



HOUSE OF LORDS

Management Board

9th Meeting
Monday 20 July 2015

MINUTES

Present:	David Beamish Simon Burton Rob Greig Liz Hallam Smith David Leakey Andrew Makower Edward Ollard Carl Woodall	Clerk of the Parliaments Corporate Services Digital Services Information Services Access and Security Financial Resources Parliamentary Services Support Services
Audit Committee members:	Liz Hewitt	
Apologies:	Tom Mohan	Human Resources
In attendance:	James Taylor Beverley Pye Virginia Hawkins Olivia Salmon	Deputy Director of Human Resources Staff Adviser Project Manager – Pay & Grading Review Pay & Grading Review team

1 Grading Review: Update [RESERVED]

MB/2015/62

1.1 James Taylor introduced the paper [*Additional information – Restricted Access*].

1.2 The Board considered the paper [*Additional information – Restricted Access*].

1.3 [*Additional information – Restricted Access*]

1.4 [*Additional information – Restricted Access*]

1.5 [*Additional information – Restricted Access*]

2 Social Media Policy

MB/2015/63

2.1 Elizabeth Hallam Smith introduced the paper. She noted that it was a response to a wide-ranging Commons internal audit report, which applied to both Houses and made recommendations to provide assurance on social media accounts. Benet Hiscock provided an overview of the proposed policy and noted that Hootsuite had been identified as the best method to provide the necessary assurance.

2.2 The Board considered the paper and the following points were raised in discussion:

- The Reading Clerk expressed his support for the proposed policy in his capacity as the SIRO.
- The Board noted that any new social media account created for a select committee would require the approval of that committee or its chairman.
- A Board member said that the paper did not make it clear who was responsible for making a decision, providing sign off and approval. With regard to the individual with overall responsibility for an account it might be beneficial to consider what training and support they would require to discharge their duties. Every time a channel was established it might be prudent to set a fixed review date to ascertain if it continued to be required. Any training provided should include a risk element. Benet Hisock noted that there was a need to develop an overarching strategic view of the Administration's social media accounts in due course. He clarified that Heads of Offices would be required to make a decision, consulting the Director of Public Information if required, who would also ultimately sign off the decision. The Board member asked who would oversee the content and decide what was inappropriate. Benet Hiscock replied that the Information Office would monitor the accounts through Hootsuite, which would allow content to be deleted users removed if required. The Board member suggested including a reference to the monitoring arrangements in the policy. Benet Hiscock said that the owner of the channel was considered to be ultimately responsible for the content, with Hootsuite being available as a backstop crisis management function.
- The Director of the Digital Service noted that incidents tended to get picked up very quickly and that it was important to have a policy in place to handle situations that escalated.
- Benet Hiscock said that the assumption was that the account holder would oversee the editorial process. A Board member suggested making this clearer in the guidance. The Board discussed the possibility of the Clerk of the Parliaments adopting an oversight role in that respect. The Director of the Digital Service suggested that this would not be a practical arrangement due to the fast-moving nature of social media messaging, which would become a more significant issue as the House's social media output increased. In order to become digitally mature it was important to put in place the necessary protocols to facilitate this.
- The Board noted the current usage of the House of Lords LinkedIn account.
- A Board member said that it was important to consider the policy in the context of the digital strategy once it had been agreed.
- The Director of the Digital Service said that a more sophisticated method of measuring social media account activity was required beyond recording the number of hits in each instance. This tied in with the ongoing work to develop new KPIs for the Digital Service. He noted that Parliament did not have an Instagram account, which he considered had a significant degree of engagement potential. He noted that Parliament now appeared to be tackling the cultural shift in communications which had occurred more generally, slightly later than other organisations.

- The Board noted the potential resource implications of maintaining social media accounts. A Board member suggested that more developed guidance might help to make this more manageable.
- A Board member suggested that this might be a suitable area for a value for money study, including the costs, benefits and risks.

2.3 The Board **agreed** the proposed social media policy and confirmed a number of existing corporate accounts as the only social media channels of the House of Lords.

3 **Tracking of outstanding audit recommendations**

MB/2015/64

3.1 David Beamish introduced the paper and said that he would request a response from James Taylor regarding the outstanding HR audit recommendations, in Tom Mohan's absence.

3.2 The Board **took note** of the audit recommendations that were outstanding ahead of the Audit Committee on 19 October 2015.

4 **Annual Corporate Events 2015/16**

MB/2015/65

4.1 Simon Burton introduced the paper.

4.2 Elizabeth Hallam Smith suggested that Diversity & Inclusion should be considered at the All Staff Meeting in January 2016. The Board **agreed**. She also suggested that an item about public engagement could be considered at either the Senior Management or Board awayday. She agreed to discuss this further with Simon Burton.

4.3 On behalf of the Board, David Beamish thanked Liz Hewitt for making the Deloitte Academy available as the venue for the Board awayday.

4.4 The Board considered potential member speakers at the Senior Management awayday.

4.5 With regard to the Diversity & Inclusion item, Liz Hewitt suggested that it might be beneficial for this to consider the benefits to the business of achieving greater diversity and inclusion. Other Board members suggested approaching representatives from the Workplace Equality Networks and Anne Foster, the Head of Diversity & Inclusion in the Commons, to speak to this item. The Board **agreed**.

4.6 The Board **took note** of the annual corporate events planned during 2015/16 and **agreed** the proposed themes, speakers and attendees for each of the events.

5 **Any other business**

5.1 Elizabeth Hallam Smith noted that the Education Centre had now formally opened and suggested that the Board should thank all concerned with the Education Centre's creation, including Lawrence Ward, Edge Watchorn, Victor Akinbile and Jonathan Neffgen.

6 Minutes of the meeting on 1 July 2015

6.1 The minutes had been previously agreed by correspondence.

7 Papers agreed by correspondence

7.1 The Board agreed paper MB/2015/50A Pay and Grading Review – Terms of Reference, by correspondence, on 10 July 2015.

Next Meeting: Wednesday 14 October 2015 at 10.00am

Management Board Secretary
22 July 2015

ACTIONS

Meeting date	Minute item	Action	Owner	Deadline/ Status
20 July 2015	3.1	David Beamish to request response from James Taylor to the outstanding HR audit recommendations.	DRB/ JT	July 2015 [actioned]
20 July 2015	4.2	Elizabeth Hallam Smith to discuss the possibility of public engagement being considered at either the Senior Management or Board awayday with Simon Burton.	EHS/ SPB	August 2015
20 July 2015	5.1	David Beamish to thank those concerned with the creation of the Education Centre on behalf of the Board.	DRB	July 2015 [actioned]