board that:		note
	<ul> <li>Due to concerns raised a request for an additional Internal Audit review of the Eyecare Digitisation Programme was made by the Committee Chair. This was now being led by</li> </ul>		



	CAV in collaboration with DHCW;		
	<ul> <li>The BAF Deep Dive discussion on sustainable funding, highlighted the challenge of becoming a trusted strategic partner without a sustainable funding model, and with the current financial restrictions;</li> </ul>		
	• Four Internal Audit reviews were received for assurance with two, UK General Data Protection Regulation receiving a substantial assurance and Stock Management receiving a reasonable assurance (considered in the private session).		
	Two reviews were considered in the public session: Hybrid Working, which received a substantial assurance and Board Assurance Framework which also received a substantial assurance;		
	• The Committee were assured to note the progress being made on Welsh Language Compliance within the organisation, however noted the challenge in assessing job descriptions for Welsh Language Skills. The Committee have requested a detailed update on this for the next Committee meeting in February 2024.		
	The Board resolved to:		
	NOTE the Audit and Assurance Committee Highlight Report.		
6.5	Digital Governance and Safety Committee Highlight Report	Noted	None to
	Rowan Gardner (RoG), Committee Chair provided an update from the last Committee meeting held on 2 November 2023, noting that there were no escalations on this occasion to Board.		note
	The Board resolved to:		
	NOTE the Digital Governance and Safety Committee Highlight Report.		
6.6	Local Partnership Forum Highlight Report	Noted	None to
	Andrew Fletcher (AF), Forum Chair provided an update from the last Forum meeting held on 5 September 2023, noting that there were no escalations on this occasion to Board.		note
	The Board resolved to:		
	NOTE the Local Partnership Forum Highlight Report.		
6.7	Programmes Delivery Committee Highlight Report	Noted	None to note
	Simon Jones (SJ), Committee Chair provided an update from the first Committee meeting held on 9 November 2023, noting that it was a successful start and will be extremely useful for the Board in gaining oversight of the entire portfolio and surfacing interdependencies as reporting continues to develop.		
	There were 3 areas to alert the Board on:		
	<ul> <li>The Eye Care Programme as discussed throughout the meeting remains in pause and reset stage, with feedback</li> </ul>		

÷	GIG lechyd a Gofal Digidol Cymru NHS Digital Health w A L E S and Care Wales delivering digital healthcare to the peo		IGDC • DHCW
	to Welsh Government planned for the end of November 2023. The Committee were advised that the Audit & Assurance Committee had requested Internal Audit carry out an urgent review of the programme, this was being initiated by CAV and DHCW would be working closely with CAV on the outcome of the review and also next steps towards advancement.		
	<ul> <li>Sustainable funding was a noted concern for all programmes as they move into Business As Usual stage.</li> </ul>		
	• The Committee agreed to hold a Committee Development Session to review and agree the scope of the programmes considered by the Committee which will be held in January 2024.		
	The Board resolved to:		
	NOTE the Programmes Delivery Committee Highlight Report.		
PART	7 - CLOSING MATTERS	,	<u>.</u>
7.1	Any Other Urgent Business There was no other urgent business raised.	Discussed	None to note
7.2	Date and Time of Next Meeting • Thursday 25 January 2024 The meeting closed at 14:20.	Noted	None to note