

**MINUTES OF A MEETING OF THE SENIOR LEADERSHIP TEAM HELD
AT 14.00pm ON 20 June 2024**

Present:

Don Leeson	Chief Executive
Mark McAllister	Director of Employment Relations Service
Paul Lowe	Director of Programme Delivery
Oliver Murray	Executive Assistant
Fionn Davey	NIPSA Branch 180 Chair
Kalvin Jones	Employment Relations Manager
Claire Kilpatrick	Employment Relations Manager

Apologies: Anne Dorbie Interim Director of Corporate Services

Declarations of Interest: no conflicts of interest were declared.

1. Minutes from the Senior Leadership Team meeting held on 21 May 2024

1.1. The minutes of the meeting held on 21 May 2024 (SLT 01-06/24) were approved and agreed for publication on the Agency's website.

Action: Executive Assistant

2. Actions arising from the minutes of the last meeting

2.1. A special SLT meeting will be convened to agree the Hybrid Working policy – being progressed. No major changes expected. A further discussion was held on the current hybrid working policy.

2.2. A meeting is planned to discuss the outcomes of the recent Customer Service Excellence exercise.

2.3. Agency staff attended a recent LGBT Pride event in Causeway Coast & Glens. This was an opportunity to showcase the work of the Agency to marginalised communities.

2.4. It was noted that Anne Dorbie has had her contract extended as Interim Director of Corporate Services, with Paul Lowe taking up post of Director of Programme Delivery to focus on high-profile projects.

Action: Executive Assistant

3. Chief Executive's Update

3.1. The **Chief Executive** noted success of the 'Business Case Good Jobs' research launch event held on 18 June 2024. Good feedback noted.

- 3.2. The upcoming Board meeting will discuss name change of the Agency. A discussion was held regarding team members opinions on the change.
- 3.3. Corporate plan for the Board to be prepared prior to Board strategy day in September. A Corporate Planning strategy day with the SMT is to be planned.
- 3.4. An update was given on the recent work of the Good Employment Charter work, which led to a detailed discussion.
- 3.5. Senior officials from the Agency's counterparts in the Turks & Caicos Islands have been in touch requesting a member of staff to assist with conciliation training in September 2024. This will be brought forward to all staff for an expression of interest.

Action: Chief Executive

4. Directors' Updates

- 4.1. The Directors provided updates on a range of current activities, which were noted.
- 4.2. The **Director of Employment Relations Service** gave an update on the 'Agenda for Change'.
- 4.3. A wide-ranging discussion was held on regarding the Regional Office, with transformation being of key focus.
- 4.4. An update was given on current and upcoming industrial dispute work.
- 4.5. The **Director of Programme Delivery** gave an update ICT-related matters, with remaining objectives identified to get the phase 1 of CRMS upgrade noted as being on target.
- 4.6. Recent Holiday Pay conciliation resource planning work noted.

5. Transformation Update

- 5.1. A business case update was given. The focus groups facilitated by AKU Training to date were noted, along with the Possibility of new sessions in August. Internal communications plans were suggested to be sent to all staff.

- 5.2. Scheduled staff training plans were noted, with training and development of co-design, staff at ERO grade to follow in due course. Coaching groups with staff and management informing coaching model.
- 5.3. The plans for this year's staff conference being held on 11 September were discussed. Transformation will be a major focus point of the day.

6. Board Matters

- 6.1. The **Chief Executive** presented the arrangements for the June 2024 Board meeting (paper SLT 02-06/24), which was noted by the Team.
- 6.2. Rationalising KPIs for high volume services to be explored. A discussion was held regarding outreach to younger demographic.
- 6.3. The following meeting will be held in Magee College in Derry/Londonderry on 28 August 2024 and will be attended by stakeholders and Regional Office staff.

7. People Matters

- 7.1. The **Chief Executive** presented the HR Metrics (paper SLT 03-06/24), which was noted by the Team.
- 7.2. Training is to be provided for the WIS team for handling difficult conversations, following an increase in calls of extreme nature.
- 7.3. The Director of Employment Relations Services post will be advertised in shortly, with interviews for the position to take place in July or August.
- 7.4. It was noted that the Investors in People assessment is ongoing. The outcome is expected to be known shortly.
- 7.5. It was agreed to bring the Learning and Development Plan for consideration at next formal SLT meeting. This will include a workshop to support effective job sharing.

8. Business Plan Performance Report

- 8.1. The **Chief Executive** presented the Business Plan Performance Report for the period ending 31 May 2024 (paper SLT 04-06/24), which was noted.
- 8.2. An update was given regarding current budget standing for the upcoming financial year.

9. Finance Matters

9.1. The **Chief Executive** gave a verbal update on the Agency's funding position for 2024-25.

10. Corporate Risk Register

10.1. A discussion was held regarding the recent externally facilitated Risk Workshop. This was attended by Board and Senior Management Team members and will inform development of the Agency's Corporate Risk Register for 2024-25.

11. Any Other Business

11.1. A discussion was held regarding current pressures the Business Support Team face.

12. Date of Next Meeting

12.1. The next formal SLT meeting originally planned for 28 August 2024 at 10.00am in Magee College, Derry/Londonderry.

Action: Executive Assistant