

# **The Supreme Court of the United Kingdom**

## **Management Board**

### **Minutes of the meeting held on 18 December 2014**

Attending: Jenny Rowe (Chair)

William Arnold  
Louise di Mambro  
Olufemi Oguntunde  
Ben Wilson  
Chris Maile  
Alex Jablonowski (Non-Executive Director)  
Kenneth Ludlam (Non-Executive Director)

Paul Brigland (Secretary)

#### **1. Apologies for absence**

Apologies were received from Martin Thompson.

#### **2. Approval of the minutes of the meeting of 24 November 2014.**

2.1 The minutes were approved, subject to three minor amendments.

#### **3. Matters arising not covered elsewhere on the agenda**

3.1 There were no matters arising.

#### **4. Declaration of conflicts of interests**

4.1 No declarations of conflicts of interest were made.

## **5. Monthly dashboard**

- 5.1 The Board noted the contents of paper MB14/68.
- 5.2 The section on the case statistics flagged red was due to an ongoing delay in supplying papers from a JCPC jurisdiction.
- 5.3 BW reported that Microsoft Azure had been down for a period of 10 hours and this had impacted on the websites, but there was no place on the dashboard to record this.

**Action point: Consider how to record service interruptions that are not within the control of the UKSC, but impact on operations or business.**

- 5.4 The Board noted that the 2% of bills not paid within the 10 working days or less target were due to disputed invoices, and not because they had been overlooked or missed.

## **6. Finance and fees**

- 6.1 The Board noted paper MB14/69 and the attached spreadsheets. The Board in particular noted the following points -
  - There had been concerns over delays in submitting invoices by the Hard FM contractor. PB was due to be meeting them to address this.
  - Invoices for the fourth quarter were about to be issued to the jurisdictions.
  - Fee income continued to exceed the estimates.
- 6.2 OO said that it was expected that the Supplementary Estimates would be agreed by HMT in January 2015.

## **7. Press and communications**

- 7.1 The Board noted the contents of paper MB14/70, and the following points –

- Evans v HM Attorney General and (the Prince of Wales letters) and Greater Glasgow Health Board v Doogan had attracted lots of coverage.
- There had been a high level of coverage on the decisions to refuse Jet2 and Thomson airlines permission to appeal to the Court and had generated a significant number of calls to the Communications team. BW has brought this to the attention of Justices as this is a probable trend now that the reasons for PTA decisions are made public.
- Speeches and lectures given by Lord Neuberger, Lord Wilson and Lord Toulson had all received good coverage.

7.2 The Board noted that the Occupy protesters did use the space outside the main entrance over one weekend, but this had not caused any significant problems.

7.3 Visitor numbers were good and were up by approximately 20% compared to the last financial year.

7.4 The number of visitors to the website were good and work was ongoing to find a solution to the issues affecting the 'video-on-demand' service.

## **8. Human Resources (including Staff Survey Results)**

8.1 The Board noted the following points –

- Offers had been made and accepted by three candidates for permanent positions (the two Information & Communication Officer and the Events & International Visits Manager posts). Two would start work on January 2015. The other was already working at the Court on a temporary contract and would transfer to a permanent one.
- CM had spoken to Hays Recruiting about the 2015 JAs recruitment campaign.
- An ACAS Employment Law training event for line managers had been arranged for mid-February 2015.

8.2 The Board noted the contents of paper MB14/71 detailing the results of the annual staff survey, which had received a 93% response rate.

- 8.3 The engagement score was 73%, which was slightly lower than the previous year, but was still high.
- 8.4 CM proposed that the ‘staff values’ section introduced into this year’s survey should be retained in future surveys.
- 8.5 It was agreed that the main report be made available on the Intranet.
- 8.6 The Board discussed areas to focus on, which included managing performance and line management training.
- 8.7 People Insight had offered to do a presentation at the next All Staff Meeting.

## **9. Parliamentary Questions and Freedom of Information**

- 9.1 The Board noted that 1 FOI request had been received in November. No PQs had been tabled.

## **10. Case update**

- 10.1 The Board noted that the list for the next term had now been agreed.
- 10.2 It was anticipated that Coventry v Lawrence would generate a lot of interest from the legal profession.

## **11. Risk Register Quarterly Review**

- 11.1 The Board considered paper MB14/72, and in particular the following points –

**Risk 1** - JR said that this would need to be reviewed once the party manifestos had been published, but this remained an area to keep under close review.

**Risk 2** - There had been no further views from the Smith Commission on this issue. The risk may diminish, but would be kept

under review. It was noted that the devolved administrations were represented on the Audit Committee.

**Risk 3** - JR said that this risk had been left in as it needed to be kept under observation, but there was not a lot to say at present.

**Risk 4** - The Board were updated on the damage caused to the glass panels and window over the previous weekend.

**Risk 5** - A plan was needed to allow for staff to be trained to cover other jobs as far as possible. Internal Audit had been commissioned to look at this area and produce a report. It was agreed that once a finalised report had been received from IA we would need to look at the structure of the Registry.

**Risk 6 and Risk 7** - would be covered at agenda item 13.

**Risk 8** - Now that the transfer of data to the new Case Management System was almost complete, the BCP test was viable and would be arranged to take place in the New Year.

**Risk 9** - very little movement was anticipated to this in the run up to the General Election.

**Risk 10** - There was ongoing discussions on this issue in Jamaica and Trinidad & Tobago, but so far no action had been taken. It may be possible to reduce this risk in the near future.

**Risk 11** - this would be considered at agenda item 14.

**Risk 12** - no change to this at present. Would be reviewed after a meeting with the Wales Office in January 2015.

**Risk 13** - Preparations are in hand for preparing for the 2015 SR. The Board discussed possible risks, problems and scenarios.

**Risk 14** - This will need to be re-assessed after the first quarter of the next financial year. There is no concern over the current financial year.

**Risk 15** – This was kept under ongoing review. Relevant staff attended the regular briefing meetings with the Metropolitan Police, with whom we have a good relationship.

## **12. Review of Strategic Objectives 2014-16**

- 12.1 The Board considered the contents of paper MB14/73.
- 12.2 There was discussion around making the link between the Strategic Objectives and the Business Plan more explicit. It was suggested that the ICT point could be amended to include a point about our system being an exemplar of good and efficient use of ICT.
- 12.3 WA asked that any further comments should be given to him by 5<sup>th</sup> January 2015.

## **13. ICT Update (including cyber security)**

- 13.1 The Board noted the contents of paper MB14/74.
- 13.2 PB reviewed the performance of the UKSC IT network and the support provided by the in-house team since 5 January 2014. The Board noted that satisfaction amongst users continued to be high and that the figures for responding to issues raised with the help desk were impressive (97% resolved within 24 hours or less).
- 13.3 PB reported that the transfer of data from the old CMS to the new had been a much bigger problem than anticipated, but that it would now be completed by 19 December.
- 13.4 The Board noted that the Cabinet Office cyber risk questionnaire had been completed and that our risk assessment was low, largely because our IT network was separate and did not form part of the Critical National Infrastructure. It was recommended that MB members should undertake some on-line training covering awareness of cyber risk, and PB would be arranging this for 2015, along with a presentation by TNA to a future Board meeting.
- 13.5 The Board noted the ICT plans for 2015.

## **14. Litigants-in-person**

14.1 The Boards noted the contents of paper MB14/75.

## **15. AOB**

15.1 No points were raised.

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