

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

(65th Meeting)

17th July 2023 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)
Mr P Murphy (PM)
(the “Board” or the “Directors”)

In Attendance: Ben Banim, Board Apprentice (BB)
Aimee Maskell, AM to PM Secretarial Services (Minutes) (AM)

1. **Welcome and Apologies** – JC welcomed everyone to the meeting and confirmed that there were no apologies.

2. **Declarations of Interest** – There were no additional declarations of interests.

3. **Minutes of previous meeting - IT WAS RESOLVED** to approve the minutes from the previous meeting held on 25th April 2023 for signature by JC, subject to minor amendment which JD and PM agreed to discuss following the meeting. **Action: JD/PM/JC**

4. **Matters Arising** – The Board reviewed the action log, a copy of which had been circulated with the agenda and the outstanding actions (which were not otherwise included on the agenda) were discussed as follows:

(A) **MLRO** – The Board agreed that consideration would need to be given to appointing an MLRO for JBL prior to 30th September 2023 to meet requirements under the revised Proceeds of Crime Law and **IT WAS RESOLVED** to discuss this via email if an ad hoc Board meeting is not scheduled in advance of that date. **Action: Board**

(B) **Example Annual Report** – JC noted that she had not yet had an opportunity to forward PM a copy of an annual report she had recently received which provided a good example of format/style and therefore agreed to do so shortly. **Action: JC**

(C) **New premises with Jersey Sport (JS)** – PM reported that despite JBL and JS deciding to uncouple and pursue new premises independently, JBL was still struggling to find suitable premises in a very competitive market. He noted that whilst he was using a score card approach to assess available premises, appropriate premises were going very quickly. However, he reassured the Board that JBL was on a three-month rolling lease at its existing premises.

5. **Board Composition** – The Board reviewed a “Board Skills Review Options” paper, a copy of which had been circulated with the agenda and **IT WAS NOTED** that this required amendment to reflect KLF’s leaving date of May 2025.

JC recommended advising the Government of Jersey (GOJ) that an external Board review will be undertaken in 2024, given that an internal review was undertaken this year, and this was supported by the Board. **Action: JC**

PM tabled the results of the internal review to the meeting for the Board’s information and he proposed updating the same to include himself with a view to using the results as a scoping document when recruiting for a new non-executive director. **Action: PM**

6. **Q2 Performance and Financial Report** – The Board noted the Q2 Performance and Financial Report, a copy of which had been submitted to the GOJ and circulated with the agenda, and this was taken as read. Referring to the financials, PM summarised the budget versus actuals for the period January to June 2023.

The Board sought an update on staff and PM reported that one member of the team had left, and a new member of staff had joined providing administrative support to him, the team and the projects.

PM commented on the excellent work undertaken by the team in delivering the recent productivity conference. He reported that 150 people attended and that positive survey responses (8-10/10) were received following the event. He suggested that it was very useful from a team perspective for all the staff to work together to deliver the conference so early on in his tenure, particularly as JBL had not hosted any events for a year.

The Board welcomed the positive social media coverage around the conference, particularly as discussions have previously taken place about JBL needing to do more to promote itself.

7. **CEO Operations Report** – PM provided the Board with a verbal CEO/Operations Report and as noted in item 4(C) above, advised that Catherine Syvret has joined JBL in an administrative support role.

PM also advised that he has been working with the JBL team using TTI assessments. He summarised the TTI assessment process and tabled example “colour” results for the Board’s information and **IT WAS RESOLVED** that PM would arrange for the Directors to complete the TTI assessment process at a Board away day, which PM agreed to arrange for 14th September 2023 between 9am and 1230pm at a venue to be decided in due course. **Action: PM**

IT WAS NOTED that a team away day was scheduled for later this week, following which PM will start to consider the different roles within the team to ensure staff are playing to their strengths and capabilities.

PM provided the Board with a presentation entitled “progress and focus 2023” a copy of which had been circulated prior to the meeting.

PM welcomed the Board’s involvement in preparing revised guiding principles for JBL and **IT WAS RESOLVED** to discuss these at a Board away day. **Action: Board**

PM highlighted the importance of improving JBL’s data sets with a view to helping clients with their own data going forward and PM advised that if JBL’s data can be improved, it will help the team spot emerging trends, provide guidance on the type of support it should be providing (and the support it no longer needs to provide); identify what its core focus should be; and help guide the team internally on what it delivers. The Board acknowledged that clients are sometimes reluctant to share their data with JBL due to concerns around its independence from the GOJ. However, it was agreed that if JBL can be a positive case study itself in terms of data, this would help alleviate these concerns.

PM noted that consideration was being given to implementing Sweet Process software with a view to standardising policies and procedures at JBL.

PM summarised the status of JBL’s four main projects: productivity; export, Barriers to Business and the Productivity Support Scheme (PSS). He noted that whilst the outcomes of the Barriers to Business project was positive, he stressed the importance of ensuring the results are conveyed effectively to the GOJ so that the outcomes are taken forward and actioned accordingly, and he welcomed the Board’s input on how best to deliver to the GOJ in this regard. PM highlighted that the Impact/Innovation Fund was also available via Digital Jersey and confirmed that JBL was working with them to ensure that any applicants who are unsuccessful in obtaining funding from the Impact/Innovation Fund the are redirected to the PSS.

IT WAS NOTED that the JBL website was being rebuilt and would be complete in approximately four weeks. PM advised that the amendments to the website include a change of language/tone of voice to make it sound less corporate.

KLF noted from a recent visit to the Genuine Jersey website that it could benefit from an update and queried whether it could be linked to the new JBL site. PM suggested that there may be an opportunity for JBL to get involved with Genuine Jersey as part of its proposed export programme and noted that Nick Steel was a member of the Genuine Jersey board. He therefore agreed to investigate this. **Action: PM**

This led on to a brief discussion regarding internal conflicts of interest and **IT WAS RESOLVED** that PM would

review these and, going forward, ensure staff seek permission before accepting any external positions.

Action: PM

8. **Future Structure** – PM provided a confidential presentation on the possible future structure of the organisation, and this was discussed in detail by the Board. PM reassured the Board that he and JC were in regular contact regarding the team and confirmed that he would update them prior to making any changes.

9. **Property Project** – As noted in item 6 above, PM was continuing to look for suitable premises for JBL. He acknowledged that there was a risk that no suitable property would be available and has therefore updated the property risk on the Risk Register to “red”. However, he reassured the Board that he was keeping the matter live with the GOJ and was due to meet them again next week. The Board suggested that PM liaise with Jersey Property Holdings (JPH) for their input on available premises and **IT WAS RESOLVED** that he would schedule a meeting with them. **Action: PM**

10. **Growth Bid** – The Board reviewed a “Growth Bid” paper, a copy of which had been circulated with the agenda. PM noted that he was asked to submit the paper to the GOJ at short notice. He therefore apologised for not seeking the Board’s input on it in advance. However, JC suggested that if the Directors can agree a refined strategy at the forthcoming away day, going forward they will be comfortable for PM to submit papers on the Board’s behalf because they will all know what they want JBL to do.

PM reported that he was notified last Friday, 14th June 2023, that JBL’s bid has gone forward through phase 1 of the government plan process.

11. **Risk Register** – The Board reviewed the Risk Register, a copy of which had been circulated with the agenda and the following was discussed:

(a) **Stakeholder Relations** – PM advised that he had amended this risk to “amber” because he was new to the CEO role and therefore does not yet have established relationships. He is therefore starting to prepare a communication & stakeholder management strategy for implementation as soon as possible.

(b) **Macro External Register** – **IT WAS NOTED** that PM had updated the Macro External Register from JBL’s perspective. However, the Board noted that the purpose of this register was to consider client risks. **IT WAS THEREFORE RESOLVED** that PM would revisit the register from a client perspective. **Action: PM**

(c) **Review of Register** – BB queried whether some of the risks could be combined, noting that the Register was quite long. He also suggested including historic risk rating scores dating back further than the previous meeting for the Board’s information. **IT WAS THEREFORE RESOLVED** that PM would review and reduce the Register where possible and include historic scores. **Action: PM**

12. **Any Other Business** – **IT WAS NOTED** that KLF recently introduced PM to Andy Jehan (a former Chair and firm supporter of JBL) and the Board invited him to contact them if there are any other introductions they can make.

13. **Date of Next Meeting** – **IT WAS NOTED** that the next meeting was scheduled for 18th October 2023 at 930am. However, as noted above, PM would schedule a Strategy Day on 14th September 2023 between 9am and 1230pm at a venue to be agreed.

There being no further business to discuss, the meeting was closed at 11am.


Chairperson


Date Signed