

NHS 24
BOARD MEETING
18 DECEMBER 2025
ITEM NO 10.2
FOR ASSURANCE

FINANCE PERFORMANCE REPORT – M08

Executive Sponsor:
John Gebbie, Director of Finance

Lead Officer/Author:
Neil Logan, Head of Financial Planning and Reporting

Action Required:
The NHS 24 Board is asked to take assurance from the M08 Finance Report which shows the financial position of NHS 24 for the period April to November 2025.

Key Points for the Board to consider:

- Underspend of £169k for Month 08 of financial year 2025/26.
- Reliant on anticipated allocations to be received of £8m.
- Savings target is £4.9m for 2025/26 with £4.05m achieved by Month 08.

Governance process:
The finance report is produced for the EMT of NHS 24 prior to being reported to the Planning and Performance Committee and NHS 24 Board.

Strategic alignment and link to overarching NHS Scotland priorities and strategies:
This paper demonstrates how the NHS 24 is on track to meet its statutory financial goals.

Strategic alignment and link to Corporate Delivery Plan activity:
This paper demonstrates how the NHS 24 is on track to meet its statutory financial goals.

Key Risks:
There is a risk that not all anticipated allocations are received, however this is deemed small due to ongoing discussions with SGHSCD finance colleagues.

The Digital Transformation Programme is currently on target to be delivered on time. However, if there is any delay, there is a risk this will result in additional double running costs.

Financial Implications:
This paper details the financial position of NHS 24 and that it is on track towards its financial objectives for financial year 2025/26.

Equality and Diversity:
The services NHS 24 provide are in line with its operating plan which have all been assessed in line with the appropriate requirements in relation to equality and diversity.

FINANCE PERFORMANCE REPORT

Month 8

November 2025



Month 8 Financial Overview

Revenue Position

£0.17 underspend

Capital Expenditure

£0.14m

Efficiency Savings Achieved

£4.05m

Key Points

Financial Position

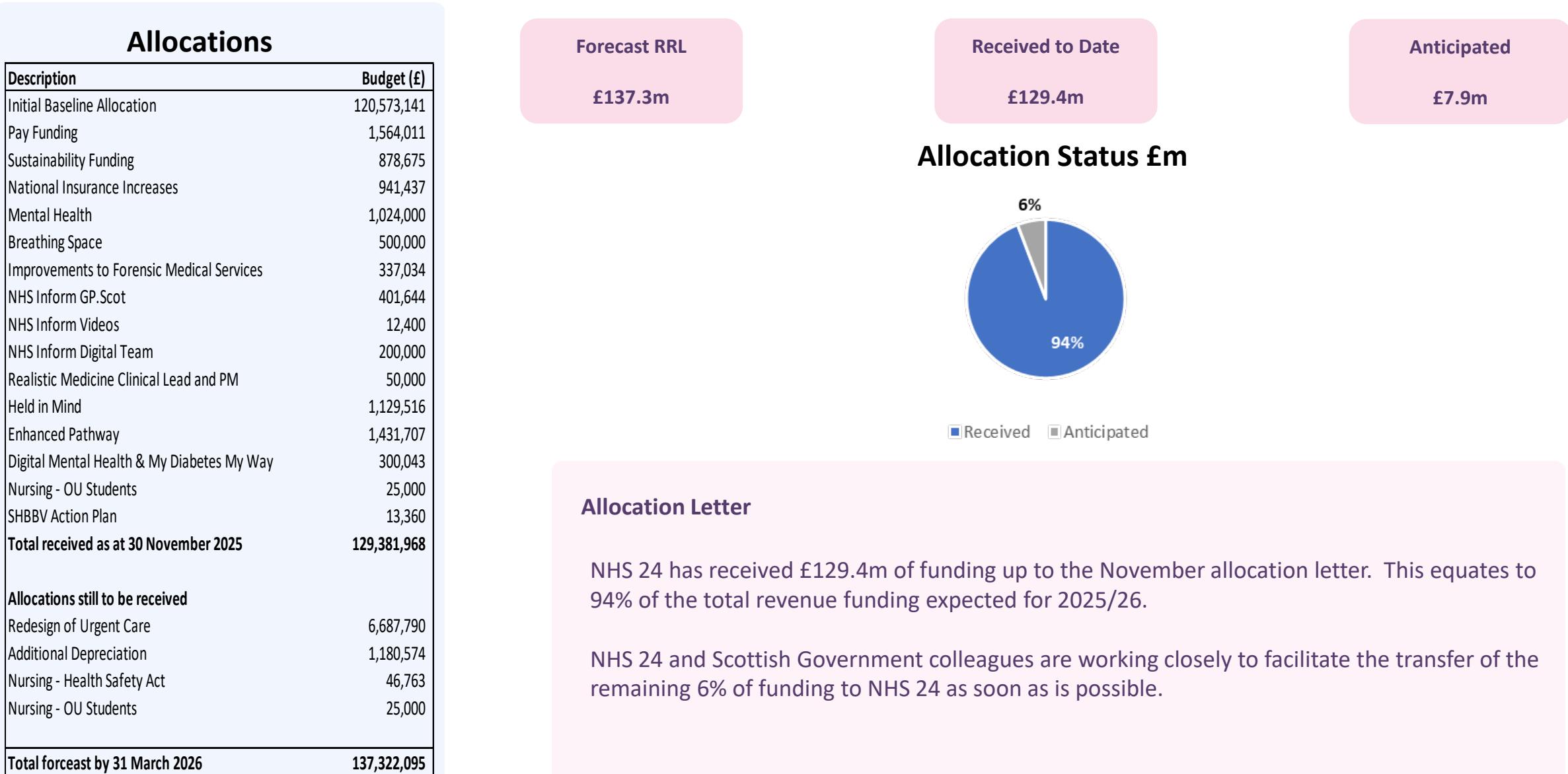
- Full year allocation in 2025/26 is forecast to be £137.3m
- NHS 24 is showing a slight underspend of £169k for Month 8 of financial year 2025/26.
- The financial outlook for NHS Scotland is expected to remain extremely challenging in 2025/26.

Capital Expenditure

- The Capital Formula Allocation of £0.282m has been received in the September allocation letter, which is a slight increase on previous years.
- In addition, funding has been secured from Scottish Government to cover the work in Cardonald Phase 2.

Efficiency Savings

- The efficiency target for 2025/26 is £4.9m of which £3.1m is recurring savings.
- The recurring savings have been reviewed through the appropriate channels to date and, where achieved, taken to savings.



Month 8 Financial Position

Pay

£0.04m underspend

Key Points

- Most Directorates in NHS 24 have a level of vacancy within their area. A vacancy factor target has been issued to Directorates where there are vacancies, to help fund non recurring spend such as the digital transformation programme, resulting in the pay position being very close to breakeven.
- For M8, the non pay costs are closely following the budget assigned to each Directorate, with underspends on energy and call charges.
- £4.05m of savings have been achieved to date. Savings are being achieved in accordance with budgetary expectations, therefore currently showing a very close to breakeven position, with a small target of £47k year to date, still to be achieved.

Non Pay

£0.18m underspend

Efficiency Savings

£0.05m overspend

Financial position as at 30 November 2025

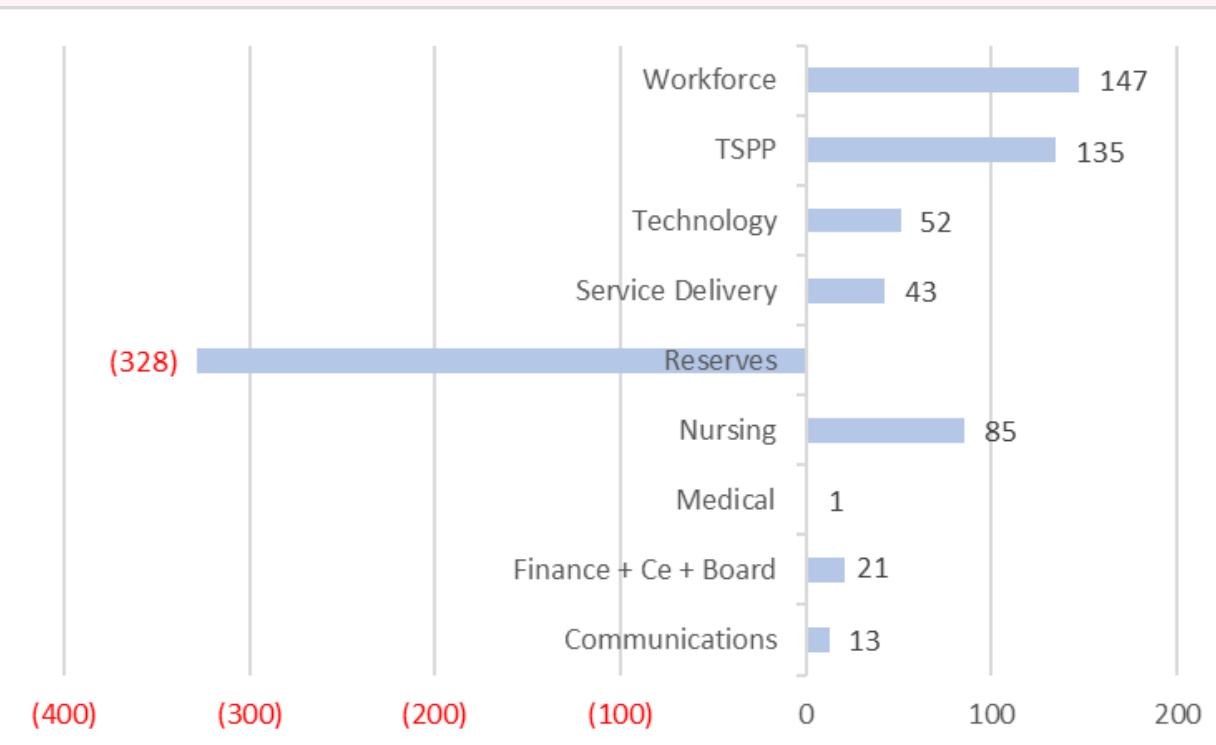
Type	Annual Budget (£m)	YTD Budget (£m)	YTD Actual (£m)	YTD Variance (£m)
SG Income	137.32	91.19	91.19	0.00
Pay	112.07	72.08	72.04	0.04
Non Pay	25.39	19.16	18.98	0.18
Efficiencies	(0.14)	(0.05)	0.00	(0.05)
Total	0.00	0.00	0.17	0.17

Financial Position Per Directorate

Main Points

- The graph shows the year-to-date variances per directorate for financial year 2025/26 with a small underspend overall.
- There are a number of vacancies across directorates, attributing to most being underspent.
- The Reserves Directorate holds the savings target balance which is showing as an overspend until allocated out to Directorates. This is partially offset by any budgets that relate to efficiency savings that are held in reserves, which will be actioned once they pass through the appropriate channels.

Year to Date (April 25 – November 25) Variances Per Directorate (£000)

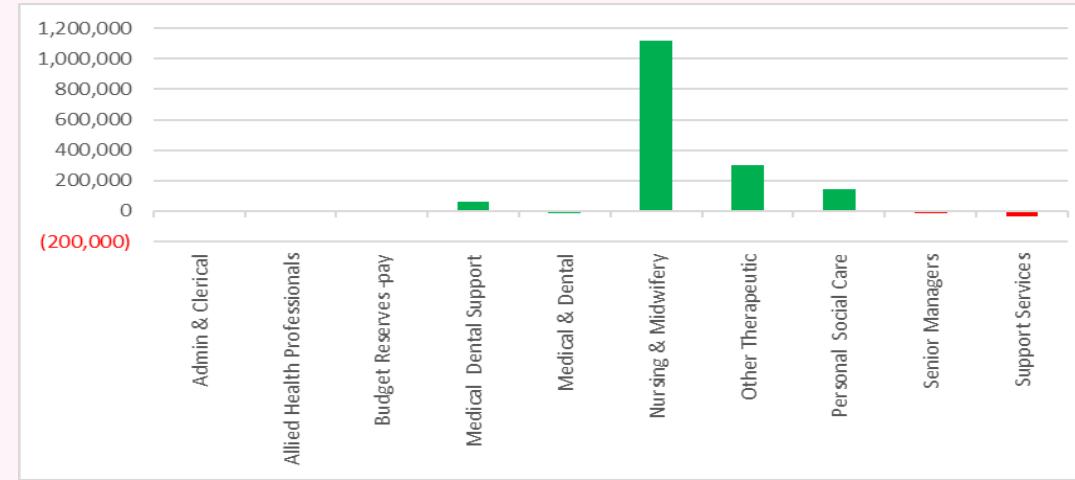


Cost Analysis

PAY

- Total 2025/26 pay budget is £112.07m. The year to date budget is £72.08m with actual spend of £72.04m, providing a small underspend.
- The graph shows the variance per category before vacancy factor is applied. The majority of the underspend is coming from Nursing & Midwifery staff category as NHS 24 recruit up to full establishment.
- The variances shown in the graph have been offset by vacancy factor of £1.5m.

Year to Date Pay Variances Per Staffing Category



NON PAY

- Total 2025/26 non pay budget is £25.39m. The year to date budget is £19.16m with actual spend of £18.98m, providing a slight underspend of £0.18m.
- A savings target has been built into the Budget Reserves Non Pay line resulting in it currently showing as an overspend. This is offset by the savings in other categories, in particular Other Admin Supplies, which includes travel and call charges.

Year to Date Non Pay Variances Per Category



EFFICIENCY TARGETS

In order to break-even in 2025/26, NHS 24 are required to make savings of £4.6m. An additional £0.3m was added to the target as a result of a shortfall in National Insurance funding

PROGRESS AGAINST TARGETS

To Month 8, the full year effect of recurring savings achieved is £2.9m. The remainder of the recurring savings have been identified and will be released, once they have gone through the appropriate channels.

Progress towards vacancy factor savings will continue to be closely tracked throughout the year.

	Current Year Effect (CYE)	Full Year Effect (FYE)
Target		
Additional Target - National Insurance	(4,559,588)	(2,727,990)
Total Target	(336,195)	(336,195)
Achieved	(4,895,783)	(3,064,185)
Estates Security	63,600	63,600
Regional Planning Team Income	11,000	11,000
Internal Audit Days Reduction	17,000	17,000
Learn More 24 Cessation	41,000	41,000
Risk & Resilience Restructure	27,808	27,808
Establishment Control	200,000	200,000
Thrive App	15,525	0
Nursing & Care Restructure	150,000	150,000
Mobile Phone Reductions	9,000	9,000
Advertising	20,000	20,000
Estates Reduction	431,333	748,000
Virtual Queue	100,000	100,000
CLI Retrieval	50,000	50,000
RPI on MSC Savings	132,000	132,000
Warm Transfer of Calls	200,000	200,000
Income Generation	63,000	63,000
Service Desk	580,255	1,042,090
Stationery	18,939	18,939
Managed Print	10,000	10,000
Sustainability and Value's Group	7,800	7,800
In Year One-Off Gains	523,592	0
Vacancy Factor	1,374,745	0
Total Achieved	4,046,597	2,911,237
Issued to Directorates		
Vacancy Factor	712,699	0
Anticipated		
Energy	70,000	70,000
Travel	66,487	82,948
Total Anticipated	136,487	152,948
(Under)/Over Achievement of Savings	0	0

PROGRESS AGAINST EFFICIENCY TARGETS

