

Management Board summaries

26 February 2013

“Good Law”

The Director of Information Policy and Services introduced the User Experience and Online Services Manager who informed the Board that the Legislation Services team were currently working on the Good Law initiative which aimed to improve access to legislation at legislation.co.uk.

The Board were informed that the Legislation Services team provides services to government for capturing and publishing legislation and services to the public, primarily via online access to legislation at legislation.gov.uk.

The team had identified a number of users and looked at their different needs and the ways in which they used the legislation available. This has involved quantitative and qualitative research, experimenting with different drafting approaches as well as improving presentation of legislation. Flexibility had been built in so as to meet the needs of different users.

The Management Board noted the good work done and thanked the User Experience and Online Services Manager and the team.

Equality and Diversity Quarterly Update

The Director of Human Resources and Organisational Development and the Equality and Diversity Manager gave an outline of the Equality and Diversity Quarterly report to the Board.

The Equality and Diversity quarterly update report aimed to inform the Board of areas of change, major impact and any potential gaps were in relation to our Equality and Diversity Strategy and Action Plan.

The Board discussed the report and a Non Executive Director then commented on the comprehensive nature of the report and was impressed by the range of areas the Equality and Diversity team targeted and had impact on.

The Chief Executive and Keeper explained that efforts were currently ongoing to build interest within existing groups of users as well as targeting new user groups outside of our usual demographics.

The Board were advised that the Document Services Department had recently been recognised by The National Autistic Society as a leading provider of work placements and support.

Management Board noted the content of the report and thanked the Equality and Diversity Manager

Live Chat and Webinars

The Head of Web Team explained that the Advice and Records Knowledge Department and the Web Team have successfully introduced a Live Chat advice service to assist readers with records advice and finding relevant content on The National Archive's website. Live Chat sits alongside the email and telephone services on the Contact Us section of the website.

The Head of Training & Skills Development informed the Board that the opportunity to interact with our research advisers in real time also provides a richer website experience for our users. Feedback received from users had, so far, been overwhelmingly positive.

There was then a real time demonstration of the Live Chat advice service and questions were asked which were answered correctly and rapidly by the operator.

The Editor from the Web team explained that a pilot had just begun of series of Webinars that provided a cost effective way to reach a wide audience.

The Board thanked the team for the interesting presentation and demonstration and were enthusiastic about the projects.

Third Quarter Business Report

The Director of Finance & Performance introduced the Programme Support Office Manager to the Board.

The Programme Support Office Manager informed the Board that we were performing strongly against the majority of impact and input indicators and Corporate Dashboard indicators.

Projects undertaken during 2012-2013 remained mostly on track to deliver by the end of the financial year.

The Management Board noted the report and thanked the Programme Support Office Manager for the update.

9+3 Forecast

The Director of Finance & Performance explained that income and expenditure had been more equally spread during the year, in contrast to previous years, largely as a result of pre-programmed milestones in the larger projects.

There was a brief discussion on some of the difficulties encountered in phasing project expenditure. It was agreed that the Finance Team should bring a one-off report on the spend profile of projects by month, after the end of the financial year.

The Management Board thanked the Director of Finance & Performance and the Finance Team and noted the approach used and the progress made.

Financial Performance Report for January 2013

The Director of Finance & Performance asked that the Board note the report outlining the financial performance for January 2013.

Indications were positive that we remain on track to meet our financial targets for the year. The Finance Team and budget holders will monitor income and expenditure over the last 5 weeks of the financial year very carefully and make any necessary adjustments to spend plans as necessary.

The Management Board noted the Financial Performance Report for January 2013 and thanked The Director of Finance & Performance and the Finance Team.

Any Other Business

A Non Executive Director highlighted the importance of a good level of strategic agenda items being brought to the Board for consideration.