

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

(62nd Meeting)

22nd November 2022 at 9.30am at Jersey Business, The Parade, St Helier

Present: Mrs J Carnegie (JC) (Chair)
Mr J Day (JD)
Mrs K Le Feuvre (KLF)
Mrs A McClure (AM)
Mr G Smith (GS)
(the "Board" or the "Directors")

1. **Welcome and Apologies** – No apologies were noted.
2. **Declarations of Interest** – No additional declarations of interests were declared.
3. **Minutes of previous meeting** – The minutes of the previous meeting held on 19th October 2022 were not available. **IT WAS RESOLVED** to approve the minutes at the next board meeting in January 2023.
4. **Scrutiny Letter and Correspondence** – The Board discussed the Economic Affairs Scrutiny letter dated 9th November 2022 requesting a response from JBL to their review of the Government Plan 2023-2026 and subsequent email exchanges between GS and Deputy Moz Scott, Chair of the panel. This correspondence followed a formal response to the Scrutiny letter submitted by Jersey Business on 18th November 2022.

The Board discussed the various ways in which JBL measures the impact of its activities and how this is explained in marketing and communications activity. AM reported that each service has its own set of measures including qualitative client feedback and quantitative measures where possible. The annual survey, run by 4 Insight, also provides independent feedback on the value of JBL's activity. In addition, the performance framework that is used for reporting provides detailed information about JBL's activities and impact and is widely seen across Government as best practice.

GS advised that much of the information being requested in the correspondence from Deputy Scott referred to Government policy and practices and that JBL should provide any additional information via Government. **IT WAS THEREFORE RESOLVED** to continue with the promotion of JBL's activities and impact as normal noting that towards the end of the year, and in the production of the Annual Report in Q1, there is an opportunity to specifically promote client feedback and impact measures where appropriate. **Action: AM** to work with the marketing team to coordinate an effective marketing campaign to promote the impact of JBL's activities.

5. **Presentation by Rebecca Batten** – Rebecca Batten (RB), Head of Service Development, joined the meeting. RB presented an overview to the Board on the development of her role and the changes that have been made to the process of service development. She explained the effort that is put into getting direct client feedback and how this informs the evolution of services as well as identifying the new services that are required.

JC asked how JBL measures the success of the services, the difference they make and asked how JBL could put a monetary value on this. RB responded that the Business Improvement Service, for example, included a formal report from participants that identified efficiency gains and a discussion followed about the usefulness of a range of measures including GVA. The Board thanked RB for her presentation. RB left the meeting.

6. **JBL Property** – GS provided an update on the property move. He explained that there continue to be significant unresolved issues with the premises at Grenville Street and at this stage it seems unlikely that these will be resolved. As a result, JBL and Jersey Sport are now investigating the possibility of an alternative location. Visits to a number of places were undertaken on Monday 21st November 2022 and two have been identified as serious contenders. The project team have now been tasked with developing the high-level costs for rent and fit out and then a further visit will be made.

Government colleagues are aware of the situation and further conversations will be held with them once the options are clear.

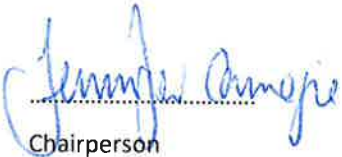
7. **2023 Budget** – The Board reviewed the ‘2023 Budget’ which have been circulated with the agenda prior to the meeting. JD queried the project management costs and AM clarified that these were included to complete the implementation of the structure and pay review project. JD questioned and AM confirmed that employment costs included the implementation of the new pay structure. AM also confirmed that the budget included the cost of a developing new website which is urgently needed and which had been subject to a formal tendering process. There being no other questions the Board approved the same.

8. **Any Other Business** – The Board reviewed the paper entitled ‘**Business case for ILSSI conference – updated November 2022**’. AM explained the context for the conference and the suitability of working with ILSSI, noting that JBL is using ILSSI to accredit individual on the Business Improvement Programme when they have attained the appropriate level of work. KLF questioned the level of resource that would be required to put on a conference of this type and if it would bring an appropriate level of recognition. JD questioned whether the cost of £40k would be well spend on a conference and JC asked if the costs could be mitigated with sponsorship. AM confirmed that sponsorship is a possibility but would require additional people resource to identify and manage. A further discussion considered alternative options and **IT WAS RESOLVED** to see if an arrangement with ILSSI could be made for a conference in 2025. **Action – AM** to see if an alternative date can be secured.

Dates for 2023 board meeting – AM suggested dates for the 2023 board meetings and confirmed she would send these to the Board members for confirmation before booking them in to the diary.

9. **Date of Next Meeting** – **IT WAS NOTED** that the next meeting was scheduled for January 2023. It was agreed to hold meetings between 0930 and 11.30.

There being no further business to discuss, the meeting was closed at 11.45am.


Chairperson


Date Signed