

Child Maintenance and Enforcement Commission Board

Summary Minutes of the Commission Board Meeting 19 January 2010

Members:

Janet Paraskeva – Chair
Stephen Geraghty
Rosemary Carter
Bill Griffiths
Alan Hardy
Susan Park [items 1 and 2 only]
Maeve Sherlock
Stephen Leonard
Heather Jackson
Keith Woodhouse
Deborah Absalom [items 1, 2, and 3 only]

Paul Wright - Commission Lawyer
Justinia Lewis - Commission Legal Adviser
Maria Jobson - Board Secretariat

Apologies:

None

Also attending:

Gillian Hood
Richard D'Souza

1. Minutes and Matters Arising from 18 December meeting

1.1 Minutes

1.1.1 Subject to amendments the minutes of the 18 December meeting were agreed.

1.2 Matters Arising

1.2.1 The Board welcomed Justinia Lewis, Commission Legal Adviser and thanked Paul Wright for all his hard work and wished him luck in his new post.

2. The Commissioner's Report

Key points for the Board to note were highlighted as:

Recent Media Interest

- 2.1 There has been widespread national and local coverage of a record-breaking £70,000 lump sum settlement against arrears in a fifteen year old CSA case.

Commission Businesses

Child Maintenance Options

- 2.2 Overall it has been a very successful first year for the CM Options service.

Encouraging Use: marketing campaign

- 2.3 The Board were updated on the visit by Deidre Sanders (of the “Dear Deidre” column in The Sun) to CM Options to formally launch the national CM Options awareness campaign. The Chair thanked all who were involved in setting this up and ensuring the smooth running of the day and for the innovative approach to launching the campaign.
- 2.4 Deirdre was impressed by the size and scale of the new service and particularly pleased to hear that the service included a face to face service. Deidre said: *“It really is a brilliant service and I must give you real credit for the standard of work you are delivering and the obvious level of training that has been given”*. The Board were informed that whenever Deirdre mentions CM Options in her column, call numbers increase.
- 2.5 Since the launch of the national marketing campaign on 11 January calls to CM Options are up 144%.

Encouraging use: customers

- 2.6 The third wave of the Mystery Shopping exercise has been completed and provided effective qualitative measurement of the CM Options service. In addition, the Commission has taken the opportunity to review the Mystery Shopping programme to ensure current service priorities are reflected.

CSA

Business Performance against Ministerial Targets

- 2.7 Performance of the CSA continues to improve steadily against key Ministerial targets.

3. Commission Branding Strategy

- 3.1 The paper outlined the process that had been undertaken to create the Commission's current brand strategy. The strategy was developed as part of the child maintenance redesign programme prior to the establishment of the Commission and the constitution of the Commission's Board. The Board agreed the current recommended Commission Brand family.

4. Business Plan

- 4.1 The purpose of this paper was to provide the Board with an initial high level outline of the content for the Business Plan due to be published in March/April 2010.
- 4.2 The Board discussed the timeframe and content that had been presented in the paper.

5. Proposed Internal Audit Strategy

- 5.1 The Board were informed of the background to this proposal and the options that the Audit Committee had considered:
- 5.2 The Board discussed the three factors of value for money, independence and 'doability' as well as risks associated with each option.

6. Future Scheme Programme update

- 6.1 The Board discussed the updated dashboard, the top issues and what is being done to mitigate any risks.

7. Any Other Business

- 7.1 The Board agreed to move the location of the April Board.
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