

Child Maintenance and Enforcement Commission Board

Summary Minutes of the Commission Board Meeting on 24 February 2009

Members:

Janet Paraskeva – Chair
Deborah Absalom
Rosemary Carter
Stephen Geraghty
Bill Griffiths
Alan Hardy
Heather Jackson (Attending for Items 1-5)
Susan Park
Maeve Sherlock
Keith Woodhouse

Also attending

Florence Lea (Item 3)

Paul Wright – Commission lawyer
Allison Heasman – Board Secretariat

Apologies:

None

1 Minutes and Matters Arising from 19 December and 20 January Meetings

1.1 Minutes

- 1.1.1 The minutes were agreed as a full and correct record of the December meeting.
- 1.1.2 The minutes were agreed as a full and correct record of the January meeting.

2 The Commissioner's Report

- 2.1 The report provided a detailed summary of progress and developments in key areas of the Commission since the Board last received an update on 20 January. Key points for the Board to note were highlighted as:

Welfare Reform Bill

- 2.2 During the second reading of the Welfare Reform Bill the only clause to attract interest during the debate was the clause enabling the Commission to administratively disqualify a Non-Resident Parent, who wilfully fails to pay maintenance, from holding or obtaining a driving licence or passport.

- 2.3 As a result of the debate three Opposition amendments to the clause were suggested; each of which has subsequently been rejected.

Establishing the Commission – Executive Recruitment update

- 2.4 The first phase recruitment is now almost complete.
- 2.5 The Leeds Office Manager and supporting roles have been advertised and interviews are currently taking place. The second phase of recruitment is well underway.

Financial Management

- 2.6 The Commission expects to come in within budget at end year.

Commission Business Performance

Child Maintenance Options

- 2.7 There has been a definite increase in telephone contact in the main due to an increase in referrals from Jobcentre Plus following automation of the process.

CSA Performance

- 2.8 Performance in January has continued the pattern of the previous quarter; actions are in place to achieve performance expected by the end of March.

Future Scheme IT

- 2.9 The Best and Final Offers were received and these are currently being evaluated; a final decision will be made by the Change Board on 27 February.
- 2.10 Once selected the preferred supplier will be subject to a rigorous due diligence process. It will be a number of weeks before the contract is signed.

3 Complaints Analysis

- 3.1 The Board were presented with a paper on the development of complaints handling within the Child Support Agency and information detailing performance trends over the past 18 months.
- 3.2 A significant improvement in the Agency's handling of complaints was noted.

- 3.3 A number of measures have been put in place to ensure that complaints monitoring remains a high priority. This includes a range of measures such as introduction of Area Complaints Forums, ongoing dialogue with the Independent Case Examiner and stakeholders and monthly meetings with complaints managers to spot trends and issues. Continually listening to clients was identified as the key success measure and use of the telephone to make prompt and personal contact.

4 Corporate Plan

- 4.1 The latest draft of the Corporate Plan was discussed and the Board ratified the decisions detailed below:

- 4.1.1 For the purpose of the draft plan the terminology 'client(s)' should be used consistently.
- 4.1.2 A set of performance indicators would be proposed to the Minister.

5 Future Scheme - High-Level Plan Overview

- 5.1 Plans are progressing well and regular updates on progress will be relayed back from the Change Programme Board.

6 Any Other Business

- 6.1 The next meeting of the Board will be on 24 March.