

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

(70th Meeting)

22nd October 2024 at 9.30am at Jersey Business, The Parade, St Helier

Present: Mrs J Carnegie (JC)
Mr G Layzell (GL)
Mrs K Le Feuvre (KLF)
Mr P Murphy (PM)
(the "Board" or the "Directors")

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

1. **Appointment of Chair** – The Board agreed to appoint JC as Chair for the purpose of the meeting.
 2. **Welcome and Apologies** – No apologies were noted.
 3. **Declarations of Interest** – There were no additional declarations of interest.
 4. **Minutes of previous meetings - IT WAS RESOLVED** to approve the minutes from the meeting held on 23rd July 2024 for signature by JC. **Action: JC**
 5. **Matters Arising** – The Board reviewed the action log, a copy of which had been circulated with the agenda, and the following actions, which were not otherwise included on the agenda, were discussed:
 - (A) **Data Improvement Work** – PM confirmed that this had now been completed and that JBL's new data dashboards are now fully operational.
 - (B) **Schedule 2 AML Legislation Registration** – GL advised that he had now completed his Schedule 2 AML Legislation Registration and was awaiting confirmation of the same.
 - (C) **Feedback on 2023 Year End Accounts – IT WAS NOTED** that PM had now circulated FAQs on the accounts to the Board for them to refer to in the event they receive any negative feedback.
 - (D) **Board Apprentice Scheme** – PM advised that he was due to meet with an individual interested in joining the Board as an apprentice on 5th November 2024 and **IT WAS RESOLVED** that he would provide a further update thereafter. **Action: PM**
 - (E) **Refurbishment of Premises** – PM reported that no progress had been made with the Government of Jersey (GOJ) in response to JBL's request for funding to refurbish the existing premises. He therefore suggested representing the proposal to the GOJ as part of JBL's 2025 Business Plan. He reminded the Board that the funding required for the refurbishment had previously been awarded to JBL to find alternative premises and was already available in a separate, ring-fenced account. However, permission was required from the GOJ to utilise those funds for a refurbishment project rather than an office move. **Action: PM**
- IT WAS NOTED** that JBL has a three-month rolling lease on the existing premises and consideration was given to whether a request should be made to the landlord to make this more permanent. The Board agreed that JBL may be vulnerable in its current position following the refurbishment of the GOJ building next door to the existing premises and would benefit from having a more permanent arrangement given that it is intending invest in the refurbishment of the premises. **IT WAS THEREFORE RESOLVED** that PM would contact the landlord. **Action: PM**
- (F) **JBL Support to Firms in Debt** – **IT WAS NOTED** that GL had not yet had an opportunity to provide PM with a list of suggested accountancy firms for him to contact to encourage them to direct any clients in debt to the GOJ to seek support from JBL. **IT WAS THEREFORE RESOLVED** to carry this action forward. **Action: GL/PM**

PM reported that JBL was receiving more referrals from the GOJ's Debt Enforcement Unit. PM noted that, in addition, JBL is tracking its engagement with businesses who are struggling with debt to establish any trends,

and he highlighted that engagement has increased, particularly from the construction industry.

PM suggested that it may result in a greater need for JBL's services, noting that as well as supporting businesses with their productivity, it can also support them on how to exit. He proposed that JBL should also be an educator around the use of automated processes and suggested that the solution was not always more labour.

(G) **Q2 Insurance Costs** – PM reassured the Board that the variance in insurance costs in the Q2 accounts was a timing issue and that these were now in line with previous quarters.

(H) **Risk Register** – PM confirmed that the Risk Register had been updated and circulated with the agenda for discussion at item 8 below.

(I) **Company Secretary** – The Board noted that Rebecca Batten had now been appointed as Company Secretary and was due to attend a course on the principles of company secretarial work.

(J) **Strategy Morning** – **IT WAS NOTED** that a strategy morning took place on 17th September 2024.

6. **Q3 Performance and Financial Report** – The Board reviewed the Q3 Performance and Financial Report, a copy of which had been circulated with the agenda, and PM provided some highlights from the Executive Summary included therein.

PM advised that JBL's overall performance against its KPIs (people, productivity and knowledge and data sharing) were in line with expectations and below budget by approximately £38k.

Referring to the marketing budget, PM advised that no further spending was anticipated for the remainder of the quarter and reminded the Board that this was a phased budget throughout the year.

PM provided the Board with the following engagement statistics:

- Enquiries had increased by 12% in 2024;
- Appointments had increased by 43% in 2024; and
- Engagement overall had increased by 31% in 2024 despite resource and funding having reduced by 33% and 7% respectively.

JC invited any questions or comments from the Board on the Q3 Performance and Financial Report and GL noted that sponsorship income was lower than budget during Q3 and queried whether this was expected to balance out in Q4. PM confirmed that the budget for sponsorship income would not be met in 2024, due to sponsorship income for the conference being over estimated. However, he advised that this had been offset by an increase in the price attendance on programmes.

PM reported that JBL was now recording sponsorship "in kind" in JBL's accounts. However, GL discouraged this as it could be misleading and recommended reflecting it in the notes of the accounts instead.

GL noted that the JBL training and development budget had not been fully utilised and queried what training and development was not being carried out. PM advised that more work was planned, however, it was agreed as a Board to focus on other projects as a priority. That said, he reassured the Board that JBL continues to measure team engagement on a quarterly basis which also includes a measurement of wellbeing and development.

7. **CEO Operations Report** – PM provided a verbal CEO Operations Report and highlighted the following:

(a) **Process Updates** – PM reported that JBL was continuing to develop its processes and suggested that this was now more critical than ever. He welcomed the huge progress which had been made with the Agricultural Loans Fund and the Living Wage Transition Fund (LWTF).

PM welcomed Florinela Serban's (FS) project management support in respect of the Agricultural Loans Fund. He noted that she was due to be working at JBL until December 2024 and that the cost of this resource would be paid from the funding already available.

(b) **People Updates** – PM advised that current recruitment campaigns were going well.

(c) **Tech Updates** – As noted above, the data dashboards are now fully operational and PM provided the Board with a demonstration of the same. JC queried whether the platform was available via an app to enable the Directors to obtain live data when they are in the community and whilst PM agreed that the data was incredibly powerful, he was unsure if an app was available. **IT WAS THEREFORE RESOLVED** that PM would provide the Directors with “soundbites” from each JBL project so that they have all relevant information available to them if they are required to quote from it. **Action: PM**

In answer to a question from KLF, PM confirmed that JBL has been engaging with charities more. He noted that he was positively encouraging the team to work with charities more and welcomed that charities were eligible to apply for LWTF. He added that he had recently worked with the Charity CEO Forum by chairing their board meeting.

(d) **LWTF and Agricultural Loans Fund** – PM recommended scheduling a separate meeting of the Board to provide them with a full briefing on the Funds. He also proposed providing them with full briefing notes. He noted that Jennie Smith and FS had worked very hard in this regard and were due some credit for their work. This was supported by the Board and **IT WAS RESOLVED** that PM would schedule a briefing session on 17th November 2024. **Action: PM**

8. **Risk Registers**

(1) The Board reviewed the Financial, Strategic and Operational Risk Register, a copy of which had been circulated with the agenda and the following risks were discussed:

(a) **Facilities Management** - **IT WAS NOTED** that this risk remained red due to the environment at the current premises. However, as discussed above, no progress has been made regarding the proposal to refurbish the premises and this will be represented to the GOJ in 2025.

(b) **Health and Safety** – The Board noted that concerns regarding the noise from the building development next door were no longer an issue and this risk had therefore been reduced to “green”.

(c) **Technology/Data Management** – **IT WAS NOTED** that following completion of the development of the data dashboard, this risk had been reduced to green.

(d) **People** – PM noted the potential risk of employment licences not being renewed for himself as CEO and for the Head of Service Delivery in January 2025. However, he reported that the Population Office have now confirmed that they will be renewed upon expiry.

(e) **Budgeting and Cashflow Management** – PM explained that this risk remained “red” pending receipt of a Partnership Agreement from the GOJ. He reminded the Board that JBL was still operating on a rolling extension of its 2023 Partnership Agreement despite the GOJ stating that they did not want to extend this for another year post-2024. However, PM advised that although he has chased the GOJ for a new Partnership Agreement (and they have promised this for 2025), he has not received any communication from them on the matter since September.

Consideration was given to what action should be taken in the event a Partnership Agreement is not received from the GOJ and **IT WAS RESOLVED** that if a signed Agreement is not received by 17th November 2024 this would be added as an extra agenda item for further discussion at the LWTF and Agricultural Loans Fund briefing session. **Action: ALL**

(2) The Board also reviewed the Macro-External (Global and Jersey) Risk register and PM highlighted the comment on the People and Skills risk relating to the impact of the increase in the living wage due to be implemented in April 2025.

9. **Gender Pay Gap Reporting** – PM sought the Board’s approval for JBL to participate in the GOJ’s Gender Pay Gap Reporting and this was supported by the Board who noted that they had no concerns in this regard.

10. **2025 Board Meeting Dates** – The Board approved the proposed Board meeting dates for 2025 which had been circulated via email prior to the meeting. **IT WAS THEREFORE RESOLVED** that PM would circulate

meeting invites for the same. **Action: PM**

11. **Any Other Business** – There was no further business to discuss, and the meeting was closed at 11.25am.


Chairperson

24/1/25
Date Signed