

**Extract of MHS Management Board (MHSMB) Meeting
7 October 2004
York, North Region**

In attendance:

Chris Lawson	- Chief Executive (Chair)
Mike Greaves	- Director of Operations
Jane Downes	- Veterinary & Technical Director
Mike McEvoy	- Director of Finance
Paul Adams	- Head of HR Strategy
Kevin Goddard	- Head of Business Development (Secretary to the Board)
Penny Howarth	- Regional Director, North

9.3 Report of the Review of the Employed OVS Project: MHSMB (04) 110

- 9.3.1 Mike Greaves presented this paper, which reported on the Review of the outcomes arising from the Employed OVS project undertaken by Spencer Dawson, Regional Director, Scotland. The project was implemented in response to one of the recommendations of the Deloitte & Touche Efficiency Scrutiny, published in February 2001.
- 9.3.2 The paper identified a number of differences in deployment and outcomes between the two groups, and in approaches taken by regional management. All those interviewed considered that the six week induction programme was both too long and too basic. There was insufficient discussion with and involvement by local regional management in the recruitment and deployment of the Employed OVSs.
- 9.3.3 The Review identified that a disproportionate amount of management time was required. Spencer Dawson was liaising with the two Regional Directors responsible for the EOVS teams to consider the necessary management support mechanisms. No cost savings had been realised as suggested by the Efficiency Scrutiny, rather an increase in costs of at least 10%. Quality gains had been hard to verify due to a lack of empirical data. The Review therefore proposed requesting a number of targeted audits to assess the quality issues.
- 9.3.4** The Board discussed the issues raised by the paper, and understood the concerns raised that the project had not been set up properly in the first instance. There were clearly a number of lessons to learn that should be applied to other MHS projects. It was agreed to ask Spencer Dawson to prepare a lessons learnt paper for a future Board meeting. It was also important that action was taken now to tackle the deficiencies that had been identified.

Action: Mike Greaves (Spencer Dawson)

9.3.5 The Board accepted the paper's recommendations but decided that the proposed extended review period be increased to 12 months, in view of the extent of remedial work proposed. The Board recognised that this may be overtaken by other events (for example H1-H3), which have an interest in the employed versus contracted OVS question.

9.3.6 As the report will be of interest to the FSA, Mike Greaves was asked to review the report to ensure that it met the needs of this audience. Mike McEvoy had offered to help with the presentation of the financial figures. The Board thanked Spencer Dawson for all his hard work in undertaking the Review and in preparing the detailed report.

Action: Mike Greaves/Mike McEvoy