

**The Supreme Court of the United Kingdom  
Management Board**

**Minutes of the meeting held on 22 November 2010**

Attending: Jenny Rowe (Chair)

William Arnold  
Alex Jablonowski (Non-Executive Director)  
Sian Lewis  
Louise di Mambro (item 4 onwards)  
Olufemi Oguntunde  
Philip Robinson (Non-Executive Director)  
Caroline Smith  
Martin Thompson

Ann Achow (Secretary)

**1. Apologies for absence**

1.1 There were no apologies for absence.

**2. Approval of the minutes of the MB meeting held on 20 October 2010**

2.1 The minutes were approved.

**3. Matters arising not covered elsewhere in the minutes**

3.1 The paper from Frank Cranmer had been considered at the 5 November Awayday meeting.

3.2 Staff from the Finance Team were due to visit the current finance contractor at the end of the week to look at their processes.

**Action: OO to provide an update at the December MB meeting.**

3.3 The action regarding health and safety implications for charged visitors was carried forward.

**Action: MT to investigate whether charging for visitor or group access had an impact on health, safety or fire requirements.**

3.4 The action regarding a re-draft of a section of the charging paper was carried forward.

**Action: SL to re-draft para 5.3 of MB10/52 before JR circulates it to the Justices.**

3.5 Work was under way on the possible development of one day interactive visits for 14-18 year olds.

3.6 A preview of the 90 minute Channel 4 documentary on the Court had been shown to the President, Deputy President, JR, SL, Ben Wilson from the Communications Team and the Head of Security. A transmission date had not yet been scheduled.

#### **4. Spending review**

4.1 There was little to add to what had been discussed at the 5 November Awayday meeting. JR was due to attend All Justices and All Staff meetings later in the week to provide updates.

4.2 WA reported that work had already begun on drafting the Strategic Plan and 2011/12 Business Plan. JR was looking at the staffing structure and considering what unforeseen, additional demands on staff resources had arisen during the Court's first year of operation.

#### **5. IT issues**

5.1 AA gave an update on progress aimed at solving IT issues, particularly in connection with the website, remote working and the change process. She explained that the phased roll out of the electronic document management system was underway and that follow up training was being planned for staff using the case management system.

#### **6. Scorecard report**

6.1 The Board considered paper MB 10/60 which contained scorecard figures up to and including October 2010. The figure for the number of PTAs waiting to be referred to the Justices was anomalous in that it showed that more cases had been sent to the Justices than had been received in Registry. This had been investigated and was considered to have arisen as a result of the under counting of some linked cases as well as the treatment of a case transferred from the JCPC. Measures were in place to rectify this for future scorecards.

6.2 The Board discussed the possibility of including a measure showing the timeliness of dealing with PTAs. It was felt that it would not be practicable to capture that level of detail in a scorecard format. However, there was scope for issues such as this to be discussed under the monthly Case Update agenda item.

6.3 JR asked the Board to consider how the JCPC case statistics should be presented on the scorecard once its administration had been transferred formally to the Supreme Court.

**Action: The inclusion of JCPC case statistics on the scorecard to be discussed at the December MB meeting.**

#### **7. Risk**

7.1 The Board discussed paper MB10/61 which comprised the current risk register. On risk 1 JR felt that this could be split into its component parts, making three separate risks.

**Actions:**

**(1) JR to split risk 1 into three.**

- (2) All risk owners to check that their risks were accurately expressed and able to stand up to scrutiny.**

## **8. Finance and fees**

8.1 OO presented paper MB 10/62 which contained a full financial information pack to the end of October.

8.2 The key points for the Board to note were as follows:

- year to date expenditure stood at £7.13m against the budget profile of £7.39m, giving a 4% underspend.
- fee income was running at £38,000 above budget
- confirmation of the Winter Supplementary Estimate, including the £1m AME contribution for the diminution in the value of the building was expected on 23 November.

8.3 Income from Wider Market Initiatives (WMI) was encouraging. Sales of the glossy self guided tour leaflet had reached £500 and the sale of gift items was showing a steady return. Bookings for evening private hire functions were increasing. The Board agreed that it would be helpful to have details of the gross profit achieved by the various WMI initiatives. OO should provide the figures for the MB meeting in January.

**Action: OO to provide gross profit information for WMI activities for the January MB meeting.**

## **9. Human resources**

9.1 CS presented paper MB10/59 which comprised the results of the Employee Engagement Survey conducted in October. Key points for the Board to note were:

- the response rate was exceptionally high with 34 out of 36 staff responding
- the employee engagement score was excellent at 86% which was 10% above the benchmark group
- positive scores were achieved for the majority of questions with employee support, task satisfaction and goal clarity receiving the highest scores
- areas where there was potential for improvement were around reward and recognition, management effectiveness and learning and development.

9.2 After detailed discussion the Board agreed the following actions:

- the results would be communicated to staff via the intranet

- owing to concerns about staff possibly being able to identify the authors of the free text comments these would not be made available to staff. The reason for this was that it had not been made explicitly clear that the comments would be published although in future years this would be made clear when staff complete the form
- a meeting with all line managers would be arranged for action planning, particularly to address those areas identified for improvement
- best practice would be investigated in connection with publishing the results externally, for example in the Court's Annual Report and Accounts
- the same format would be followed for the 2011 survey with the possible inclusion of additional topic areas, for example information assurance.

**Actions:**

- (1) CS to arrange for the internal publication of the report**
- (2) CS to arrange an action planning meeting for all line managers**
- (3) CS to investigate best practice on the external publishing of survey results**

**10. Press and communications**

10.1 SL's communications update (paper MB 10/63) highlighted case coverage, interviews and commentary in the media, particularly about the first anniversary of the Court's opening, and visitor and website visitor numbers.

10.2 The number of individual visitors to the Court in October had increased compared with September and June, but was lower than during the two peak summer months. Organised group visits had risen significantly with the number of school/student groups being almost double that in September.

10.3 Website visits had shown a marked increase to 33,149 which was largely attributable to the three high profile judgments which were handed down in October.

**11. Parliamentary Questions monthly report**

11.1 AA reported that a contribution to an MOJ PQ concerning plans for future judicial appointments had been made in October. The number of FOI requests had continued to fall. All had been answered within the 20 day deadline.

**12. Case update**

12.1 LdiM reported that Registry was very busy with a high throughput of cases. Listing was already underway as far ahead as October 2011.

**13. Building defects**

13.1 MT presented paper MB10/64 which comprised a quarterly update on building defects. A number of works were planned including adjustments to the heating system on the upper floors, fire alarm enabled magnets on office doors, the installation of stronger brackets on some bookcase shelves and completion of the work on floor boxes. A project to digitise the

Operation and Maintenance Manuals was about to start. Work on the heating and ventilation in the two audio visual rooms was planned for the Christmas recess. SL raised the issue of noise in the editing room where the provision of ear defenders was the only solution.

13.2 An audit of the Facilities Management control processes had been conducted by the internal auditors. The result of the audit was favourable and an action plan had been drawn up to address the relatively minor issues identified which revolved mainly around additional documentation to provide audit trails.

13.3 The recent report produced by the Carbon Trust had identified some “spend to save” measures. These proposals would incur one off costs of approximately £11,000, but would lead to annual savings in the region of £16,000 to £17,000. Plans were in hand to progress the proposed works except some LED lighting which the FM contractor advised was a few years off total technical acceptability.

#### **14. Health and safety**

14.1 MT presented paper MB10/65 which was the quarterly report on health and safety. Two quarterly meetings of the Health and Safety Committee had taken place since the last report to the Board. An independent audit of health and safety management was conducted in August with favourable results. An Action Plan had been drawn up to address the minor issues raised.

14.2 Other issues brought to the attention of the Board were the drafting of a Fire Emergency Plan and difficulties in arranging DSE assessments for some new staff. As DSE assessments were mandatory for all staff, those who had not yet fixed appointments for their assessments would be reminded of their health and safety obligations.

#### **15. Any other business**

15.1 JR reminded the Board that the Treasury Singers would be performing Christmas carols at the Court at lunchtime (1.00pm) on 16 December with a collection taken for the charity ‘Crisis at Christmas’.

15.2 LdiM gave her apologies for the MB meeting on 17 December as she would be sitting in a costs hearing.

These minutes were approved by the Management Board on 17 December 2010.