

Chief Executive's Report

1. This report focuses on the events of the week commencing 11 October (i.e. since the Board's last conference call).

[REDACTED]

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[REDACTED]

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[REDACTED]

7. The 'phone team has dealt with a more or less standard pattern of calls over the week, answering 84-95% of calls over the first four days of the week.
8. At the end of last week we had 337 items of correspondence outstanding, of which 93 were over 5 working days. At close of play today, those numbers stood at 278 and 39.

Infrastructure

9. The software upgrades to Expense@Work were completed successfully last week. It is too early to comment fully on the reaction from service users but in the short-term there has been a predictable increase in advice calls from MPs wanting to be walked through the changes.
10. Our website was off-line earlier this week [REDACTED]
[REDACTED]
11. Separately, work on the scoping of a new website, intranet and records management system is currently under way. We will have a costed recommendation and draft implementation plan by w/c 25 October.

12. [REDACTED]
13. [REDACTED]

Staffing

14. We hope to announce the appointment of our new Director of Operations on Monday. All being well, he will join us on 25 October and so will coincide with Kate Mathers for a week before her departure. [REDACTED], our new HR Manager, started on Monday. With her arrival, the HR Director post – held by Adrian Rickard – will cease to exist. Adrian will leave at the end of the month.
15. Isobel and I are interviewing for a Finance and Corporate Services Director on Friday.

[REDACTED]

16. [REDACTED]
17. [REDACTED]

Support for the Board

18. The Board has seen a note on the new Performance and Governance Team to be led by Belinda. This will shortly be announced to the team here. At the same time, we will formalise arrangements for cover for any absence on my part: Belinda will be the go-to person for the Board the next time I go swimming in icy lakes.

Andrew McDonald

14 October 2010