

**Labour Relations Agency**  
**Notes of a Senior Management Team Meeting**  
**held on Monday, 23<sup>rd</sup> August 2010 in Room 2, Gordon Street**

**Present:** William Patterson  
Penny Holloway  
Gerry O'Neill  
David McGrath

**In Attendance:** Alison Wolfe (Minute Secretary)

- |  | <b>Minute</b> | <b>Action</b>      |
|--|---------------|--------------------|
| <b>1. Apologies</b>  |               |                    |
| There were no apologies.   |               |                    |
| <b>2. Minutes of Meeting held on 24 May 2010</b>   |               |                    |
| It was noted that only the first two paragraphs of Para 13 related to discussions at the meeting on 24 May; the remainder of the note to be deleted. It was agreed that Directors forward any further amendments to the minute to the Secretariat. It was further agreed to use the minute of 24 May as a model for future minutes which should reflect decisions made.                              |               |                    |
|  |               | <b>Secretariat</b> |
| <b>3. Matters Arising from Previous Minutes</b>  |               |                    |
| There were no matters arising from the previous minutes.   |               |                    |
| <b>4. Board Meeting – 26 August 2010</b>   |               |                    |
| It was agreed that there is a requirement to equality screen Agency policies, both IR and corporate governance. The CEO will adjust the Board paper pro forma to incorporate screening and DP/FOIA.  |               |                    |
|  |               | <b>CEO</b>         |
| The CEO is to examine the format of the bi-monthly reports paying particular attention to rationalising the strategic objectives in light of the KPMG report.  |               |                    |
|  |               | <b>CEO</b>         |
| Following discussion on planning for the future particularly with regard to CSR it was agreed that the minutes of DEL Quarterly meetings should be circulated to Directors and that the CEO/DCS provide an informal briefing at the SMT meeting following each Quarterly meeting. In terms of corporate governance issues the DEL quarterly meetings could become an item on the revised SMT agenda. |               |                    |
|  |               | <b>CEO/DCS</b>     |
| It was noted that a Board paper on the Code of Practice on Disciplinary and Grievance Procedures may be tabled at the Board meeting under the 7-day rule.  |               |                    |

## 5. Corporate Services Report

It was noted that:

- ✚ the Agency currently has a full complement of staff;
- ✚ the recruitment process for the ERO (Conciliation – Regional Office) post was being progressed;
- ✚ the Agency awaits a response from DEL with regard to the 4 FTC and Project Manager posts.

**DCS**

## 6. Risk Register

It was noted that the SMT reviewed the risk register which will now be examined further in light of the outcome of the KPMG review. The register will be used by ASM Horwath as part of the Board risk management training on 26 August.

**SMT**

## 7. Agency Corporate Plan 10/13 and Business Plan 10/11

It was noted that in line with DEL comments the CEO will be revising the 2010-2013 Corporate Plan and adjusting the 2010-2011 Business Plan accordingly. If substantial changes are made these will require Board approval.

**CEO**

### ➤ *Management Charter*

It was noted that the SMT will be reviewing the Management Charter at their meeting with Joan Hart on 24 August.

**SMT**

### ➤ *Research & Evaluation*

It was noted that the agency will be progressing the scoping study for SROI; a tender document is currently with the CEO for comment. A business case is required.

**CEO**

The CEO has raised with the Research Committee the need for the Agency to undertake research projects to inform Agency policy and strategic thinking.

**CEO**

## 8. 2009 DEL Review of Agency

It was noted that the Agency has received the KPMG report. The report has been issued to the Board. Following the Board meeting the CEO hopes to be in a position to issue the report to Branch 28. The CEO will also hold briefing sessions for staff with Friday, 17 September mooted as a possible date. Members of Staff are to be advised of the date as soon as possible.

**CEO/Secretariat**

It was agreed that the SMT will discuss the KPMG report at their informal meeting on 13 September.

**SMT**

## 9. DEL Review of Dispute Resolution

It was noted that the CEO has written to Tom Evans suggesting a meeting with respect to operational implications of the DEL Review. **CEO**

## 10. IS/IT Strategy

### ➤ *IS Strategy - Security & Data Protection*

It was noted that the PwC report on the IS Strategy had been received and is being reviewed by the SMT. **SMT**

It was noted that DEL had not, as yet, responded to the Agency's business case for IS managed services. It was agreed that the CEO should write to DEL seeking a response on this and other outstanding matters. **CEO**

### ➤ *Case Management developments*

It was noted that there was nothing further to report; the Agency awaits a Departmental response on the appointment of a project manager. **DCS**

## 11. Operations

### ➤ *Customer Complaints*

It was noted that one customer complaint was being dealt with. **CEO**

It was agreed to emphasise to staff that when complaints are received clients must be advised that the Customer Complaints Procedure will be followed in all instances. It was also noted that the DCS should be informed of all complaints received. **Secretariat**

### ➤ *PRONI – disposal of Agency files*

A list of files identified for destruction/retention by PRONI is to be approved by CEO & Directors – on-going. **CEO/Dirs**

## 12. Accommodation

### ➤ *Premises*

It was noted that the CEO has approved:

- ✚ the purchase of 3 security doors for the Gordon Street frontage;
  - ✚ the refurbishment of the ground floor, Unit 3;
  - ✚ access into Unit 2 and Unit 1 by way of 5 doors.
- CEO**

Following this the building would comprise one unit with disabled access throughout. Consideration is to be given by the SMT as to the use of the ground floor area including the print room. **SMT**

It was agreed:

- ✚ that any designated print room area required space for the collation of documents;
- ✚ to give consideration to the space required for Helpline staff. **SMT**

It was noted that a project plan was being prepared for SMT consideration.

**SMT**

➤ *Furniture*  
Nothing further to report.

### **13. JNCC**

➤ *Progress on Policies and Procedures*

- CEO to clear Hospitality Procedure **CEO**
- Directors to comment on Recognition & Procedural Agreement and Equal Opportunities Procedure **Dir's**
- DCS to re-circulate Complaints Procedure incorporating SMT comments **SMT**

It was also agreed that the DCS write to DEL seeking written clarification of the rules regarding double grading.

**DCS**

➤ *Progress on Secretary meetings*  
It was agreed that the DCS write to the TUSS requesting dates for future meetings.

**DCS**

### **14. Continuous Improvement**

➤ *Continuous Improvement Action Plan*

It was noted that the DCS was awaiting a response from Eddie Salmon to the action plan forwarded to him. Following his response the Agency may proceed to carry out a health check in October and to appoint an adviser.

**DCS**

➤ *Staff Conference*

It was noted that the staff health and well-being day on 4 June 2010 had been very successful. It was agreed to discuss arrangements for a similar event for staff unable to attend on 4 June.

**DCS/CO/  
Secretariat**

It was noted that the IiP Action Plan indicated that a staff conference would be held in October. It was agreed that the diversity training may be a possible topic. The DCS will follow up David Walsh's proposal and advise the SMT and Secretariat regarding arrangements.

**DCS/Secretariat**

➤ *Diversity Training*  
See above.

### **15. SMT Team Development**

➤ *PA Meetings*

It was noted that the SMT will be meeting Joan Hart on 24 August to progress the Belbin team development and specific issues relating to SMT development in relation to the DEL Review of the Agency.

**SMT**

**16. Any Other Business**

Nothing to report.

**16. Date of Next Meeting**

- Informal SMT 31<sup>st</sup> August, 6<sup>th</sup> (CEO apology), 13<sup>th</sup> (to discuss KPMG), 20<sup>th</sup> Sept
- Formal SMT 27<sup>th</sup> Sept