

## **Child Maintenance and Enforcement Commission Board**

### **Summary Minutes of the Commission Board Meeting 25 November 2008**

#### **Members:**

Janet Paraskeva – Chair  
Deborah Absalom  
Rosemary Carter  
Stephen Geraghty  
Bill Griffiths  
Alan Hardy  
Heather Jackson  
Susan Park  
Maeve Sherlock  
Keith Woodhouse

Paul Wright – Commission Lawyer  
Brenda White – Board Secretariat

#### **Apologies:**

Keith Woodhouse was unable to attend the morning workshop

### **1. Morning information and workshop sessions**

- 1.1 The Board agreed that the morning information and workshop sessions on  
(a) the Child Maintenance Options Information and Support Service and  
(b) on Customer Segmentation had both been very useful and will help  
inform future planning on service delivery and communication activity.
- 1.2 Board members expressed thanks to all those involved in presenting  
information, including those call centre agents who had been willing to join  
in a conversation with Board members.

### **2. Minutes and Matters Arising from 21 October Meeting**

- 2.1 There are some minor amendments required to the October minutes.
- 2.2 Matters Arising - Recruitment update
  - 2.2.1 The Commissioner informed the Board that activity for recruitment of  
the Customer and Commissioning Director continues. In addition,  
today is the closing date for 30+ senior posts advertised for the  
Commission Executive. The recruitment plan is on track and  
vacancies are expected to be filled in line with public body norms.

### **3. The Commissioner's Report**

A detailed report covering key business issues was issued in advance of the meeting; the main discussion points included:

### **Establishing the Commission**

3.1 The smooth transition of CSA functions and people to the Commission on 1 November means that the Commission now has responsibility for the entire Child Maintenance system and has taken on the employment of all people. Work continues under the three main branches of the Commission:

3.1.1 Commission Executive

3.1.2 Corporate Services – providing services that are common across all business areas

3.1.3 Child Support Agency

### **Repeal of Section 6**

3.2 As expected the number of applications to CSA for a child maintenance assessment has reduced from October. However it is too early to draw any firm conclusions on trends.

### **Options Service Update**

3.3 Agents in the Child Maintenance Options call centre are now able to directly transfer customers to CSA if they wish to make an application for child maintenance.

3.4 From 13 October HMRC are signposting to the Options service those parents who contact the HMRC 'Family Breakdown' line.

### **Communications Update**

3.5 Prior to the launch of the Commission both the Chair and the Commissioner were actively engaged in media activity to promote the aims of the Commission. Board members acknowledged the welcome balanced coverage.

### **Accommodation Update**

3.6 The move to the Commission's London office was successfully completed and thanks were expressed to all those involved who ensured a smooth transition. The Leeds Head Office premises should be ready for occupation in March 2009.

### **Business Performance**

- 3.7 There are operational plans in place to ensure that performance for the CSA is met including planned activity to reduce the number of cases awaiting trace or clearance action.

#### **4. The Commission Vision**

- 4.1 The Board agreed to encapsulate the Vision in a way which is simple and memorable. The short phrase agreed was as follows:

***'Supporting separated families; securing children's futures'***

- 4.2 The Board agreed a number of points to support and be part of the Vision Statement. These will be published with the statement.

#### **5. Target Setting 2009/ 2010**

- 5.1 The Board discussed the process and timescales involved in setting, agreeing and publishing the framework of target measures, Future discussions will focus on the detail.

#### **6. Future Scheme - IT Approach Update**

- 6.1 The Board heard that from those suppliers who originally tendered, three have been chose to go to the next stage.
- 6.2 The timetable for procurement and delivery is challenging, but intense planning activity includes all those involved in delivery of the new scheme.

#### **7. AOB**

- 7.1 The next meeting of the Board will be on Friday 19 December.