



MUTUALS TASKFORCE MEETING
Thursday 3rd November, 2011
1 Horseguards Rd
15.30 – 17.30

MINUTES

Attendees

Chair: Julian Le Grand	Peter Marsh
Nita Clarke	Rachel Wolf
Patrick Lewis	
Peter Holbrook	
Crown Commercial Representative for Mutuals	

Officials

Head of Mutuals Programme
 OCS officials

Apologies

Donna Fallows	Jo Pritchard
Ed Mayo	Patrick Burns
Director of Commercial	

Welcome and introductions

Chair's Update

- Due to taking up a new position with a potential conflict of interest, Patrick Burns has resigned from Taskforce. A deputy from the Employee Ownership Association will take his place until a new head of the EOA is appointed.

Update from the Cabinet Office

- MIS Procurement is ongoing

Procurement Paper¹ – OCS Officials

MTF members made the following points:

- The paper should not imply that it is solely for employees to 'choose' which

¹ Procurement Paper is available at: <http://mutuals.cabinetoffice.gov.uk/>

option they want to pursue.

- The paper should consistently use the term Public Service Mutuals
- There may be potential to put the paper in more 'context' e.g. as one of a suite of papers.
- Paper should be presented alongside case studies – bringing it to life for staff.
- The paper should emphasise that many people think this is very difficult, but actually there are ways through.
- Paper meets the needs of a particular audience. We need to ensure there is information which meets the needs of a range of audiences.

The Chair summarised:

- This is really a very good piece of work. It needs some amendments to introduction which specifies audience. Should be positioned on the website as one of a range of resources.

Action: MTF members to let Cabinet Office officials know of any links/signposts which should be included in the paper.

'How-to' E-Guide – OCS Officials

MTF members made the following points:

- It feels somewhere between a 'first steps guide' and a comprehensive 'how-to guide'.
- There is a question of who is the 'you' in this. It has to engage both individuals and groups.
- The paper should make it clear that staff are not just one stakeholder group that needs to be engaged. Having staff engagement is the No.1 priority.
- The guide should be accessible, not too daunting and enthuse people who are still doing their day jobs.
- There is a danger that a starter's checklist could put people off without signposting to additional information.
- There is a need for very basic advice/information as well as more detailed content.
- There may be a need for 3 types of content:
 - Sell – high level 'what is a public service mutual'
 - More detail – How-to Guide, moving into more serious end
 - Very detailed resources – toolkits etc
- On the web, nothing should be more than 3 clicks away.

Officials commented:

- Having a Guide on the web allows for high level content with more detail underneath.
- There may be opportunities for MTF members to test the CO website.

Action: OCS officials to explore opportunities for MTF to be involved in

website testing

E-guide is available at: <http://mutuals.cabinetoffice.gov.uk/>

Evidence Paper²

The Chair presented the paper.

MTF members made the following comments:

- It is important to distinguish between causation and correlation.
- Important to demonstrate what the added value of public service mutuals is.
- Could the paper look into models beyond employee ownership?
- It is important to be focused on the audience.
- The paper could be 'authored' by the Chair or the MTF as a whole.
- Important to make the case by not overclaiming

Action: The Chair to take on board these comments and others and to revise appropriately.

AOB

Post Office Consultation: the MTF discussed whether they should respond to this.

Action: MTF members to view the information available online and contact the Chair with any strong views either way.

Tekal Paper: could follow the Procurement paper – would need to consider what it is called e.g. briefing/working paper?

Action: Member of Taskforce to develop around 6 sides for circulation around the MTF by the next meeting.

ToR: Should the MTF ToR cover more than just 'spinning out'.

Action: Chair to include ToR on next MTF meeting agenda.

Taskforce ToR are available at: <http://www.cabinetoffice.gov.uk/content/mutuals-taskforce>

² Paper is available at: <http://mutuals.cabinetoffice.gov.uk/>