

Child Maintenance and Enforcement Commission Board

Summary Minutes of the Commission Board Meeting 23 March 2010

Members:

Janet Paraskeva – Chair
Stephen Geraghty
Deborah Absalom
Bill Griffiths
Alan Hardy
Stephen Leonard
Susan Park
Maeve Sherlock
Keith Woodhouse

Justinia Lewis - Commission Legal Adviser
Sue Mead - Secretariat

Apologies:

Heather Jackson
Rosemary Carter

1. Minutes and Matters Arising from 23 February 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:

2.1 The Board were informed that following the recent industrial action called by the Public and Commercial Services Union on 8 and 9 March 2010 a further day of industrial action had been called for 24 March. The Board were assured that client service remained the priority during this period.

Client Service Standards

- 2.2 The Board were updated on the Client Service Standards that they agreed in September 2009. The Board agreed that the Service Standards that relate to the CSA will be published on the CSA website.

Recent Media Interest

- 2.3 The Board were informed that the House of Commons Select Committee on Work and Pensions report on the Commission was widely covered with most pieces highlighting the recent sharp increase in the number of CSA cases being administered 'off system' (those cases which cannot be managed on the main CS2 CSA computer system and are managed on a small system called the 'clerical case database').

Commission Businesses

Child Maintenance Options

- 2.4 In February there were record levels of inbound calls, an increase of 39% on January's previous record. The website has also continued to see record numbers of unique visitors, almost 100,000 for the month compared with 87,500 in January. These increases are linked to the national awareness campaign currently underway.

CSA

Business Performance against Ministerial Targets

- 2.5 Performance of the CSA continues to be maintained and on course to achieve the key Ministerial targets.

3. Child Support (Miscellaneous Amendments) Regulations 2010

- 3.1 The Board were given details of the proposed changes and asked to give authority (agreed) to implement these amendments to existing secondary legislation governing how the Child Support Agency carries out its statutory functions.

4. Update from the Audit Committee

- 4.1 The Chair of the Audit Committee updated the Board on their meeting held on the 14th December.

5. Change Programme Update

- 5.1 The Board discussed the updated information provided.

6. Any Other Business

- 6.1 The Board discussed the April agenda. The next meeting of the Board will take place on 20 April.