

**CHARGING EFFICIENCY PROJECT BOARD
ROOM 5SW1, ROSE COURT
11:30 TUESDAY 4 MARCH 2003**

ANNOTATED AGENDA

1. Introduction Vivienne Dews
 - Bob Henry has sent his apologies, he is unwell.
 - Lunch will be provided – timing is at your discretion.
 - Clive Holtham has another engagement in the afternoon and will leave the meeting after lunch.

2. Minutes of the last meeting
 - Comments were received from Bob Henry, these are detailed below.

Brian,

An observation regarding the minutes of the meeting held on the 5th December 2002 and in making these observations I recognise that every organisation records the discussion, outcomes and actions differently. Whilst I am not seeking to change what has been 'approved' I believe I would not be doing you and others on the committee a service if I did not raise these observations.

I remember instigating a debate on what do we mean when we are talking about improved efficiency and where does the concept of providing a service to those you are charging for your services fit in the review of charging policy. It may well be that this debate is reflected in the minutes and I am not recognising it in the terminology used however I have to say that I cannot identify the core of the debate we had in the Project Board meeting. My concern here is not about the specific accuracy of the minutes but is about a more fundamental question for me which is if I, or another external member of the Project Board, raise an issue for debate the nature of the debate is not reflected in the minutes or any attached notes. I think this is also reflected in the conversation we had on the margin of the meeting where I was raising a sense I had that the discussion was very internally focused and one got the impression that HSE were not considering an external perspective. My experience is that if you do not get that external perspective and I am not talking about my particular perspective, you end up internalising the debate and therefore any developed solutions. That may not be in the interest of HSE and probably not in the interest of those you are seeking to serve.

I make these observations not because I wish to be critical but more because I think they might add to the development of a more robust solution.

3. Matters arising

2 c. A communications plan has not been prepared, action so far has been to set up a Bulletin Board on the HSE Intranet and to arrange for the Board minutes, and Project PID to be posted on the HSE website.

3 d. The need for radical change could be usefully discussed following the discussion on the Item 4 of the agenda.

4. Report on progress

Brian Fullam
Julie Pascoe

- o We will provide an update on the review of accommodation at Lord Cullen House.

5. Review of Risks

Brian Fullam

- o The risks table from the PID will be distributed to members

6. Next Steps

Vivienne Dews

7. Date of Next Meeting