

Title: Executive Team Meeting

Date of Meeting: 11 October 2017

Attendees:

Paul Davies (PD - Chair)	TNA	Kristen Dilworth (KD)	TNA
Neil Curtis (NC)	TNA	Anna Reynolds (AR)	TNA
Caroline Ottaway-Searle (COS)	TNA	Sam Whaley (SW)	TNA
John Sheridan (JS)	TNA	Corporate Performance Manager (CPM)	TNA
Lucy Fletcher (LF)	TNA	Corporate Performance Manager and Transparency (CPTM)	TNA
		Pauline Moore (PM)	TNA
		Jane Craigie – Payne (JCP)	TNA

Apologies: Jeff James (JJ), Val Johnson (VJ)

		Action
1.0	<u>Minutes and Matters Arising</u>	
1.1	No declarations of interest were declared.	
1.2	The minutes of the previous meeting held on 27 September 2017 were reviewed and approved subject to minor amendments.	
1.3	The actions log was reviewed.	
2.0	<u>Q2 Business Priorities</u>	
2.1	The Executive Team were asked to review, amend and approve the Q2 Board report	
2.2	LF will provide wording for Business Priority 2.	
2.3	Business Priority 7: PD to add the completion date for the creation of the new VIP space.	
2.4	COS recommended changing the name from VIP space to Corporate meeting room.	
2.5	The Executive Team approved the updates for Q2 Business Priorities Report 2017-18 along with the summary for the board.	
3.0	<u>September Dashboard</u>	
3.1	The Dashboard provides an easy reference of how the Performance Indicators for The National Archives have performed in the month and alerts the Executive Team to those areas where achievement is under threat and where some remedial action may	

	be necessary.	
3.2	The Executive Team was asked to review and approve the Dashboard for September 2017.	
3.3	The CPTM highlighted that overall staff turnover is up from last year. Voluntary turnover is about the same as last month, but slightly down on last year.	
3.4	The Executive Team were asked to note that an analysis of historical data for the documents delivered onsite will be presented to the Board on 18 October.	
3.5	COS asked if the figures represented public, staff or both? The CPTM confirmed the figures are for public and staff. COS asked if that could be made clearer.	
3.6	JS suggested rounding up the decimal place in the staff turnover figures as he felt there was an unnecessary level of precision given the data	
3.7	PD suggested that the CPTM and the CPM show staff sickness over a wider base.	CPTM, CPM
3.8	The Executive Team noted the report and approved it for the Board.	
4.0	<u>September Financial report</u>	
4.1	The Executive Team was asked to note the September Management Accounts.	
4.2	PM gave an account of the month 6 position. Income is behind forecast but this is due to timing.	
4.3	PM noted that the UAE project activity is on track, there is continuing discussion with NAO and HMT as to how we recognise the income.	
4.4	The Executive Team noted the September Management Accounts.	
5.0	<u>Next year's budget and recruitment</u>	
5.1	The Finance team presented a preliminary paper analysing the 2018/19 budget challenges.	
5.2	PM shared a number of initial options that were discussed.	
5.3	The Executive Team agreed this should be carried forward for further Executive Team and Board discussions.	
6.0	AOB / Diary review	
6.1	The Executive Team agreed and signed off the scope of the Internal Audit for Developing our Future Workforce to be delivered in January 2018.	
6.2	There being no other business the meeting was brought to a close.	

Title: Executive Team Meeting

Date of Meeting: 25 October 2017

Attendees:

John Sheridan (JS - chair)	TNA	Patrick Mallett (PJM)	TNA
Neil Curtis (NC)	TNA	Claire McNulty (CM)	TNA
Caroline Ottaway-Searle (COS)	TNA	Pauline Moore (PM)	TNA
Val Johnson (VJ)	TNA	Jane Craigie – Payne (JCP)	TNA
Lucy Fletcher (LF)	TNA	Customer Insight Officer (CIO)	TNA
Paul Davies (PD)	TNA	Martin Willis (MW)	TNA

Apologies: Jeff James (JJ),

		Action
1.0	<u>Minutes and Matters Arising</u>	
1.1	No declarations of interest were declared.	
1.2	The minutes of the previous meeting held on 11 October 2017 were reviewed and approved subject to minor amendments.	
1.3	The actions log was reviewed.	
2.0	<u>6+6 forecast</u>	
2.1	The Executive Team were asked to review and approve the 6+6 forecast.	
2.2	PM took the Executive Team through the forecast.	
2.3	The Executive Team reviewed and agreed the 6+6 forecast.	
3.0	<u>ATR discussion</u>	
3.1	The Executive Team reviewed a number of Authority to Recruit (ATR) requests.	
3.2	<ul style="list-style-type: none">• CORE1 – Guidance and Engagement Manager (maternity cover) - Approved• CORE8 – POD Compliance & Development Manager - Approved• CORE9 – FOI Researcher – Approved as fixed term appointment• CORE10 – FOI Manager - Approved• CORE11 – FOI Assessor – Approved	
3.3	COS suggested that there would be a wider communications piece needed to the Senior Leadership Team (SLT).	

3.4	<u>Action:</u> PD to draft a message for the SLT outlining the approach being taken to recruitment. Due 01/11/17	
4.0	<u>Internal Audit Plans 2017/18</u>	
4.1	The Executive Team was asked to approve the proposed changes to the internal audit plan for 2017-18 ahead of these changes being ratified at the Audit & Risk Committee in December 2017.	
4.2	The Executive Team was also asked to approve the approach being taken when agreeing areas for audit in 2017 – 18 and the procurement approach for the next Internal Audit contract.	
4.3	PD explained that planning for 2017-18 would be done alongside business planning and it would be done in a collegiate manner.	
4.4	The Executive Team agreed the proposed changes, plans for 2017-18 planning and the proposed approach to procurement.	
5.0	<u>Onsite user survey – August 2017</u>	
5.1	The Executive Team was asked to note the findings of the August 2017 visitor satisfaction survey.	
5.2	At least once a year, The National Archives conducts an onsite visitor satisfaction survey, collecting responses from a minimum of 500 respondents. The survey measures satisfaction with our services and this score is published in our annual report. It also collects data on usage of our onsite services, demographic information as well as on any specific areas of interest at the time of the survey. In August these were: The Dining Room, the transformation of the first floor and the shop.	
5.3	The CIO took the Executive Team through the key findings of the survey noting that the user profile is very similar to November 2016 and satisfaction overall remains high at 94% which is reassuring with all the changes that have been implemented.	
5.4	JS said that we needed to appreciate that user’s experience of The National Archives included the use of Discovery and there was lots of opportunity to enhance that user experience.	
5.5	NC suggested that there might be benefit from linking these results with the customer segmentation work being led by the Head of Marketing and Communications.	
5.6	The Executive Team noted the findings of the survey.	
6.0	<u>Customer Feedback update</u>	
6.1	The Executive Team was asked to note the update on Customer Feedback received from 01 April to 31 September 2017.	
6.2	MW advised that there was a considerable drop in complaints and in customer feedback overall compared with the same period last financial year.	

<p>6.3</p> <p>6.4</p> <p>6.5</p>	<p>MW noted that FOI internal reviews were not recorded in this report as they were captured elsewhere.</p> <p>PD encouraged Directors and their teams to send through customer feedback to 'Your Views', where appropriate, so it can be recorded.</p> <p>The Executive Team noted the update.</p>	
<p>7.0</p> <p>7.1</p> <p>7.2</p> <p>7.3</p>	<p>AOB / Diary review</p> <p>PD advised that the Staff Engagement Survey 2017 runs until Tuesday 31 October and asked directors to encourage participation.</p> <p>NC advised that the Procurement Team were currently exceptionally busy with a number of major procurement exercises.</p> <p>There being no other business the meeting was brought to a close.</p>	