

Child Maintenance and Enforcement Commission Board

Summary Minutes of the Commission Board Meeting 19 May 2009

Members:

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

Also attending

Jeremy Kempton (Item 5)
Ian Pavey (item 6)

Paul Wright - Commission Lawyer
Brenda White - Board Secretariat
Maria Jobson - Board Secretariat

Apologies:

None

1 Minutes and Matters Arising from 21 April meeting

1.1 Minutes

1.1.1 Amendments were taken to paragraph 2.42 of the minutes of the 21 April meeting.

1.2 There were no matters arising.

2 The Commissioner's Report

The report provided a detailed summary of progress and developments in key areas of the Commission since the Board last received an update on 21 April. Key points for the Board to note were highlighted as:

Welfare Reform - the White Paper

2.1 The Bill received its second reading in the House of Lords on 29 April.

Corporate Plan

2.2 On 7 May, the Commission published its three-year Corporate Plan and Business Plan for 2009/10. The plans were launched at an event in Whitehall attended by MPs and stakeholders and have also been published on the Commission's website and provided to MPs and Lords in the House of Commons libraries.

- 2.3 MPs recognised the efforts and results achieved over the period of the Operational Improvement Plan and feedback on the event itself was positive.

Establishing the Commission – Recruitment and Organisation Update

- 2.4 The latest phase of recruitment is progressing as planned.

Commission Businesses

Child Maintenance Options

- 2.5 The service has evolved from its prototype phase through to full live running from October 2008 with a service available to all including the facility to be able to transfer clients directly to the statutory service to make an application for child maintenance should parents wish to make a statutory arrangement.
- 2.6 To date Child Maintenance Options agents have had contact with over 120,000 clients by telephone; there has been a steady increase in email correspondence and over 186,604 unique visitors to the website.

CSA

Business Performance

- 2.7 Performance within CSA continues to improve against key targets.

Media Update

- 2.8 The Operational Improvement Plan achievements and the Quarterly Summary of Statistics have been published. Although information about arrears had been interpreted incorrectly, coverage was broadly balanced.
- 2.9 Board members were pleased to note that in general, the media coverage was balanced and with some notable positive coverage regionally and locally.

3 Corporate Governance

- 3.1 The Board agreed amendments to the main governance documents, which will be updated and available at each Board meeting.

4 Client Service Standards

- 4.1 Following discussion, the Board agreed to leave existing CSA standards in place, and consider new standards covering the Child Maintenance Options service.

5 Future Scheme Timeline

- 5.1 The Board heard that new detailed plans are being developed and current activity is progressing well.

6 Any Other Business

- 6.1 The next meeting of the Board will be on 23 June.