

RESTRICTED: MANAGEMENT

MINUTES OF THE ILF TRUSTEES BOARD MEETING HELD WEDNESDAY 17 JULY 2013 AT CAXTON HOUSE, LONDON.

Present:

Trustees Board: Stephen Jack (Chair)
Peter Cooke (Vice-Chair)
Yogi Amin
Mike Boyall
Sally Sparrow
Sue Winterburn
Marie Martin

In Attendance: James Sanderson, (Chief Executive)
Steve Jarratt (Finance and Resources Director)
Jesse Harris (Strategy and SW Director)
Emma Hynd (Head of Customer Services)
David Smith (Head of Corporate Communications)
Gwenllian Williams (DWP)
Pam Mellors, Minutes

Item 1: INTRODUCTION

1. The Chair welcomed everyone to the meeting.

Apologies

None.

Item 2: CONFLICTS OF INTEREST

2. Trustees confirmed that there were no conflicts of interest to declare.

Item 3: MINUTES OF THE MEETING HELD 15 May and 5 June 2013 - 2006/pap716

3. The minutes of the 15 May and 5 June 2013 meetings were agreed as an accurate reflection of the meeting.

**Item 4: ACTION POINTS AND MATTERS ARISING
2006/pap706**

4. The outstanding action points were noted.
5. Amendments to the Dashboards agreed by Trustees at the last meeting have now been incorporated.
6. It was agreed that Pam Mellors would e-mail Trustees regarding attending review visits in the Autumn.

Outcome: All outstanding actions are now cleared.

Item 5: CHAIRMAN'S BUSINESS

7. The Chair advised that along with the Chief Executive he attended a Public Chairs Forum meeting run by the Cabinet Office the main focus were discussions around delivering efficiencies in public bodies.
8. The Chair, Chief Executive and Finance and Resources Director attended the Programme Steering Committee at DWP on 27 June. Discussions focussed around the early stages of the Transfer Review Programme and assurance was given that the programme is progressing in the right direction.
9. After the meeting the Chair had the opportunity to have a catch up with Michelle Dyson.

Item 6: CHIEF EXECUTIVE'S REPORT – 2006/pap718

10. The Chief Executive reported that he was pleased with the first quarter results of the transfer review programme and a more detailed presentation will be given later on the agenda.
11. A Code of Practice has been agreed with ADSW and the Scottish Government and there is a planned press release for Friday 19 July.

12. The Code of Practice for Wales is currently with the Minister for clearance and we are in discussions with Northern Ireland to get formal agreement on a similar document. It is hoped that Codes of Practice for all three devolved administrations will be agreed by the end of July.
13. The Chief Executive attended the National Disabilities conference on 3 July in London. The conference focussed on how best to support disabled people to live fulfilling lives and to reach their full potential.
14. He advised that he had received a copy of an annual report from Joanna Wallace, Independent Case Examiner which is attached to his report for Trustees information. It was noted that there had only been a small number of ILF complaints accepted for examination, both of which were not upheld. He said that he planned to meet with Joanna Wallace later in the year.
15. He reported that he had been working on the closure strategy and preparations for work to disseminate the intellectual capital of the organisation and gave an update on the telephone conference with the Chair and Vice Chair on 10 July.

Outcome: Trustees noted the content of the report.

Item 7: ORGANISATIONAL PERFORMANCE DASHBOARD REPORTS – 2006/pap719

Operational Performance Dashboard – First quarter TRP update and statistical presentation

16. The Finance and Resources Director provided a summary of the operational performance, all external and internal targets had been met for June. He reported that User Outcome Satisfaction had been 100%, however there had been a small number

of returns. A new experiential survey had been produced in view of the transfer review programme and these are now being used.

17. The LA team continues to work well with Local Authorities with 198 LA project leads now secured. There were some concerns with a few LA's but this was mainly due to their resource concerns and the team were working closely with these authorities to progress the programme.
18. The Payment Security team continues working on various initiatives to support planning for closure, the main focus has been unspent monies and evaluation of debt in readiness for transfer.
19. He gave an overview of the work undertaken by the Service Delivery teams. He advised that it was planned to recruit AA's on a fixed term contract, this would bring the organisation up to complement and provide flexibility within the teams.
20. The Finance and Resources Director circulated summary sheets which provided transfer review programme results up to 12 July.
21. 4543 review visits had been created, which had been slightly above target, with 2309 visits completed and 2234 still work in progress with assessors.
22. 225 reports were returned from assessors last week which was good progress. The Finance and Resources Director advised that 12 new assessors have been recruited, due to start in August, which will give extra capacity and flexibility within the programme.
23. The Finance and Resource Director gave an overview of the forecast for visits completed. The Chair commented that due to the fact that the review clearance times were approximately 8 weeks it would

be beneficial to re profile the forecast to commence from June 2013.

24. Service delivery have outcomed 1661 reviews with 648 still going through the process, this figure being consistent with the teams usual work in progress. Statistics show that there is sufficient capacity within Service Delivery to deliver the programme.
25. Trustees queried the amount of cases where funding had been reduced following the review visit. The Finance and Resource Director confirmed that this was mainly due to an increase in Available Income mostly as a consequence of an increase in benefits, it was noted this was not a new trend.
26. LA attendance at review visits continued to show excellent results at 89% compared to only 64% in the previous year
27. An overview was given on the workload of the customer service team, complaints and UPCC referrals remain low.
28. The Customer Service Excellence assessment took place on 19 June and are awaiting their report, initial feedback had been positive.
29. There had been 2148 replies from Group 1 users to contact their Local Authority, 449 require further investigation. 1548 have provided consent and 115 have rejected the request. A chaser letter will be issued to those users who have not responded.
30. The Social Work team continue to be busy, mainly focussing on assessor recruitment and training.

Outcome: Trustees noted the content of the report.

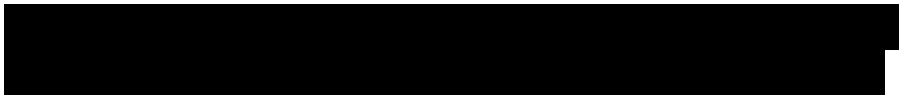
Item 8: Finance Dashboard

- 31. The Finance and Resources Director gave an overview of the financial results for June.
- 32. Forecasts remain on track for both GB and NI. A revised financial forecast will be presented for Trustees approval in the Autumn.
- 33. Administration forecast remains on target, some areas of spend remaining largely untouched after the first quarter.
- 34. Grant Recovery had another positive month with £2.3m recovered to date and well on track to meet the forecast of £9.2m.

Outcome: Trustees noted the report.

ACTION: A revised financial forecast to be presented for Trustees approval in the Autumn.

Item 9: Strategy, Policy, Communications Dashboard

- 35. The Strategy and SW Director gave an overview of external engagement and communications and policy activity during the month.
- 36. Engagement with LA's, continue on the support plan and receipt and how this will work in practice. We are also working with Nottinghamshire county council looking at how the support plan can be used to risk assess users with alignment and package costs.
- 37. He advised that the website has been updated to include, a user case study and easy read versions of the TRP and user guides.
- 38. 



Outcome: Trustees noted the report.

Item 10: People and Environment Dashboard

- 39. Sickness absence has reduced again for the month of June to 8.9 days against an internal target of 7 days per person per year.
- 40. A response from the Cabinet Office on the VES business case is awaited. Gwenllian Williams, DWP confirmed that they had received a holding response.
- 41. An update was given on recruitment of AA's and internal roles, the CEO commented that he was pleased to be able to offer these posts which will provide a chance for promotion and give people opportunity to enhance their careers.
- 42. Staff continue to be regularly updated through Exchange briefings and the CEO's blogs.

Outcome: Trustees noted the content of the report.

Item 11: Information and Governance Report inc Risk Register

- 43. The Finance and Resource Director gave an overview of the Information and Governance report.
- 44. Work continues on the transition from GSi to PSN and members of the governance team have been working on the transfer of ILF records to National Archive as part of the lights out plan.
- 45. The risk register profile remains stable, key messages remain the Trust Deed, Debt Management and Data Management.

Outcome: Trustees noted the content of the report.

Item 12: Programme Management Dashboard

46. The Finance and Resource Director gave an overview of the Programme Management Dashboard, areas showing amber would be concluded soon and there were no issues of concern.

47. The Chair commented that the reports were very helpful and would welcome the two page summary on the transfer review programme results on a regular basis. He was assured that the programme was being managed proactively and on track.

Outcome: Trustees noted the content of the report

ACTION: To produce the transfer review programme summary sheets for Trustees on a fortnightly basis.

Item 13: SINGLE EQUALITY SCHEME ACTION PLAN 2012/13 – 2006/pap720

48. The Strategy and SW Director gave an overview of the single equality scheme action plan

49. He reported that 11 out of the 12 desired outcomes have been met and 1 had been partially met. It had been difficult to gain knowledge and support regarding this outcome, however we have now identified organisations that may be able to offer guidance and support in respect of this protected characteristic.

50. Sue Winterburn commented on the wording in 3.4 and the fact that the final sentence would benefit from being more specific.

51. The Strategy & SW Director said that the Equality and Diversity Policy was continually reviewed and

updated on the website which provided more detail and he would review the wording.

Outcome: Trustees noted the paper.

Item 14: TRUST DEED AND POLICY AMENDMENTS – 2006/pap721

52. The Chief Executive said that he was pleased that the amendments have been made to the Trust Deed.

53. A clause giving Trustees indemnity has been written into the deed along with an amendment to ensure users remain eligible should they be transferred to PIP of AFIP and a clause allowing payments of interest on compensation awards, this was in line with a recommendation made by the ombudsman.

54. He advised that an amendment had been made to the COGA to allow greater flexibility in how funding can be used. Whilst he welcomed the change it was limited but will give the opportunity to support and create extra flexibility for some of our users. Trustees will have the power to agree individual cases on an exceptional basis and will now look at the process for presenting these cases.

Outcome: Trustees welcomed the changes and will sign the COGA at the end of the meeting.

Item 15: ADVISORY GROUP UPDATE

55. The Chair of the Advisory Group, Peter Cooke gave an update on the meeting held 3 July at Nottingham. The meeting was joined by two new members [REDACTED]

56. He said that it was a positive meeting with excellent discussion on the transfer review programme, code of practice, the equality scheme and policy issues.

57. The Strategy and SW Director advised that items for the agenda for the next meeting in November would include the new user satisfaction survey, capturing intellectual capital for the wider social care system and TLAP.

Outcome: Trustees noted the update.

Item 16: **AUDIT COMMITTEE MINUTES 27 May and 5 June 2013 – 2006/pap722**

58. The Chair of the Audit Committee, Mike Boyall gave an update of items discussed at the last Audit Committee meeting and that there were no areas of concern to bring to Trustees attention.

59. Trustees noted the minutes.

Outcome: Trustees noted the minutes.

Item 18: **UPCC MINUTES – 15 May 2013 – 2006/pap723**

60. Trustees noted the UPCC minutes.

Outcome: Trustees noted the minutes.

Item 19: **ANY OTHER BUSINESS**

61.



62. Trustees signed the COGA.

63. The date of the next meeting will be Wednesday 18

September 2013, to be held in London.

64. There being no further business the meeting ended at 12:30 hrs.