

## MINUTES OF THE SUPERVISORY BOARD MEETING

Thursday 28<sup>th</sup> April 2005, 11am, Lecture Theatre QAC

### Attendees:

Juliet Wheldon (Chair)	Hilary Jackson Rosemary Jeffreys	David Noble Frances Nash
Robert Aitken	Marilynne Morgan	David Pearson
Len Berkowitz	Stephen Parker	Alison Schofield
Valerie Cain	Tony Hindley	Doug Walters
Vivienne Collett	Isabel Letwin	Shazina Miah (Minutes Secretary)
Simon Harker	John Kempself	Graham Bates

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### Apologies:

Jonathan Jones  
Philip Kent

### Presenter:

David Skeels

### Staff observers:

Eleri Wones (DCMS)  
Afua Hirsch (DfES)  
Carl Gardner (European)

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Juliet Wheldon (JW) welcomed Carl, Eleri & Afua as the staff observers attending this SB meeting; she encouraged them to feel at liberty to contribute to the discussions at any time.

Observers to the next meeting will come from TLA and Litigation C.

**Action: Stephen Parker and Philip Kent**

### 1. Actions Arising

All actions from previous meetings have been cleared.

### 2. Relocation to OKS

Progress on the refurbishment is good. TSoI is looking to execute the Under-lease on 10<sup>th</sup> June. The move is expected to commence in the last week of August. Recent feedback from staff who have visited and seen the refurbishment work has been positive.

David Skeels, space planner from Forme Partnership, made a short presentation about the look and feel of the cafe on the 15<sup>th</sup> floor. The aim was good value for money, a 'distinct look and feel from the rest of the office' and spatial variety. The SB expressed approval of the proposed scheme, which included anti slip blue flooring, red glass on the server units, three different colour chairs and easy chairs.

The SB considered and agreed proposals for the phased order in which teams would relocate to OKS. The proposal is attached at Annex A: Each move is planned to take place over a weekend, the aim being to minimise the business down time. During the move IT systems will be running at both sites so staff can log on either at QAC or OKS. The library will remain at QAC until all staff have moved, although library facilities at the RCJ and New Court may be available.

The new Current File-store will also remain at QAC until everyone has moved. Files should be available between both sites using a frequent van service, although the service may be slower than what is currently experienced in QAC.

Jonathon Longley (JL), OS, will be setting up booking arrangements for meeting rooms at OKS in the next couple of months. New security passes to replace the existing cards for OKS will be issued while staff are still at QAC.

Team contacts will be invited to a meeting on 20<sup>th</sup> May to discuss the relocation. It was noted that the timing of the move is during the holiday period and means that staff who would themselves be away when their team moved would need to complete packing before going on holiday.

The importance of an effective communication plan for stakeholders as well as clients was noted.

### **3. Bona Vacantia Efficiency Plan**

Valeria Cain (VC), Head of BV, explained how the process started, prompted by the Gershon Review, with a workshop for all BV staff in which Tony Hindley set the scene. Three questions were asked at the workshop:

- i. What do we currently have and do that helps us be efficient
- ii. What gets in the way
- iii. How can we be more efficient

Lots of ideas emerged and these were translated into a plan with a number of themes, including improving quality, getting rid of non-productive work, increasing the speed of collection, reducing costs etc. The plan included setting up a new team to deal with new enquiries and to support other case workers; updated desk instructions (saves reinventing the wheel); an agreement with Inland Revenue not to pay Inheritance Tax; reducing the interest rate paid to kin claimants and 'plain English' guidelines to help the public. Staff signed up to the plan as it was not just about reducing costs but also tackling what got in their way so that there was something for everyone.

The SB applauded this BV initiative and considered it a useful model for others. It was also agreed that TSol as an Agency should mark this successful initiative.

#### **4. TSol Plans and Corporate Identity**

The SB discussed and noted plans for publishing the new corporate and business plans. Both are awaiting approval by the Attorney General. The current timetable for publishing the plans assumes approval being given week commencing 9<sup>th</sup> May with the Corporate Plan and Business Plan launched in the week beginning 16<sup>th</sup> May. All staff will get a flyer on the plans that will have a message from Juliet Wheldon (JW) and a summary of the key objectives for the year.

Team leaders have been invited to a briefing on the business and corporate plans on May 24<sup>th</sup>.

The new TSol corporate identity (logo) will be launched on 18<sup>th</sup> May via the intranet with new templates available through WORD in the same way as now. The publicity programme includes brief to Press Office (and Treasury Press Office), including Lines to Take plus written brief for staff on 10<sup>th</sup> May.

This will be followed by information on TSol about the three Programme Boards. It was agreed that it would be helpful to hold a briefing on the new Corporate Identity for Team Secretaries before the launch so that they are familiar with the new templates etc and also that a reminder on TSol in advance of the launch would also be helpful.

#### **Action: Graham Bate**

Team Secretaries to have their own briefing organised for 10<sup>th</sup> May. Message to go on TSol intranet.

#### **Programme Boards**

The Chairs of the three new Programme Boards - Client Care, HR and Business Systems – gave a brief update on progress in getting these groups up an running.

The Client Care Group, chaired by David Noble is scoping its work programme and had discussed risks. The HR Group, chaired by Alison Schofield is similarly developing its work programme. It will have a new personnel group, which will deal with specific staffing issues.

The Business Systems Group chaired by JW, has agreed its terms of reference and membership. Its work programme at present was focused on existing projects, such as OKS and eRIK, and the new IS Strategy.

It was noted that Frances Nash is a member of all three boards and will be able to share developments across the boards.

Stephen Parker is leading the development of TSol's Business Strategy. It will provide a framework within which each Division can develop their own more detailed business specific strategy. A presentation will be made to the next SB meeting.

**AOB**

Lit Cat is drawing to the end of its evaluation and currently solicitors and agents are being selected for support work and criminal work.

John Connaughton, training co-ordinator will e-mail SB members with dates for forthcoming lunchtime talks. SB agreed that chairing these sessions offered a good opportunity to meet a wide range of people in TSol.

Feedback on the Advisory client satisfaction survey was very good and will be discussed by Heads of the Advisory teams as well as individual Divisional managers.

**Business Strategy**  
**6<sup>th</sup> May 2005**

Annex A

Date	Week	Division(s)	Staff	Records (lm)	Floor	IS System Moves
Friday 26 August to Monday 29 August  (This includes the Bank Holiday Monday)	1	COCAD	26	236.8	8	eRik
	1	European	22	228.1	8	
	1	ECCG	74	548.5	9	
	1	Lit HoD MU	06	57.4	14	
	1	LITA HoD	02	28.7	12	
	1	LITA1	12	114.4	12	
	1	LITA8	17	142.9	12	
	1	PEFO	03	39.3	8	
			<b>Total Week 1</b>	<b>162</b>	<b>1396.1</b>	
Friday 2 September to Sunday 4 September	2	LITA5	17	103.1	10	Solcase Cluster eFIN GLS
	2	LITA9	12	86	12	
	2	LITA10	22	249.1	12	
	2	BV	48	344.7	7	
	2	Finance	35	151	7	
	2	GLS Sec	13	67	4	
	2	Private Office	02	60.8	8	
			<b>Total Week 2</b>	<b>149</b>	<b>1061.7</b>	
Friday 9 September to Sunday 11 September	3	Contingency Weekend – No Planned Moves				
Friday 16 September to Sunday 18 September	4	LITC HoD	02	28.7	13	None
	4	LITC1	28	271.2	13	
	4	LITC4	41	304.3	13	
	4	LITC2a	37	<i>(included below)</i>	14	
	4	LITC2b	23	495.9	14	
			<b>Total Week 4</b>	<b>131</b>	<b>495.9</b>	

Friday 23 September to Sunday 25 September	5	HOSS	06	13.2	10	None
	5	LITD HoD	02	28.7	11	
	5	LITD1	21	187.7	10	
	5	LITD2a	28	206	11	
	5	LITD2b	33	223.6	11	
	5	LITD3	12	134.3	10	
	5	LITD4	19	118	10	
	5	LITD5	02	126.3	11	
		<b>Total Week 5</b>	<b>123</b>	<b>1037.8</b>		
Friday 30 September to Sunday 2 October	6	Records	09	<i>(Included in IS)</i>	5	Payments System. Unicorn Intranet
	6	HR	23	163.4	4	
	6	BSCP	06	<i>(Included in PEFO)</i>	8	
	6	Post Room	04	0	5	
	6	Reprographics	02	0	5	
	6	Library	06	0	4	
	6	Intranet	03	0	4	
			<b>Total Week 6</b>	<b>53</b>	<b>0</b>	
Ad-hoc*	1-6	OS	10	130.3	5	CAD
	1-6	IS	43	132.9	5	
		<b>Total 1-6 (Ad-hoc)*</b>	<b>53</b>	<b>263.2</b>		

\* IS and OS support teams will need to move in stages before, during and immediately after the move to balance the availability of support services between QAC and OKS.