

MANAGEMENT BOARD (MB) POLICY MEETING MINUTES – 24.03.15

DATE: Tuesday 24th March 2015 **TIME:** 10:00 am **LOCATION:** G18

ATTENDEES: Richard Sanders, Acting Chief Executive (RS)
 Sarah Glasspool, Director, Finance (SMG)
 Robert Gunn, Director, Programmes & Estate (RG)
 Jo Symons, Director, Change & Development (JS)
 Richard Frewin, Director, Enforcement (RF)
 Paul Dixon, Director, Certification Services (PRD)
 Lynnette Falk, Director, Regulation (LF)
 David Barrett, Head of HR (DB)
 Tania Raynor, Executive PA and Secretariat (TR)

Please note actions appear in **BLUE**

1. **Apologies for Absence/Substitutions:** None

2. **Minutes of the last meeting (24.2.15)**

The minutes of the last meeting were approved with one amendment: **Change all references under “Storing Flexi Records in HPRM/TRIM” from WFH to FWH (TR, April).**

3. **Matters/Actions Arising from Minutes of Last Meeting**

All actions were reviewed and the following comments were made and outstanding actions were noted:

- DB’s action to **“Investigate mechanics of setting up a Property Deposit Loan Scheme”** was carried forward to April. Progress had been made, but this scheme was remained unavailable due to issues at UKSBS.
- **Review the work of NMO, job roles and cross team interaction and produce detailed action plan for MB endorsement (DB).** This action had been discharged and would be discussed under agenda item 10.
- Guidance on the In-year Reward Scheme and award spreadsheet had been updated but the action to **Remind Managers (electronically) of the scheme and managerial duties to recognise good work (DB)** had yet to be discharged and was carried forward to April. The Management Board continued to remind their teams that any individual (not just Directors) could make a recommendation for a recipient to receive an In-year Reward Scheme via the correct form.
- RF confirmed that a recruitment exercise was now under way for the ABS Project and PER14s had been submitted. SMG and RF had liaised regarding VAT status for the Project.
- SMG confirmed that estate issues/queries should be directed to G1 who would be adopting the “Building Liaison Officer” role (post NMS Transfer) to be overseen by Peter Sayce (PS) with assistance from Jack Gibson (JG) and Susan Baker (SB). **Circulate all staff message accordingly (SMG, April).**
- Storing Flexi Records - The following actions for DB were all carried forward to April:
 - **Refresh guidance on flexible working Policy.**
 - **Publish latest version of the FWH form on the intranet and circulate to all staff.**
 - **Publish FWH Rules on the intranet.**
 - **Publish leave and part-time leave forms on intranet.**
- PRD confirmed he was working with IMcD to progress the relocation of the Certification Services Directorate.

4. **The Future Shape of NMO**

RS said that there was little more to report. The Minister had approved the Corporate Plan prior to purdah with just two minor amendments and the budget had been agreed.

5. **Update/changes to NMO’s T&S Policy**

- SMG explained she had further clarified the use of Oyster cards and Barclays Bikes.
- The MB approved the policy subject to the following amendments to be made by SMG by April:
 - **Page 1 - Amend date in first paragraph “...with effect from 1 January 2011....”.**

- *Page 1 - Delete fourth bullet point “Expenses incurred by staff prior to 1st January 2011 remain subject to the previous policy and guidance”.*
- *Page 29 - Delete paragraph on Posthumous Awards.*
- *Page 31 – Delete table indicating approval process as pertinent only to BIS.*
- *Page 32 – Remove link to BIS Travel and Expenses Guidance.*

6. Draft Agency Business Continuity Plan (BCP)

- SMG outlined that the changes made therein and explained that this plan was distinct from the Disaster Recovery Plan (DRP).
- PRD commented that there appeared to be some overlap with the IT BCP and local BCPs and Disaster Recovery plans. The Board agreed that there were too many documents that were very similar, and clarity/distinction was required. SMG explained that this plan focussed on communication, prevention and the principles of how to continue in the event of a disaster.
- Directorates were responsible for their own Business Continuity Plans but the importance of having a clear Director downwards cascading system of staff notification was emphasised.
- The MB agreed the approach that Directors should disseminate information to their own teams. *Ensure Directors have access to the Emergency Contact Details in TRIM (SMG, April).*
- *Confirm if this plan is an Agency or a policy for Building 84 that would need to capture NMRO’s tenants [BIS/NMS] (SMG, April).*
- The MB endorsed the plan in principle. *Send suggested amendments to SMG via email for incorporation (Directors, April).*

7. Review of Directorate Business Impact Assessments (BIAs)

- SMG explained that that these assessments (to be audited by XDIAS) had been completed prior to the Business Continuity Plan being established and as part of the Disaster Recovery audit. The BIAs identified NMO’s key services and how to ensure their continuity in the event of a disaster.
- SMG was keen to identify whether there were any systems where recovery responsibility fell outside of Dan Shipp’s (DS) remit. *Establish what systems were bespoke to external IT provider remit and forward to DS/SMG accordingly (Directors, April).*
- PRD stated that the Business Impact Analysis and Strategy was a live document to be regularly updated, and that should align with team BIAs. SMG explained that there were indeed interdependencies, IT for example, so business streams could reference the ICT business continuity plan within theirs.
- PRD explained that the ACB software was hosted externally and thus the Disaster Recovery (DR) plan was with the host. However, it would be referenced locally within the Certification Services DR plan.
- SMG highlighted the need to scrutinise what was covered within the current Agency DR Plan.
- *Revisit Directorate Business Continuity Plans and update them to align with BIAs (Directors, April).*
- RS commented that this was a significant amount of work, but said it was important that we clear the actions from the XDIAS audit so that he could confirm adequate governance arrangements for the agency.

8. Outline Business Case for Upgrade of Accounts System

The MB approved this case recognising the need to improve the consistency and quality of management accounting practices and reporting across government. *Engage other Directorates in how to improve financial process, and then formulate formal Business Case (SMG, April).*

9. Sustainability Development Action Plan (SDAP) including Travel Plan

- RG explained that this document was revised annually and had been done so by the Sustainable Development Focus Group (SDFG). Current revisions were available should the new Agency decide to adopt the updated plan.
- RG outlined the decisions required of the MB for the new Agency as follows:
 - Both the Chair of the SDFG (RG) and the Secretary (Jean Spraggs) would be stepping down, and replacements were required for these roles. The current SDFG’s current constitution was

RG, Jean Spraggs, Morayo Awosola, Marek Bokota, Mannie Panesar, Niall Boyle, Dan Shipp, Rachel Torpey. The MB accepted RF's offer to Chair the next meeting.

- RG pointed out that as an Agency NMO is required to provide 'green' data. Therefore, consideration was needed as to whether the organisation wished to continue with the SDFG. RS stated that whilst NMO needed to do a level of work appropriate for a public body, we had already made significant progress and it was important to keep sustainability awareness alive. However, the Agency did need to consider what 'green' responsibilities would move across to NPL.
- RS suggested that the target for energy consumption needed revisiting, as this target had already been vastly improved and there was probably now only scope for a small percentage amount given our plans to increase the amount of lab testing due to NMO's expansion.
Remove target/commitment as the number of staff would significantly increase next f/y and handover and refine final document (RG/RF, March).
- The MB approved the plan subject to the above amendments and agreed to revisit the topic in January 2016.

10. IIP Action Plan

DB presented the IIP update to the MB. He explained that he had held focus groups with staff at HEO and SEO grade. The focus groups provided opportunity to explore the findings of the IIP report in more detail. He set out a number of proposals for discussion and agreement:

- **Leadership training for HEO/SEO staff:** All MB members supported this proposal. The cost and number of places available was discussed. The Board agreed to a limit of 5 slots as a pilot and subject to review, the aim to offer it to the wider HEO/SEO community thereafter. DB agreed to send an email to staff and set up a panel to consider applications. RF suggested including Yasmin as diversity champion, which was agreed.
- **Recruitment/Promotions:** The focus groups had made clear the importance of fair and open competition. DB suggested that NMO increase the pool of available assessors, extending training to EO staff to sit on EO panels (the Chair being of a higher grade). MB agreed to take this forward locally, but HR would include in all staff update.
- **Continuous Improvement:** The focus groups highlighted that more could be done to involve staff in how things are done. DB encouraged MB members to continue to involve staff as 'critical friends' and make changes where necessary. DB agreed to include in all staff email but was clear that this was a business owned initiative and reiterated the importance of acting on the IIP/focus group feedback. No specific actions were agreed.
- **Reward & Recognition:** Some staff felt that more could be done to recognise individual or team contributions. This was about recognition, rather than financial reward, so in addition to promoting the NMO in year reward scheme, there would be value in looking at other ways to achieve this e.g. recognition events held once or twice a year etc. MB felt that it was best to revisit this again after year end in May.
- **Flexible working:** DB clarified that this was about flexible working policy and not flexi time. ***Send MB members new flexible working policy guidance to reflect best practice and new statutory requirements (DB, April).*** RF and PD advised that they had flexi-time arrangements in place. DB offered to review these to ensure consistency – e.g. start times etc.

11. AOB

- RF outlined a recent legislative inconsistency in the heat metering regulations and correction was a matter for DECC policy. However, some FOIs had been received on this matter and there was a risk that it could escalate into media attention. All queries should be passed to HJ to deal with.
- The Estate team budget would transfer to NPL as of 1 April 2015.
- RS thanked RG, who would be transferring to NPL, for his valuable contribution over the last 7 years.

12. **Date of Next meeting:** ***Tuesday 28th April 2015.***

Action List

Date of Meeting	Action	Action Officer	Date	Progress	Status
24.3.15	Change all references under "Storing Flexi Records in HPRM/TRIM" from WFH to FWH	TR	April		Open
24.11.14	Investigate mechanics of setting up a Property Deposit Loan Scheme.	DB	April	Progress had been made, but this scheme was remained unavailable due to issues at UKSBS.	Open
24.11.14	<u>IIP Report</u> : Review the work of NMO, job roles and cross team interaction and produce detailed action plan for Management Board endorsement.	DB	March	As covered under item 10 above.	Closed
24.11.14	<ul style="list-style-type: none"> Remind Managers (electronically) of the In Year Reward scheme. Remind staff (via the Friday Newsletter) that any individual could make a recommendation via the correct form. 	DB	April	Directors to continue to remind their team that not only Directors could make recommendations	Closed
27.1.15	<u>ABS Project</u> : Address the following points at the February MB Policy Meeting: <ul style="list-style-type: none"> Give assurance that additional funds would be spent so as to reduce the surplus and get nearer to break-even. Clarify whether a recruitment exercise would be required. Confirm VAT status. 	RF	Feb	RF confirmed that a recruitment exercise was now under way for the ABS Project and PER14s had been submitted. SMG and RF had liaised regarding VAT status for the Project.	Closed
24.2.15	Add Updated Disaster Recovery Policy to the MB Policy Meeting Agenda in March for endorsement.	TR	March		Closed
24.2.15	<u>NMO IT Acceptable Use Policy/How to address the Use of Social Media by Staff</u> : <ul style="list-style-type: none"> In the interests of good version control, update the issue date, version number and review date within the footer of each page Page 3 – "Purpose of Use" – final paragraph – amend first sentence to "Only NMO & BIS email addresses and official social networking identities should be used for NMO communications." 	SMG	Feb	Amendments had been incorporated accordingly.	Closed
24.2.15	<u>Storing Flexi Records in HPRM/TRIM</u> <ul style="list-style-type: none"> Refresh Guidance on flexible working Policy. Publish modified FWH flexi sheet on intranet & circulate to all staff. Publish FWH flexi Rules on the intranet. Publish leave and part-time leave forms on intranet. 	DB SMG/JG DB SMG/JG	April		Open
24.2.15	<u>NMO Promotion Policy</u> <ul style="list-style-type: none"> Page 1, "Background", Paragraph 1 – insert "and also financial circumstances" at end of first sentence. Page 2, "Non Standard Promotions": <ul style="list-style-type: none"> Amend second sentence to "In situ promotions are limited to trainee posts." Bullet point to start with "These are posts...." and delete final sentence of bullet point. 	DB	Feb	Amendments had been incorporated accordingly.	Closed
24.2.15	Draft official response to Cabinet Office on enforcement branding for NRB to reply.	RF	Feb		Closed
24.2.15	Disseminate Civil Service Leadership Statement downwards within business streams.	Directors	Feb		Closed
24.2.15	Produce costings for the various location options for moving his directorate & circulate to MB by email.	PRD	March	PRD confirmed he was working with IMcD to progress the relocation of the Certification Services Directorate.	Closed
24.3.15	<u>Changes to NMO's T&S Policy</u> <ul style="list-style-type: none"> Page 1 - Amend date in first paragraph "...with effect from 1 January 2011....". 	SMG	April		Open

	<ul style="list-style-type: none"> ○ Page 1 - Delete fourth bullet point “Expenses incurred by staff prior to 1st January 2011 remain subject to the previous policy and guidance”. ○ Page 29 - Delete paragraph on Posthumous Awards. ○ Page 31 – Delete table indicating approval process as pertinent only to BIS. ○ Page 32 – Remove link to BIS Travel and Expenses Guidance. 				
24.3.15	<u>Draft Agency Business Continuity Plan (BCP):</u> <ul style="list-style-type: none"> • Ensure Directors have access to the Emergency Contact Details in TRIM. • Confirm if this plan is an Agency or a policy for Building 84 that would need to capture NMRO’s tenants [BIS/NMS]. • Send suggested amendments to SMG via email for incorporation. 	SMG SMG SMG	April		Open
24.3.15	<u>Review of Directorate Business Impact Assessments (BIAs):</u> <ul style="list-style-type: none"> • Establish what systems were bespoke to external IT provider remit and forward to DS/SMG accordingly. • Revisit Directorate Business Continuity Plans and update them to align with BIAs. 	Directors	April		Open
24.3.15	<u>Outline Business Case for Upgrade of Accounts System:</u> Engage other Directorates in how to improve financial process, and then formulate formal Business Case.	SMG	April		Open
24.3.15	<u>Sustainability Development Action Plan (SDAP) including Travel Plan:</u> Remove target/commitment as the number of staff would significantly increase next f/y and handover and refine final document.	RGI/RF	March		Open
24.3.15	Send MB members new flexible working policy guidance to reflect best practice and new statutory requirements.	DB	April		Open