



Management Board discussion meeting

11th Meeting
Wednesday 26 September

MINUTES

Present:	David Beamish	Clerk of the Parliaments (Chairman)
	Liz Hallam Smith	Information Services
	David Leakey	Black Rod's Department
	Malcolm McCaig	Audit Committee Member
	Andrew Makower	Financial Resources
	Joan Miller	Director of Parliamentary ICT
	Tom Mohan	Human Resources
	Edward Ollard	Parliamentary Services
	Rhodri Walters	Corporate Services
	Carl Woodall	Facilities
In attendance:	Alison Couch	Communications Manager
	Benet Hiscock	Director of Public Information
	Mary Ollard (for item 4)	Member, modernisation study group
	Patrick Vollmer (for item 2)	Senior Library Clerk
	Richard Ware (for item 4)	Leader, modernisation study group

1 House of Lords Pension Scheme and PCSPS MB/2012/90

1.1 Andrew Makower spoke to his paper. *[Additional information – Restricted Access]*.

1.2 *[Additional information – Restricted Access]*.

1.3 The Board **agreed** that Andrew Makower and Tom Mohan consult the unions on the proposals set out in the paper, ahead of a full Board discussion.

2 Results of members' survey MB/2012/91
a. Narrative report [RESERVED] MB/2012/91A
b. Comments summary [RESERVED] MB/2012/91B

Alison Couch, Benet Hiscock and Patrick Vollmer attended for this item.

2.1 Alison Couch introduced the survey results. 393 members had responded to the survey, 41% of the membership of the House. This had fallen from 48% in 2008. A third of members who responded had done so online.

2.2 Patrick Vollmer introduced the results of the survey. *[Additional information – Restricted Access]*.

2.3 *[Additional information – Restricted Access]*.

2.4 The Board discussed whether a management commentary should be published with the reports. Some Board members argued for a cover note setting out initiatives responding to points raised in the plan, while other Board members favoured a cover note describing how aspects of the survey would be taken forward by the relevant domestic committees.

2.5 The Board discussed benchmarking of the survey results. A Board member suggested that BMG should be asked how the comments compared to those found in the surveys of other organisations. It was noted that this could be viewed by members as an attempt to downplay criticisms.

2.6 In discussion, the following further points were raised:

- The survey results showed the need for better publicising of certain services available to members, including online content and the Members Information Point.
- The survey had highlighted problems with the Administration's handling of members with disabilities, including that there was no single point of contact for issues raised by members with disabilities. It was suggested that a review of services provided for disabled members should be undertaken, the results of which could be considered by the House Committee.

2.7 The Board **agreed**:

- That the summary report and verbatim comments report should be published on the intranet on Monday 15 October.
- That the reports be accompanied by a short cover note describing the process by which the results would be considered by the domestic committees.
- That the reports be made available to attendees at the senior management awayday on 27 September.

3 Results of staff survey

a. Narrative report [RESERVED]

b. Comments summary [RESERVED]

Alison Couch and Benet Hiscock attended for this item.

3.1 Tom Mohan introduced the survey results. There had been a disappointing response rate and comments. Heads of Office would be invited to reflect on the results and decide what could be taken forward, while there were some broad themes which Human Resources would address. It was proposed that both the summary report and narrative comments be published on 15 October.

3.2 Alison Couch said that many of the questions had been changed compared to the previous survey in order to make it easier to act upon results. However, changes to a number of questions made it harder to benchmark results against previous years and comparison with the members' survey was also unhelpful.

3.3 The Board discussed the staff comments. *[Additional information – Restricted Access]*.

3.4 The Board discussed how staff should be engaged in follow-up actions from the survey. It was suggested that focus groups of staff should be invited to discuss the results and possible follow-up actions; this was being undertaken in the House of Commons. Focus groups could take place both within offices and at a corporate level. A reconstituted Human Resources Steering Group could also be a forum to follow up actions from the survey.

3.5 In discussion, the following points were raised:

MB/2012/92
MB/2012/92A
MB/2012/92B

- *[Additional information – Restricted Access]*.
- *[Additional information – Restricted Access]*.
- BMG had noted that the comments were typical of similar organisations and the Administration performed well against public sector benchmarks.
- The survey illustrated the importance of effective communication of management actions and messages.
- Workshops explaining pay and grading systems could be organised to help staff understand these systems.

3.6 The Board **agreed**:

- That the summary report and verbatim comments report should be published on the intranet on Monday 15 October.
- That the comments should be checked to ensure that there were no remaining comments where the responder could be identified.
- That the summary report should be made available to attendees at the senior management awayday.
- That focus groups should be held at corporate level to follow up the results of the survey and actions arising and that offices should discuss the results of the survey.

4 **Palace of Westminster modernisation – communications**

MB/2012/93

Alison Couch, Benet Hiscock, Mary Ollard and Richard Ware attended for this item.

4.1 Benet Hiscock introduced his paper.*[Additional information – Restricted Access]*.

4.2 *[Additional information – Restricted Access]*.

4.3 *[Additional information – Restricted Access]*.

4.4 *[Additional information – Restricted Access]*.

4.5 *[Additional information – Restricted Access]*.

4.6 *[Additional information – Restricted Access]*.

4.7 The Board **took note** of the update and agreed that the Palace of Westminster study group should give further consideration as to whether the programme should be referred to as “modernisation” or “renewal”.

5 **Period 5 finance report**

MB/2012/94

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

Next Meeting: Wednesday 3 October at 10am.

Management Board Secretary
1 October 2012