

**Minutes of the Labour Relations Agency Finance and Personnel Sub-Committee
held at 2.30 pm on Friday, 11th November 2016
at the Agency's offices Gordon Street, Belfast**

Present: Mr. Albert Mills (Chair) [AM]
Mrs. Michelle McGinley [MM]
Mrs. Jill Minne [JM]

In attendance: Mr. Tom Evans (Chief Executive Officer) [TE]
Mr. Paul Herink (Employment Relations Manager (IT)) [PH]
Mr. Michael Riddell (Employment Relations Manager (HR)) [MR]
Mr. Neill Wallace (Employment Relations Manager (NICO)) [NW]

1. Chair's opening Remarks

AM welcomed all members of the Committee to the meeting.

No conflicts of interest were declared.

2. Apologies

2.1. No apologies received.

3. Minutes of the Meeting held on 20th June 2016

3.1. The minutes of the previous meeting were approved.

4. Matters Arising from the Previous Minutes not listed on this Agenda

4.1. No matters were raised

5. Finance Issues (Paper 1/16)

5.1. TE presented the finance paper highlighting the current financial position. It is likely that the full budget for 2016/2017 will be used. Close management of the budget spend is currently in place and will be needed until year end.

5.2. The Committee noted the current £18K underspend reflects our capital underspend to date, however this will be utilised in the months ahead.

5.3. The forward budget position is not known but steps will be taken to minimise impact on front line services in any event.

5.4. MM questioned the salary overspend. TE explained that this will even out over the coming months with staff retirements.

6. Early Conciliation Business Case

- 6.1.** TE explained that the current recruitment list for the early conciliation posts remains active until June/July 2017. This may cause issues for the project should delays occur in implementation.

7. Human Resources Issues (Paper 2/16)

- 7.1** MR presented an outline plan of the HR Metrics/Dashboard at the last meeting. Since then the JNCC have added one change (No.10) and an internal communication plan is in place for staff following approval.
- 7.2** Absence levels are roughly at 5.5 days on average and are on target for the year. The Dashboard will be updated with a new version to better display absence figures. Reporting procedures for absences were recently reviewed and this has had a beneficial impact on the figures to date.
- 7.3** The final draft of HR strategy will come before the F+P Sub-Committee prior to going to the Board for approval.
- 7.4** Resilience training will be rolled out to Advisory and Corporate Services shortly. Feedback on this training from the IC section was positive; however the training provider will be changed.
- 7.5** Planning for the leadership development plan is well advanced. A specification document was presented to the Committee and its contents were approved. DfE has approved £13K per year for the program and the Agency will go out to tender shortly. This program forms part of the succession planning process.

8. ICT Issues

- 8.1** Development of the Mobile Application: Elm House Creative has completed in-house testing and assurance on the app. Discussions are ongoing with apple/google/others regarding the circulation of the app on their platforms. The next step is to identify a cohort to test the app prior to it going on general release. MM asked about the Agency's social media footprint. PH indicated that this was a work in progress and a matter for the Board going forward. JM indicated that she would assist in linking PH with Belfast City Council social media team to seek information and insights in this area.
- 8.2** Case Management Record System: PH reported that after 18 months in operation, the CMRS system was performing well. Workflows (outlined in Paper FP/3/16) show that a steady stream of work is flowing through the system. Several fixes have been completed recently which will resolve some issues for the IC staff. PH explained that the final checks are in progress for data cleansing and the information will be uploaded to the system shortly.
- 8.3** Early conciliation: a draft plan of the work processes needed for EC is in place. This will be taken forward subject to approval and funding and outlines the processes and procedures that will underpin the operation of EC on the CMRS.
- 8.4** Website: PH provided a statistical analysis of website performance. 34000 views and 8500 sessions have taken place on the new website since its

introduction. A yearly update will be provided to the Committee once full year activity figures are available. 1/3 of all visits are via a mobile device of which approximately 40% were via an apple product. This may provide an insight into the demographics of website users and may be explored in greater detail to assist with how we target out service users.

- 8.5 IS Managed Services contract:** PH reported that the service provider has changed their structures and some issues have arisen with new staff providing cover. Access NI checks must be in place for staff working with the IS systems and these are currently awaited for some staff. However, we are fully operationally supported in the interim. A SLA paper was submitted to the Committee outlining performance in this area up to August 2016.

9. Accommodation Issues

- 9.1** NW updated that a second meeting of the accommodation working group had taken place which had been attended by the Chief Executive. NW confirmed that the focus within the group was on looking at both the physical requirements and the customer facing environmental requirements needed for service delivery. NW confirmed that the output will be the creation of a work plan which will result in a detailed report delivered to the CE by March 2017.
- 9.2** TE provided an update from his conversations with the Land and Property Services and in particular that there had been a high level discussion about the possibility of staying in the current property for a further five years but at a rate whereby the current cost would be maintained. TE suggested that this would give the Agency decision makers more time to consider what might happen at the end of that five year period (i.e. 2024).
- 9.3** TE explained that a detailed specification of the minimum requirements is critical to the presentation of a convincing evidence base as part of any negotiations/discussions with Property Services and the SIB. The report will need to be evidence based particularly in terms of room usage for frontline services. NW confirmed that this data is available and will form part of the report when it is completed.

10. Other agenda items for future meetings

None

11. Any Other Business

None

12. Date of next meeting

MM and JM will contact the secretariat with dates for the next 4 meetings.