

MINUTES OF THE BOARD OF DIRECTORS OF JERSEY BUSINESS LIMITED ("JBL" / "the Company")

(54th Meeting)

14th July 2021 at 9am at Jersey Business, The Parade, St Helier

Present: Mrs J Carnegie (JC) (Chair)
Mr J Day (JD) (via Teams)
Mrs A McClure (AM)
Mr G Smith (GS)
(the "Board" or the "Directors")

In Attendance: Aimee Maskell, AM to PM Secretarial Services (Minutes) (AMA)

1. **Welcome and Apologies** – JC welcomed everyone to the meeting and apologies were noted from Mrs K Le Feuvre (KLF).

2. **Declarations of Interest** – GS advised that he had recently accepted a Non-Executive Director appointment on the Board of the Channel Islands Cooperative Society.

3. **Minutes of previous meeting - IT WAS RESOLVED** to approve the minutes dated 12th May 2021, copies of which were circulated with the agenda, subject to a minor amendment.

4. **Matters Arising/Actions from Minutes of previous meetings** – GS took the Board through the outstanding actions from the previous meeting (which were not otherwise included on the agenda):

(A) **AGM Minutes** – JD requested a copy of the same and **IT WAS RESOLVED** that GS would circulate a copy to the Board following the meeting. **Action: GS**

(B) **Board Apprentice** – GS confirmed that Charlotte Valeur would liaise with the previous Board Apprentice regarding his attendance and advised that she had provided a list of new candidates for review. **IT WAS THEREFORE RESOLVED** that he and JC he would interview a short-list of the same. **Action: JC/GS**

(C) **Skills Review** – **IT WAS NOTED** that the Board Skills Review would be progressed during Q3. **Action: GS**

The Board referred to the discussions which have taken place at the last two AGMs regarding the implementation of an annual RPI increase of Director remuneration and **IT WAS RESOLVED** that, GS would as part of a wider independent review on JB grades/ remuneration include the NED fees. Additionally he would then liaise JD prior to approaching Government of Jersey (GOJ). **Action: GS**

(D) **Industry Group** – GS advised that further consideration would be given to establishing an Industry Group during Q4 2021. **Action: GS**

(E) **Gap Analysis between JBL's Annual Report and Controller and Auditor General's (CAG) best practice recommendation** – JD confirmed that he would undertake this gap analysis during Q4 2021. **Action: JD**

(F) **JBL Podcasts** – AM confirmed that statistics on the number of podcast listeners were available in Teams and that the total number of listeners during Q2 2021 was 13,326. She noted that this figure was included in the GOJ Report, circulated with the agenda. However, she agreed to prepare a breakdown of the number of listeners per episode and circulate the same to the Board together with links to each podcast. **Action: AM**

(G) **JBL Presentation to Chamber** – JC agreed to discuss scheduling a JBL presentation to Chamber (possibly via webinar) with Murray Norton towards the end of Q 3 / start of Q4 2021. She also proposed inviting other ALOs to this to ensure it is a joined-up event. **Action: JC**

(H) **GST Exempt Status** – The Board noted that no progress had been made in applying for GST exempt status for JBL and it was continuing to account for GST. However, AM reminded the Board this was discussed at the AGM, and she therefore proposed liaising with the IOD and Jersey Finance Limited (JFL) in this regard. **Action: AM**

(I) **Tender for Auditor** – **IT WAS RESOLVED** that GS would begin the process for appointing a new auditor as soon as possible. **Action: GS**

At the request of JD, **IT WAS RESOLVED** that AMa would prepare an action log to track actions going forward. JD also requested that email notifications also be sent out when documents are uploaded to the Teams site to ensure they are not missed. **Action: AMa**

5. **2021 Year to date Financial Review** – GS confirmed that a half year financial report (including management accounts) had recently been sent to the GOJ. He advised that these were broadly on plan and reassured the Board that costs were being well controlled. He noted that there were some variances in relation to staff costs due to complexities around what is paid from the core budget and what is paid from the Covid budget and advised that some adjustments may be required to reflect these variances in the next report.

IT WAS NOTED that there was also a variance in relation to ICT costs. However, GS reassured the Board that this would balance out by the year end. He reported that following the resilience training provided to all staff, the training budget was showing a negative variance. However, this was welcomed by GS given the positive team building this provided and the help this training will offer going forward if it can be rolled out into the community.

6. **Paul Martin (PM) Meeting** – The Board noted the presentation JC and GS recently made to Paul Martin (Interim CEO, GOJ), a copy of which was circulated with the agenda. GS and JC described the meeting as positive. JC advised that she had also met with RC and he was similarly supportive. She reported that she had also been approached by Frank Walker in his capacity as Chair of Digital Jersey with a view to JBL working more closely with Digital Jersey. She also proposed reaching out to Kevin Keen at Visit Jersey and arranging an informal conversation with Lyndon Farnham.

7. **Covid Recovery Programme Report** – GS summarised a paper which had been circulated in Teams prior to the meeting. He highlighted the current job opportunities available at JBL and advised that interviews are being undertaken for various roles.

Referring to the position of Marketing Assistant, AM reported that the position has been offered and accepted by someone who is not currently working in marketing. However, they have recently completed the marketing leadership course and she believes they will grow and develop into the role. She added that they are a Portuguese speaker and are due to start on 1st September 2021.

The Board noted that work was also underway to find partners for JBL's programmes. GS reported significant success from the market in this regard and, as such, he advised that the process would take much longer than expected to complete. However, AM confirmed that JBL will prioritise the programmes it can put out in the market as soon as possible thereby enabling it to gain some experience of those products post-Summer.

8. **Productivity Support** – **IT WAS NOTED** that the GOJ recently launched a pilot Productivity Support scheme. GS reported that this has been running for approximately four weeks and all applicants are required to come through JBL for a business health check. He noted that some are ready to apply straight away whereas others will require additional work over a period before they will be able to apply. He added that JBL are currently working with 13 applicants on a range of projects.

GS reported that a meeting is scheduled with RC (who approves final applications) to feed back on the scheme, and he expressed the hope that the pilot will provide JBL with data to help it structure its own programmes next year. However, he suggested that the pilot may require more promotion around it.

JC noted that there is currently a trend whereby the GOJ have put schemes in place for businesses, however, they are often unable to apply as they do not meet their strict criteria. The board however welcomed the fact that the Productivity Support Scheme was being run as a pilot which will enable JBL to provide feedback on it.

In answer to a question from JC, AM advised that the GOJ have been receptive to JBL's feedback and are open to learning from it.

9. **Property Options Paper** – GS reported that JBL have engaged with a local surveying company to prepare a property options paper on behalf of JBL.

The Board noted that GS has requested a six-month extension to JBL's existing lease however he advised that the landlord will only agree to a minimum three-year extension. He has therefore asked him to reconsider his decision and, GS will keep the board updated as this matter progresses.

JD noted that the situation had evolved quite quickly and queried what feedback JBL had given the surveyor about what space we required. AM suggested that JBL requires an office working space which is flexible enough to accommodate four or five people working permanently in the office as well as others who come in and out intermittently, together with a larger space which can be used for training or meetings. She added that a "meet and greet" area was also required and stressed the importance of the two areas needing to be connected but separate (e.g. a working area and a meeting/training area)

Despite the proposed headcount at JBL, JD queried whether it was still proposed to continue with flexible working going forward and AM advised that whilst banks of desks were no longer required, the new office should have enough desk space for four to six people to work permanently in the office and for those who come in and out to "gather" and/or meet clients. She noted that the existing office does not allow the whole team to get together thereby requiring JBL to go somewhere else for staff meetings. She therefore suggested that it was no longer fit for purpose and that the new office needs to provide a space where the staff can collaborate in one space; a space for client interaction; and a space where training can be provided. GS added that from a full-time employee perspective, the surveyor's brief is that the space should enable a flexible working environment for 10 to 12 people on site.

JD queried whether it was proposed to share the office space with other ALOs or the GOJ and GS advised that given the other ALO's to date have not supported such an approach, the surveyor has only been asked to look at requirements for JBL at this stage. However, if shared space is required in future, it will be possible to update the brief accordingly.

10. **Risk Register** – The Board reviewed the Risk Register a copy of which had been circulated with the agenda and JC summarised the changes made to the same since the last meeting. No changes were proposed.

11. **Any Other Business**

(a) **CRM System** – JC sought an update on JBL's new CRM system and AM confirmed that JBL was now fully using Dynamics; the top-level data was confirmed; and client relationships had been reclassified. Therefore the project was 95% complete, pending the provision of some further training to ensure all staff were inputting the right data.

However, whilst the CRM system was working, the data was secure, and the staff were using the system appropriately, configuration was still required around reporting. AM explained that confirmation is required around the financial and other client data which needs to be collected and, thereafter, the part of the system required to collect data on programmes needs to be built so that JBL can track what that delivers by way of outputs and outcomes.

IT WAS NOTED that whilst the processes and data capture aspect of the system was complete, the reporting is currently being designed. However, once this has been built and tested (with old data) it will be possible to build a dashboard for reporting which will enable visuals to be prepared.

JC thanked AM for her update and welcomed progress on the project. However, she stressed the importance of ensuring staff enter data into the system correctly even when they are busy. AM reassured the Board that regular sessions have taken place with the team throughout the project. As such, they are fully involved, and she suggested that user engagement is the key to its success.

12. **Date of Next Meeting** - **IT WAS NOTED** that the next meeting was scheduled for Wednesday 22nd September 2021 at 9am.

There being no further business to discuss, the meeting was closed at 10.40am.





Chairperson

Date Signed