

Child Maintenance and Enforcement Commission Board

Summary Minutes of the Commission Board Meeting 20 April 2010

Members:

Janet Paraskeva – Chair
Stephen Geraghty
Susan Park
Stephen Leonard
Bill Griffiths
Rosemary Carter
Maeve Sherlock
Deborah Absalom

Justinia Lewis - Commission Legal Adviser
Maria Jobson - Secretariat

Apologies:

Heather Jackson
Alan Hardy
Keith Woodhouse

1. Minutes and Matters arising from 23 March meeting

1.1 Minutes

1.1.1 The minutes were agreed as a full and accurate record of the meeting.

1.2 There were no matters arising.

2. The Commissioner's Report

Key points for the Board to note were highlighted as:

Commission Branding Strategy

2.1 The Board reviewed their previous decisions on Branding in light of the testing of the comprehension of branding that is taking place with clients, full results are due in the summer when a decision will be taken.

Future Scheme Update

- 2.2 The Board discussed the top issues and what is being done to address these issues.

Client Fund Account 2008/09

- 2.3 The Board were updated on the work that has been carried out by the Commission, NAO and Pricewaterhouse Cooper.

Expenditure

- 2.4 The Board were updated on the full year end financial position against budget and forecast – the Commission's final outturn for the year was within budget.

Commission Businesses

Child Maintenance Options

- 2.5 The national marketing campaign has now concluded. The calls received by the end of March are currently 66,500 but it is expected, as with the regional campaign, for additional calls to continue on the dedicated marketing telephone number for several months.
- 2.6 Two surveys have just been completed: the Mystery shopper and the number of children benefiting. The Board will be updated on the results from both surveys at the May Board.

CSA

Business Performance against Ministerial Targets

- 2.7 The CSA finished the year by exceeding the Ministerial targets for Maintenance Outcomes and Maintenance Collected or Arranged.
- 2.8 The Board thanked the Commissioner and his leadership team for the work throughout the year and would like to convey their thanks to everyone in the CSA who worked so hard to make such performance possible on behalf of our clients – another year of 'more money for more children'.

3. The Promotion of Child Maintenance: Behaviour Change Strategy

- 3.1 The Board were presented with the research that has been done on behavioural change and which updated our current understanding of behaviours amongst separating and separated parents.

- 3.2 The Board discussed the next steps of how the findings can now be translated into operational deliverables that will start to bring about the changes required – supporting more separated families towards making and keeping effective child maintenance arrangements. The Board will expect to see some further developments which highlight suitable interventions along with associated costs and expected outcomes over the coming months.

4. Commission Risk Register

- 4.1 In December the Board identified the Commission risks and determined that the Risk Management Team categorise each risk, allocated them to the right tier, assign ownership and agree scoring with the Executive Team.
- 4.2 The Risks have been developed with the risk owners, split into Commission Board and Executive Team levels, which the Executive Team agreed in April.
- 4.3 The Board agreed to the proposed split, with the exception of two. The Board were then taken through the process that the Risk Management Team follow when rating and categorising a risk. The Risk Management Team review all risks on a monthly basis with regular reviews by the Executive Team. The Board discussed the summary of Inherent and Residual Risk ratings.
- 4.4 The Board considered the risks on the Commission Risk Register and discussed which should be owned by the Commission Executive Team, and which should be owned by the Board. The Board considered the Board level risks in detail, including appropriate risk ratings and mitigation strategies.
- 4.5 The Board agreed that Risk Management Team would work on the risks and update the Board in June and from then, on a monthly basis, notify the Board of any risks causing concern, regardless of whether they were specifically Board level or not.

5. Outsourcing – Review of Current Options

- 5.1 The Board were reminded of their previous decisions in September and December, the rationale behind outsourcing and of the proposed timeline for call off competitions under the Business Services Framework. The Board discussed the business case for outsourcing services under the Future Scheme.

6. Future Scheme Programme Assurance

- 6.1 The Board approved a recommendation to procure external assurance of the Future Scheme Programme by inviting bids from suppliers appointed to

a DWP Framework Agreement and that some internal resource would be assigned to provide a continuous internal assurance review of the Future Scheme Programme.

7. Any Other Business

- 7.1 The Board were informed that the Equality Act had recently been passed into law. The issue of Equality Impact Assessments was raised and how the Commission will impact these into its strategies and policies. Members were informed that we currently carry out Equality Impact Assessments when developing new policies and these are commonly published as part of the regulation making process.
- 7.2 It was agreed that a decision on whether to hold an August Board meeting should be made at a later date.
- 7.3 The Board discussed the May agenda. The next meeting of the Board will take place on 25 May.