

# NOTE OF SUPERVISORY BOARD MEETING

Thursday 29 April 2004

## Present:

Vivienne Collett

Rosemary Jeffreys

Alison Schofield

Simon Harker

Stephen Parker

Hugh Grover

Tony Hindley

Hilary Jackson

Hugh Grover

David Pearson

Philip Kent

Mike Thomas

Jonathan Jones

Len Berkowitz

Robert Aitken

Iv Rees

## Apologies:

Doug Walters

Philip Kent

Isabel Letwin

David Brummell

## 1. Accommodation

A paper specifying TSol's structural requirements to One Kemble Street and setting out the proposed financial arrangements for leasing the building had been previously circulated to the Board. The Board's approval of these issues was needed in order that they could be formally submitted to CAA.

It was noted that the Attorney General was content for TSol to proceed, pending the Board's approval.

The Board noted the contents of the paper and approved the Project Team's recommendation to proceed.

Storage: Mike Thomas updated the Board on the work undertaken on the storage issue. He drew the Board's attention to the requests that had been made of all teams to minimise the volumes of paper held in offices and corridors and to introduce programmes for improving file discipline. Mike also noted that Records Management proposed to conduct a dry-run of new temporary storage arrangements.

**Action:** SB members to drive forward this work in their areas.

## 2. Client Relationship Management

Hugh Grover introduced a paper that set out a client communication framework and new job descriptions for Client Care Managers (CCMs), which the Client Care Group had developed. He noted that the communication framework was in the process of being applied to specific clients, and that the Group would report back to the Board on the outcomes of this activity.

### Action: Client Care Group

The job descriptions documented a central role for CCMs, who would need to focus on client related issues across the organisation, rather than in particular work areas, as well as on issues of business development. The Board approved the framework, the job descriptions and the provisional list of CCMs. The Client Care Group would focus on the best way of implementing the roles and on finalising the allocation of responsibilities (including TLA and DCMS).

### Action: Client Care Group

## 3. SR 2004/Efficiency Review

TSol's submission to the SR2004 was circulated to the Board. It had been submitted to the Attorney General, who would annex it to his overall submission to the Treasury. The submission incorporated a response to the Efficiency Review.

The Board agreed that the submission gave a good and helpful overview of TSol business, and that it should be shared with all staff.

**Action: Tony** to arrange for the submission to be posted on TSOL.

Tony also gave a presentation on the background of the Efficiency Review and the likely implications for TSol. Areas that the Review considered which are relevant to TSol are procurement of services (legal and non legal), delivery of corporate services such as HR, Finance, IT and Facilities management and maximising 'productive time' (ie front line services). It was noted that TSol was already focussed on efficiency issues because of the need to offer value for money to clients, and that a lot of work was in train (eg PRACAMS, Client Care etc) to help us continue to deliver an efficient service. It was also noted that the financial pressures on our clients would increase our need to demonstrate value for money and that we needed to look creatively at the way that we work and the opportunities for efficiency gains. It was agreed that it would be helpful for SB members to discuss with their teams.

#### **4. Pay**

Alison Schofield informed the Board that the results of the PCS ballot on the 2003 remit would be announced next week. It was hoped that formal discussions with the Unions on the 2004 pay remit settlement could begin as soon as possible – Alison would be meeting with representatives early next week for informal discussions and would keep the Board informed.

#### **5. Updates**

##### Finance/Targets:

The monthly management information pack had been circulated to the Board. Tony reported that there were not any significant issues of concern. The year-end accounts were being prepared and were likely to show an over-recovery on costs of around £1 million; an underspend against the estimate of around £2 million; and that chargeable hour targets had been exceeded. Valerie Cain also noted that BV had increased its annual turnover by over 20%. The SB congratulated her and BV staff on this outturn.

##### Projects:

Hilary Jackson updated the Board on the progress of Agency projects:

- e-Financials and the re-cabling work had been completed successfully;
- the Accommodation work was on track, pending CAA's approval of the financial arrangements and specified requirements;
- work was progressing on eRIK.
- The development work of the Modernising Casework project work was drawing to an end satisfactorily - implementation would begin shortly.
- OGC had completed a review of the PRACAMS project; consideration of the recommendations and how best to implement these was being taken forward.

## **6. Any other business**

Alison informed the Board that the HR Group would be drawing up specific criteria identifying the circumstances in which managed moves should take place.

Key messages: The Board agreed that the key message was the significant milestone reached in relation to the move to One Kemble Street. Richard Jackson would be asked to draft a TSOL news item.

**Action: Hilary**

**Business Strategy Unit**

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