



## Management Board

12th Meeting  
Wednesday 3 October

### MINUTES

<b>Present:</b>	Liz Hallam Smith David Leakey Andrew Makower Joan Miller Edward Ollard Rhodri Walters Carl Woodall Tom Mohan Ian Luder Malcolm McCaig	Information Services Black Rod's Department Financial Resources Director of Parliamentary ICT Parliamentary Services (in the Chair) Corporate Services Facilities Human Resources Audit Committee Member Audit Committee Member
<b>In attendance:</b>	Benet Hiscock (for item 11) Jake Vaughan (for item 7)	Director of Public Information Chairman of the Catering and Retail Services Profitability Group Clerk of the Parliaments
<b>Apologies</b>	David Beamish	

Ed Ollard took the Chair in place of David Beamish.  
Ed Ollard welcomed Ian Luder to his first meeting.

## 1 Oral updates

1.1 Board members raised the following matters:

- Work on the Harcourt Staircase and in State Officers' Court was running 4 months and 6 weeks behind schedule respectively. Carl Woodall reported that this was directly related to a shortage of staff within the Parliamentary Estates Directorate. The Board expressed serious concerns over the delays and the problems encountered over the recruitment of project managers. Carl Woodall agreed to raise the Board's concerns again with John Borley, House of Commons Director-General of Facilities.
- The induction programme for new staff had been streamlined and would be run once per month.
- *[Additional information – Restricted Access]*.
- Consultation was underway on business case guidance. It was expected that a final draft would be agreed at the joint meeting of the Management Boards on 31 October.
- *[Additional information – Restricted Access]*.

## 2 House Committee agenda 30 October

2.1 Ed Ollard reported that the House Committee would consider the Palace of Westminster modernisation report on 30 October. David Beamish would brief party leaders on the proposals before the meeting.

## 3 Audit Committee agenda 15 October

3.1 The Board **took note** of the draft agenda.

**MB/2012/95**

## 4 Risk

### a. Corporate risk register at 26 September

MB/2012/96  
96A

4.1 The Board discussed the risk register. *[Additional information – Restricted Access]*.

4.2 *[Additional information – Restricted Access]*.

4.3 *[Additional information – Restricted Access]*.

4.4 *[Additional information – Restricted Access]*.

4.5 The Board discussed office exposure to corporate risks; it was noted that a number of offices scored exposure to risk 2 as red. Carl Woodall said that he had discussed this with the offices concerned and differences of perception of risk remained. The Business Planning Group would be considering office risk scores in detail over the next year.

4.6 In discussion, the following further points were made:

- There had been a major incident on the parliamentary network which had slowed internet access in September. Work was ongoing to find a solution. It was important that staff reported if their systems were running slowly.
- The appointment process for an information security accreditor was underway.

4.7 The Board **took note** of the risk register.

### b. Letter from John Borley to Carl Woodall on facilities risk, dated 19 July 2012

4.8 The Board **took note** of the letter.

MB/2012/97

## 5 QI Performance Report

MB/2012/98  
98A  
98B

5.1 The Board discussed the fall in the number of visits to the Lords Business website. Liz Hallam Smith explained that this was partly a result of changes to website information architecture which had meant that some hits were unreported. The figures were therefore not comparing like with like. Other statistics had shown that investment in the website was paying off, as there was a higher “dwell” rate as users spent longer on each page.

5.2 The Board discussed support for Parliamentary Data Programmes after they had switched to Business as Usual. Ed Ollard reported that support would be in place from April and staff allocation to the task was underway. Difficulties had been caused by project owners being reluctant to close projects because of the resulting reduction in support.

5.3 The Board noted that a common approach on ownership and development of electronic information needed to be agreed. Good work was underway in this area, but there was a lack of policies and governance structure.

5.4 The Board **took note** of the Report.

## 6 Management Board handbook

MB/2012/99  
99A, 99B

6.1 The Board discussed the handbook and made amendments to the Board Operating Framework. The Board **agreed** the handbook as amended, which would be published on the parliamentary intranet with Appendix 2 removed.

## 7 Catering

Jake Vaughan attended for this item.

### a. CRS update for April – August 2012

MB/2012/100

7.1 Jake Vaughan introduced the Catering and Retail Services update for the first five months of 2012/13.

7.2 *[Additional information – Restricted Access]*.

7.3 *[Additional information – Restricted Access]*.

7.4 *[Additional information – Restricted Access]*.

7.5 The Board **took note** of the update.

### b. Options to be considered by the Refreshment Committee on 4 October

7.6 Carl Woodall updated the Board orally on the papers to be considered by the Refreshment Committee [Refreshment Committee papers R/12-13/06 and R/12-13/07]. *[Additional information – Restricted Access]*.

7.7 *[Additional information – Restricted Access]*.

7.8 The Board **took note** of the update and agreed to discuss the matter further at the Management Board awayday on 12 October under the item on Income Generation.

## 8 Fire safety update

MB/2012/101  
101A

8.1 Carl Woodall introduced his paper. The number of members who had undertaken fire training was disappointing. The Clerk of the Parliaments had written to the party whips asking them to encourage members to complete the training. Carl Woodall and Charlotte Simmonds would attend party meetings to pass on this message. There were also problems with the number of fire marshals; in some areas of the estate, members would be approached to act as marshals.

8.2 *[Additional information – Restricted Access]*.

8.3 *[Additional information – Restricted Access]*.

8.4 The Board **took note** of the update and asked to be kept updated on developments. The seriousness with which the Board took the matter had been indicated by placing fire safety at the top of the revised facilities risk.

## 9 Any other business

9.1 There was no other business.

**10 Draft minutes of the meeting on 20 July**

10.1 The Board **agreed** the minutes.

**11 Additional investment in online content development**

**MB/2012/102**

Benet Hiscock attended for this item.

11.1 Liz Hallam Smith introduced her paper, which proposed to continue resourcing web content development in the House of Lords.

11.2 Benet Hiscock noted the importance of the House of Lords operating as an intelligent client of the Web and Intranet Service; it was important for the Lords to be clear on what they wanted to be done and its priority and be aware of the delivery capacity to ensure this would be the case. The Lords was working towards control over these questions.

11.3 The following points were raised in discussion:

- It had originally been intended that web content would be developed locally within departments; this returned to that principle.
- There was no intention to change the underlying technology on which the webpages were constructed.
- Concerns remained over the information architecture which was the platform used to deliver content. This was being addressed with WIS.
- The level of work required to improve intranet and internet pages should not be underestimated.
- Options for continuing to resource the content development posts after the end of the financial year were under consideration.

11.4 The Board **agreed** the proposal for continuing the funding of two content development posts for webpages.

**12 Draft minutes of the Audit Committee meetings on 10 and 11 July**

12.1 The Board **took note** of the minutes.

**13 Minutes of the PEB meeting on 23 July**

13.1 The Board **took note** of the minutes.

**14 Minutes of the House of Commons Management Board on 12 July**

14.1 The Board **took note** of the minutes.

**Next Meeting:** Wednesday 7 November at 10am.

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Secretary to the Management Board  
5 October 2012