



**Operational Delivery Board  
Held at 14:00 on 2<sup>nd</sup> December 2008  
Boardroom**

<b>Present:</b>	Martin Herbert	Customer Services Director	<b>(Chair)</b>	MH
	Alan Dickson	Head of Finance		AD
	Les Campbell	Finance Director		LC
	Stephen O'Connor	Head of ICT Infrastructure		SOC
	Steve Simpson	Head of Human Resources		SS
	Peter Robertson	Head of ICT Development		PR
	John Rae	Facilities Manager		JR
	Tom Steedman	Senior Customer Insight Manager		TS
	Chris Harrison	Head of Processing Services		CH
	Mary Edmiston	Senior Manager Business Operations		ME
	Fraser Donaldson	Senior Hub Services Manger		FD
	Heather Munro	Manger Customer Support Office		HM
	Kirsty Cogan	Executive Secretary	<b>(Minutes)</b>	KC
<b>Apologies:</b>	Ralph Seymour-Jackson	Chief Executive		RSJ
	Wallace Gray	ICT Director		WG
	Chris Andrew	Company Secretary		CA
	Derek Ross	Deputy Chief Executive		DR
<b>Distribution</b>	As Above			

### 1. Chairman's Opening Remarks

MH welcomed the group to the Operational Delivery Board. He started by noting a change to the format of the Board going forward with a greater emphasis on forward planning, discussion and decision on future operational matters by those present.

### 2. Operational Delivery Board Minutes & Matters Arising

#### 2.1 Minutes of Previous Meeting held on 11<sup>th</sup> November 2008

#### 2.2 Rolling Action Plan – 11<sup>th</sup> November 2008

Refer to separate outstanding Action Plan.

### 3. Areas of Concern Arising from Operational Reports

MH asked the group to highlight any areas of concern or special interest arising in the various Operational reports. No key issues were raised at this time. MH asked that in future the Board should read the reports in advance of the meeting and bring to the Board attention any items of concern. SS noted that there had been insufficient

visibility of Main Board KPI's and associated mitigating actions. MH challenged this, that information was contained within separate reports, however agreed that a single summary sheet of KPI "scores" and traffic light system together with a commentary would be beneficial. CA to arrange a summary with Peter Johnson and John Maynard ahead of the production of the corporate business scorecard **ACTION(ODB126) - CA**

#### **4. Operational Issues, Risks & Forecasts**

##### **4.1 Preparation for 09/10**

MH gave an update to the Board regarding work that is being carried out in preparation for the 09/10 SFE launch. He stated that he has commissioned two business simulations to provide a level of assurance that the application processing function will work as planned and will meet the projected customer demand levels. The first is a high volume stress test/dress rehearsal to assess the operational working at pace. The second is software simulations to assist in visually identify potential bottlenecks in processing. FD commented he is working on reassessing the staffing model to ensure accurate forecast of staffing are achieved which will allow the correct levels of capacity are put in place to deliver the service. FD noted Hub Services will continue to work with business efficiency to ensure a clear view and assumptions are in place. FD has been asked to prepare a paper to MH, DR and RSJ on the staffing model to share with the Board **ACTION(ODB127) – FD**

CH commented Darlington are looking into the possibility of longer opening hours from Monday to Thursday to allow more capacity to cope with demand when peak processing is in place. CH stated there are some ICT constraints with this and he and SOC have been looking into this to work through.

##### **4.2 IPS Delay – Contingency Plans**

CH updated the Board stating IPS won't be in place until August 2009, 18 members of staff in Darlington have authorisation to enter the secure room and check passports. The delay of the delivery of IPS will impact on application processing. AMcL is contacting DIUS for approval for possible solution to work with GB on the utilisation of GB Groups URU identity verification, assuming the automated link is not available until August 2009. CH to work with AMcL to prepare report to Exec Team on delivery of IPS contingency planning **ACTION(ODB128) - CH**

##### **4.3 Power Outage Planning**

JR highlighted to the Board that Scottish Power need to complete a safety check on the building and this will involve the whole building being powered down. JR commented that it is a legal requirement and has to be completed, however the date is negotiable. SOC noted this may impact on Sabio equipment we have in the building. MH request FD, JR and SOC to agree a sensible time and date for this to be carried out which will not impact on systems and customer service **ACTION(ODB129) – FD, JR & SOC**

##### **4.4 Turnover/Budget Planning**

FD requested clarification from AD of how his budget will work for Hub Services. AD advised the process for turnover and budget to FD and reminded Board member to ensure their budgets are completed.

##### **4.5 National Pay Dispute**

SS updated the Board regarding the National Pay Dispute and confirmed there is no longer a threat of a National strike action. SS confirmed this will possibly allow a local pay deal to be discussed quickly.

#### **4.6 Increased Headcount**

AD drew the Boards attention to the additional headcount highlighted within reports this month. He explained to the Board if a position became permanent this must be presented to the Resources Group to discuss. MH reminded the Board that the total amount of seats for employees is fixed for Bothwell Street, therefore any additions in one department will need to be agreed by reducing headcount in another.

#### **5. Operational Reports**

The structure and format of the Operational Delivery Board was chased by MH following feedback on Board Effectiveness at the Operational Delivery Board in November. As a result standard reports were provided for information.

#### **6. FOI Minutes**

##### **6.1 FOI Minutes – 2<sup>nd</sup> December 2008**

The FOI minutes were noted and approved with no italics.

#### **7. Any Other Business**

SO'C drew the Boards attention to issues regarding firewall replacements. He noted that ICT would require two full days to implement new firewalls and was planning to use one maintenance day on the 19<sup>th</sup> and requested approval for another day. He stated it should only affect websites and have no network issues. The Board discussed possible dates and HM recommended 26<sup>th</sup> January 09. SO'C to check with DT if there will be any issues that may affect Online Services in relation to 26<sup>th</sup> January 09. **ACTION(ODB130) – SO'C**

CH commented there is an issue with the heating in Darlington, air conditioning units were shutting down as a result staff were sent home. JR is aware of the issues and highlighted a meeting is being held with architects to discuss the snagging list and review outstanding issues. JR to present findings back to the Board **ACTION(ODB131) - JR**

#### **8. Date of Next Meeting**

- Wednesday 14<sup>th</sup> January 2009

**Meeting Closed**

**NB: Where asterisks appear these items have been excluded from the minutes before placing on the website as the subject under discussion falls within one or more of the exemptions contained in Part II of the Freedom of Information Act, 2000 and can be reasonably withheld.**

FOI Minutes