

**Minutes of the Management Board meeting  
held on Monday 9 January 2012**

**Those present:** Robert Rogers (Clerk and Chief Executive) (Chairman)  
David Natzler (Clerk Assistant and Director General of Chamber and Committee Services)  
John Borley CB (Director General of Facilities)  
John Pullinger (Director General of Information Services)  
Andrew Walker (Director General of HR and Change)  
Myfanwy Barrett (Director of Finance)  
Joan Miller (Director of PICT, external member)  
Alex Jablonowski (external member)

**In attendance:** Matthew Hamlyn (Board Secretary)  
Gosia McBride (Assistant Secretary)  
Gavin Price (Project Leader of the Market Testing strand)  
Marianne Cwynarski (Head of Internal Communications)

**1. Scope of market testing**

**1.1.** The Board considered an analysis by a senior group of managers from across the House and **agreed** that the following areas should undergo preliminary business improvement and market research work under the market testing strand:

- catering (which had already been recommended through the Administration Committee's inquiry);
- cleaning;
- reception services (attendants and office keepers) and logistics;
- Print Services.

**1.2.** The Board **noted** that those areas had met the criteria for market testing, as set out in the consultation document, and were of a reasonable size of operation to deliver potential benefits. Other areas met the preliminary criteria but were being taken forward in other ways:

- visitor services, which were being examined within the context of income generation;
- retail, which was also being examined within the context of income generation;
- telecomms & ICT technical services, which were subject to the ICT strategy, where it had already been agreed that considerable transformation of services would be achieved, some by contracting external services.

**1.3.** All other areas across the Administration would be subject to some form of scrutiny through the other savings strands.

**1.4.** The Board **agreed** that the in-house teams in the four areas identified should be given full support to develop business improvement plans and, should a market test take place, to mount an in-house bid.

[adjourned at 16.30

**Matthew Hamlyn**  
**Secretary**

**Robert Rogers**  
**Chairman**

January 2012