MANAGEMENT BOARD (MB) OPERATIONAL MEETING MINUTES – 13.1.15

DATE: Tuesday 13th January 2015   **TIME:** 11.00am   **LOCATION:**   G18

ATTENDEES: Richard Sanders, Acting Chief Executive (RS)
Richard Frewin, Director, Enforcement (RF)
Paul Dixon, Director, Certification Services (PRD)
James Clark, Assistant Director, National Measurement System Policy (JC)
Christine Munteanu, Assistant Director, Legislative Policy (CM)
Dave Barrett, Head of HR, (DB)
Tania Raynor, NMO Secretariat (TR)

ON CALL FOR ITEM 4: Peter Sayce, Security and Governance Officer (PS)

OBSERVERS: Simon Trevenna, Support Manager, Enforcement, Leighton Burgess, Metering Engineer

Please note actions appear in **BLUE**

1. **Apologies for Absence/Substitutions:**   Sarah Glasspool, Finance Director, (SMG), Robert Gunn (RG), Director, Programmes & Estate, Lynnette Falk, Acting Director, Regulation Policy (LF) – CM deputising, Jo Symons, Director, Change & Development (JS), JC Deputising

2**.**   **Minutes of the Last Meeting (10.12.15)**
The Minutes of the last meeting were approved with no amendments.

3. **Matters/Actions Arising From Last Minutes**
All actions had been discharged, bar the following, which remained open, and was carried forward to the following month:
   - *Corp Serv 4: Take a more substantive look at NMO security measures to be brought back to the MBPOL for approval (SMG, February).*

4. **Agency Risk Register (including risks elevated from BTM)**
No risks had been elevated from the BTM. The Agency Risk Register was fully reviewed and all revisions were noted by PS who joined the meeting for this item. *Update and incorporate any changes to the register accordingly (SMG/PS, Dec):*
   - *CorpServ10 – Complete the two-step Business Continuity templates that had been circulated (Directors/BTMs, Jan)*
   - CorpServ 3 –The annual IT disaster recovery test had been postponed to Q1 2015. The recent network outage was discussed in detail. The problem was found to be a faulty cable or port in F27, where some building work was underway. It was noted by the Board how well each individual business stream worked to overcome the difficulties and find temporary solutions to minimise downtime which had been fixed by 13.00. The disaster recovery document although in need of update was helpful and SMG and RS had disseminated information to Directors outside of working hours. This had been further cascaded down and was much appreciated. Lessons had been learnt from this episode.
   - CE 20 – In order to improve awareness and ensure that systems were maintained to continue compliance to ISO 18001, there had been a building "walk-around" with our facilities management providers. It was hoped that this would clarify procedures and identify the equipment for which they had responsibility. It was important to manage and enhance the relationship with them so as to maintain our BSI certification.
   - C&D 1 –. The Programme Manager would be leaving on Friday which could also negatively impact communications with HQ and the Partners. Although DB confirmed that a replacement would step in to assist when this happened. JS proposed that this presented an Agency risk. RS noted that this should also be reflected in their team risk register. *Liaise with SMG & RG to discuss wording of a new risk concerning the impact of poor transfer management adversely impacting upon the delivery of objectives. Forward final draft to PS for the Risk Register (JS, Jan)*
   - CE 18 – The Board discussed this risk regarding staff morale due to the uncertainties involved with the future shape of NMO. JS confirmed that there had been a negative impact upon morale in her team. RS asked ST for feedback as a member of staff outside senior management. ST said that there was a degree of uncertainty amongst staff and apparent effects on staff morale due to under resourcing and the forthcoming addition to their enforcement portfolio, but the regular updates and good communication with staff from the CE and Directors had been helpful. RS suggested that the NMS transfer should also be included in the risk description.
   - *CorpServ 11 –Reduce the 'Probability' from 4 to 3 (PS, Jan).*

- RF suggested that given the transfer of NMS and the shape of the Agency post April 2015, the Board should consider making a distinction between the risks that would transfer to the K&I Risk Register, and the risks that would remain. The Board agreed that this would help BIS, NAO and the Audit Committee that the NMO Board were thinking about the future. *Highlight the following risks accordingly: C&D1, C&D3, EST6, EST7 (PS, Jan)*

5. **Finance Report**
   The MB had all read the report and had no comments. It was agreed, in SMG's absence, that any retrospective queries should be forwarded to her electronically. RS commented that despite all the current changes and uncertainty the finances were good agency-wide, and he congratulated all on this achievement.

6. **AOB**
   - For the benefit of the observers, RS explained the difference between the Management Board Operational and Policy meetings. RS asked LB how this meeting compared to the BTM meeting. LB said it was evident that there was a higher level of analysis at the Management Board.
   - The Board agreed that Quality and H&S was sufficiently important to be reinstated as a standing item on the BTM meeting agenda for information. *Discuss frequency of these reports to management with the new Quality Manager, and amend Intranet BTM TOR to reflect this (PRD, Feb).*
   - RS discussed the proposal to have an all-staff lunchtime year-end celebration of NMO to celebrate the people, past achievements, and successes prior to the possible changes to the Agency on 1 April. It was suggested to involve the Head of Comms in the process and seek ideas on format from the SFG. *Discuss this with SJ/NRB and communicate celebration to all staff (RS, Jan)*

7. **Date of next meeting:** *Thursday 12th February 2015*

Action List

Date of Meeting	Action	Action Officer	Date	Progress	Open or Closed
14.3.14	CorpServ 4: Take a more substantive look at NMO security measures	SMG	Jan	Work was ongoing and the policy would be resubmitted to the MBPOL Meeting for endorsement.	Open
Standing Item	Update Risk Register in accordance with comments emerging from MB monthly review	SMG/PS	Ongoing	Standing action item	Open
10.12.14	Remind all staff (via the Comms Friday newsletter) that the Agency should be aware of any equipment with the potential to cause hazard that had been bought into the building, & that it should be reported to BG prior to purchase, & recorded on the 'hazard list' after purchase.	PRD	Dec/Jan		Closed
13.1.15	**Risk Register:** • CorpServ10 – Complete the two-step Business Continuity templates that had been circulated. • C&D1 - Liaise with SMG & RG to discuss wording of a new risk concerning the impact of poor transfer management adversely impacting upon the delivery of objectives. Forward final draft to PS for the Risk Register. • CorpServ 11 – Reduce the 'Probability' from 4 to 3. • Highlight the following risks to make a distinction between the risks that would transfer to the K&I Risk Register, and the risks that would remain on the NMO Register: C&D1, C&D3, EST6, EST7	Directors/ BTMs JS PS PS	Jan Jan Jan Jan		Open
13.1.15	Discuss frequency of the Quality & H&S report to management with the new Quality Manager, & amend Intranet BTM TOR to reflect this.	PRD	Jan		Open
13.1.15	Discuss y/e in house celebration with SJ/NRB & communicate celebration to all	RS	Jan		Open

	staff.				