

**Minutes of the Board Meeting  
Monday 21 July 2020 at 10.30-12.30**

**Meeting held remotely by video conference**

**Present:**

Mrs Helen Pitcher (Chairman)  
Miss Karen Kneller (Chief Executive)  
Mrs Sally Berlin (Director of Casework Operations)  
Mr Peter Ryan (Interim Director of Finance & Corporate Services)  
Mr David Brown (Non-Executive Director)  
Mrs Linda Lee (Non-Executive Director)  
Mr Rob Ward (Non-Executive Director)  
Mr Andre Katz (Independent Non-Executive Director)  
Mr Martin Spencer (Independent Non-Executive Director)

**Apologies:** None

**1. Declarations of interest:**  
None

**2. Minutes of the previous meeting and matters arising**

The minutes of previous Board meetings held on 19 May and 23 June 2020 were approved.

**3. Action Matrix**

MS will arrange for Microsoft to talk about AI to the Transformation Programme Board.

**4. Chairman's update**

The Chairman updated the Board on the Commissioner recruitment campaign. There had been in excess of 700 candidates.

Following the Warner judgment, Catherine Baksi, a journalist had contacted the Head of Communications with a view to writing an article for The Times newspaper on the Commission's independence.

The Board noted that the 750<sup>th</sup> referral was about to be made which equalled referral every 8.4 days since the Commission was established.

**5. Chief Executive's report including MIP and Covid-19 update**

The CEO reported that by the end of July all members of staff would be connected to the network. There had been an increase in the number of applications although it was too early to say whether this was a trend. Casework was returning to normal performance. The CEO thanked the Directors of Casework Operations and of Finance & Corporate Services for their unstinting work over the last few months and the way in which they had led their teams.

The CEO updated the Board of the intention to hold a public Board meeting in the next quarter. She also reminded the Board of the Commission's 25<sup>th</sup> Anniversary in 18 months' time and aimed to discuss early planning thoughts at the September Board.

The CEO also updated the Board of the decision of the Transformation Programme Board regarding the development and hosting of a new CCRC website. In addition, the Head of Communications would lead a branding exercise over the summer.

The DFCS updated the Board of a National Cyber Centre notification regarding a possible breach. After investigation, there was assurance from the NCC that it had been a hoax; we also have found no evidence of breach. The Board asked for a plan and process map in the event of a repeat or actual breach.

## **6. Casework report to note**

The DCO reported that she had been working with the Customer Service Manager regarding covid-19 blocks to prisoners accessing us; this included some positive engagement with the Prison Service.

42 referrals had been made in the last two months, the majority of which were PO cases. This was not a "group" referral. Each case had to be considered separately and each had difficult issues to consider.

The Chairman asked the DCO to prepare a short paper for Commissioners to explain how a Nominated Decision Maker was appointed.

## **7. Smarter working - digital**

The Commission was acting on feedback from staff to help remote working including delivering items of equipment. To address the sense of isolation that some had reported, a virtual office had been set up and was open daily for anyone to join. The majority of staff had a positive reaction to working from home. By the end of July all staff will be networked which should help minimise isolation.

The MoJ and GPA were finalising the letter of commitment in respect of CCRC new office. This should come to the Board in September.

## **8. Transformation Programme update**

A huge amount of progress had been made in all areas and the Chairman congratulated the team. The Case Management System project was ahead of schedule and it was anticipated the majority of the Programme would be delivered in advance of the office move.

## **9. Case Management System update**

The DCO was very optimistic about the new case management system and outlined the key benefits. Consultation between users and those building the system was constant and being checked at each stage of the build. The Board was encouraged that the new system will capture improved management information.

The DCO would prepare a further update and in the meantime a demonstration of the new system would be set up for Board members.

**10. Business Plan and revised KPIs to note**

The Business Plan was noted. The CEO reported that the KPIs had been revised to build on casework performance by introducing more challenging targets on KPIs 1 and 3. There were now three KPIs to address quality.

It was agreed that the Business Plan would include a stakeholder mapping initiative. There was a discussion around whether it would be helpful to break some of the casework KPIs down into case and review type. The SMT would look at this and discuss further.

The CEO would revise the Business Plan as per the Board discussion.

**11. Annual Complaints report to note**

Noted.

**12. Body Corporate agenda to note**

The three Board NEDs would update the Body Corporate on how the Board was working.

**13. Terms of Reference**

**RemCo** – the revised terms of reference were noted.

**ARAC** – the membership of ARAC would include three independent NEDs rather than two. In addition, a Commissioner would attend the meetings. The Chairman asked for expressions of interest from the three Board Commissioners.

**14. Long Running Cases Minutes – 25.2.20**

Noted.

**ARAC Minutes – 22.6.20**

Noted.

**15. Any other business**

The CEO reported that the Commission would seek to recover costs from MoJ for work spent on the Commission's intervention in the Warner JR.

**16. Date of next meeting**

Tuesday 29 September at 10.30