

## **RESTRICTED: MANAGEMENT**

### **MINUTES OF THE ILF TRUSTEES BOARD MEETING HELD WEDNESDAY 20 February 2013 AT CAXTON HOUSE, TOTHILL STREET, LONDON.**

#### **Present:**

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

In Attendance: James Sanderson, Chief Executive  
Dawn Brown, Financial Controller  
Emma Hynd, Head of Customer Service  
Gwenllian Williams, DWP  
Daniel Nicholls, DWP  
Pam Mellors, Minutes

#### **Item 1: INTRODUCTION**

1. The Chair welcomed everyone to the meeting.

#### **Apologies**

Sue Winterburn.

#### **Item 2: CONFLICTS OF INTEREST**

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

#### **Item 3: MINUTES OF THE MEETING HELD 19 December 2012 - 2006/pap667**

3. The minutes of the 19 December 2012 meeting were agreed as an accurate reflection of the meeting.

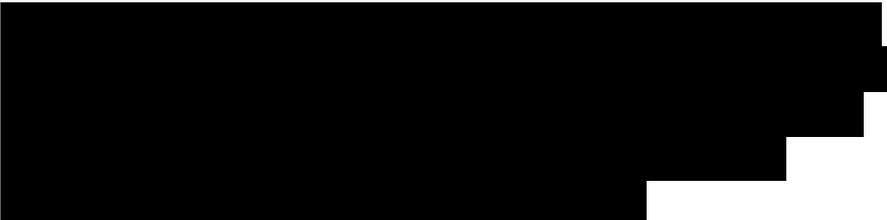
**Item 4: ACTION POINTS AND MATTERS ARISING  
2006/pap668**

4. The outstanding action points were noted.
5. Trustees noted that a submission on the Trust Deed changes has been agreed with DWP and is now ready for Ministerial approval. This includes all amendments to support the Transfer Review Programme, QSS, PIP, Ex-gratia and Trustees Indemnity. Amendments should be in place for the end of March.
6. The Chair advised that all Trustees appraisals had now been completed.

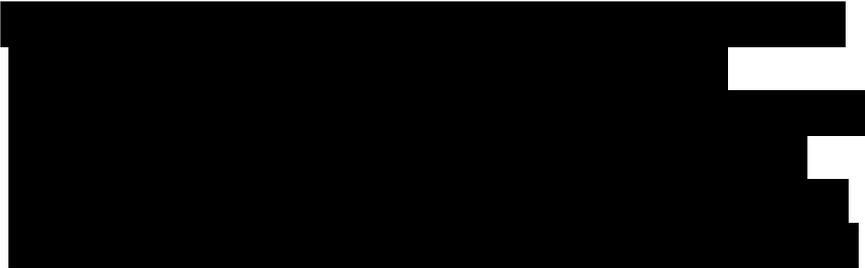
**Outcome: Trustees noted the outstanding actions.**

**Item 5 CHAIRMAN'S BUSINESS**

7. The Chair reported that it had been a busy time for the organisation since Trustees last met. He had chaired, along with the Chief Executive, the Stakeholder Meetings with Top 15 LA's on 31 January and User and Disability Organisations on the 6 February.
8. He gave Trustees an update on the extension of his appointment, this has now been agreed by OCPA and is now waiting Ministerial and No 10 approval. His appointment would terminate 31 March 2015. It was noted that there still may be an issue after this date due to signing of the accounts, however this would be looked at as part of the lights out programme.

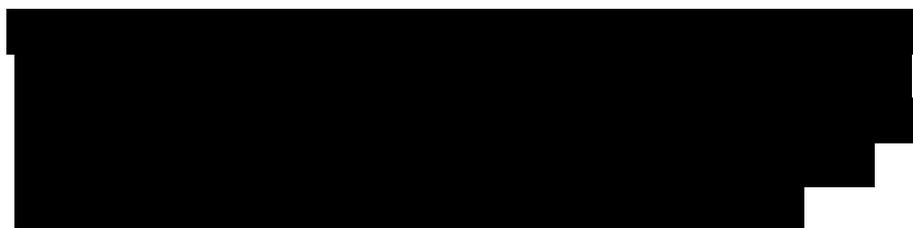
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**Item 6 CHIEF EXECUTIVES REPORT – 2006/pap669**

10. The Chief Executive gave an update on the Transfer Review Programme. Stage 2 and 3 of the engagement plan has now been completed and since then, these have been consolidated with follow up meetings with the devolved administrations and conference calls which have been arranged with attendees of the stakeholder meetings for early March.
11. Stage 4 of the plan commenced yesterday, in Glasgow, Wrexham and Belfast and we have teams out facilitating these events. He commented that he was pleased with the success of the plan so far however it has been a significant undertaking for all those concerned.
12. He advised that feedback from stakeholders had been incorporated into the Transfer Review Programme guide for UK and will be printed for mail out week commencing 18 March. Following discussions with the devolved administrations we are working with them on similar guides which will include a guide in Welsh.
13. A large rectangular area of the document has been completely redacted with black ink, obscuring the text for item 13.
14. A press release was published on the website on 11 February that provides an update on our plans.
15. He had had conference calls with ADASS to discuss the Code of Practice who have agreed a draft in principle, it was hoped to share the draft with the devolved administrations.

16. Staff continue to be updated through blogs and drop in sessions have also been arranged, so that staff can look at the draft documentation that is going out to users and discuss any areas of concern in relation to the programme.

17.



**Outcome:** Trustees noted the report.

**Item 7 SERVICE DELIVERY REPORT – 2006/pap670**

18. The Head of Customer Service reported that performance figures for January show that all internal and external performance targets continue to be met.

19. Final allocations have been made under the biennial review programme, any visits not carried out within agreed timeframes will be returned and re allocated under the transfer review programme.

20. An update was given on Payment Security. There had been a noticeable increase in referrals made to the Fraud Manager and the situation is being closely monitored. Mike Boyall commented that this had been discussed and noted by the Audit Committee.

21. Internal Auditors, PWC, had carried out a fraud health check, a draft report had been received and recommendations made were currently being considered. Trustees noted that the report would be presented at the next Audit Committee meeting.

22. The Head of Customer Service informed Trustees that the Head of Payment Security was leaving for pastures new in March.

23. There had been a reduction in complaints and decision reviews received during January, however there had been an increase in SMP referrals with increase requests making up the majority of the workload.
24. The Experiential Survey results this month mainly express concerns users have over the decision to close the ILF.
25. An update was given on the activity within the Social Work Team, work was on going on assessor training and the team are continuing to recruit assessors to ensure there is sufficient capacity for the Transfer Review Programme.
26. The Chair commented that it was pleasing to see an increase in user outcome satisfaction in view of the current circumstances of the organisation. He also commented on the excellent results for award accuracy for January, 100% being achieved.

**Outcome: Trustees noted the content of the report.**

**Item 8: FINANCE REPORT – 2006/pap671**

27. The Financial Controller gave an overview of the financial results for January.
28. She explained that end of January results show that the likely end of year figures will be less than existing forecast. At the end of January GB had a contingency of £2.6m and grant recoveries were well on track therefore it was recommended to reduce the GB forecast to £302m. Trustees agreed the reduction in forecast.
29. Trustees discussed the grant recovery position and the return of unspent monies. The Financial controller explained that the main reason for returning unspent monies was that the care package

was in place but the users have difficulty in appointing carers. A recent review of the return of unspent monies had been undertaken, findings showed that current best practice is being carried out however this could further be supported by some minor changes in process which have now been implemented.

30. She advised that the administration spend was £5.87m which includes provision for the costs of stakeholder engagement.
31. A tender exercise has taken place for legal services in Scotland, 11 tenders had been received. Progress to transfer to the Government contract for printing services hosted by HMRC had been delayed and we will continue to use [REDACTED] until issues have been resolved.

**Outcome:** Trustees noted the content of the report.  
Trustees agreed the reduction in forecast to £302m.

**Item 9: STRATEGY, POLICY AND COMMUNICATION REPORT – 2006/pap672**

32. The Head of Customer Service reported that a full review of user policies had been undertaken to ensure they are consistent in approach and fit for purpose for the Transfer Review Programme. Policies will be presented to Trustees for approval.
33. Work was on going to seek an amendment to QSS which would include a change to the COGA.  
[REDACTED]
34. An accompanying policy would be drafted on QSS and it was planned that a panel would agree all cases.

35. An update was given on the Right to Control, the ILF continue their commitment with the programme and members of the SMB attending RTC Boards and conferences.
36. Essex have continued to press for an extension of the second phase of the single assessment pilot, and SMB had agreed not to go ahead as it was imperative that the ILF visits all users under the Transfer review programme.

**Outcome: Trustees noted the report.**

**Item 10: PEOPLE AND ENVIRONMENT REPORT –2006/pap673**

37. The Financial Controller reported that sickness absence levels had risen to 10.2 days in January. 46% of absences were due to long term sickness with short term absence mainly attributed to colds and flu, it was hoped to see an improvement next month when all people on long term sickness will be back to work.
38. A new Senior Social Work Manager had been recruited and will start on Monday 25 February and plans are in place to recruit a further manager in this area.
39. Following the announcement of the IiP silver award, the report had now been received from the Assessor. The report was very positive and highlighted the need to maintain the level commitment to employees throughout the life time of the fund. With this in mind a continuous improvement plan has been developed based on the activities suggested by the assessor.
40. The Financial Controller gave an update on internal communications which included a new section on the intranet homepage to house all information relating

to the transfer review programme and the GSi e-mail went live on 4 February 2013.

41. The Chief Executive reported that the Head of HR was currently working on the business case for the exit schemes for the end of the financial year. SMB have arranged a planning day at the end of March to look at the structure of the organisation moving into the transfer review programme.

**Outcome: Trustees noted the report.**

**Item 11: GOVERNANCE REPORT – 2006/pap674**

42. The Financial Controller reported that the interim external audit had gone well.

43. Internal Audit had completed four draft reports during the quarter, once recommendations have been agreed by Management they will be presented to the Audit Committee. Trustees noted that there had been no areas of significant concern that should be brought to their attention.

44. The Information Manager has been working on the asset register this will inform the lights out programme to help with the destruction and transfer of information/records on closure.

**Outcome: Trustees noted the report.**

**Item 12: RISK REGISTER – 2006/pap675**

45. The Chief Executive said that the strategic risk register would now remain a separate document and a refined document highlighting the implications during the Transfer Review Programme will take effect from 1 April 2013. A highlight report will be presented to Trustees on a monthly basis with a full report on a quarterly basis, and this will also be presented to the Audit Committee.

**Outcome:** Trustees noted the report.

**Item 13: UPDATE FROM THE ADVISORY GROUP**

46. The Chief Executive advised that the Advisory Group met in January to review the Transfer Review Programme and the Support Plan.
47. It was planned to present the documents which now includes their input to the next meeting on 26 February.
48. It was acknowledged that their role and remit should be considered once the Transfer Review Programme is implemented.

**Outcome:** Trustees noted the update.

**Item 14: UPDATE FROM THE AUDIT COMMITTEE**

49. Mike Boyall, the Chair of the Audit Committee updated the board on discussions at the last meeting, main discussion focussed on preparing for the annual report and accounts and the lights out plan.
50. He said that there were no significant concerns to bring to the boards attention.

**Outcome:** Trustees noted the update.

**Item 15: QUARTERLY BUSINESS PLAN UPDATE – QTR 3 – 2006/pap676**

51. The Chief Executive reported excellent progress on the business plan.
52. Work is ongoing to present a draft business plan for 2013/15 for agreement at the next meeting.
53. The Chair would like to thank all staff for their continued effort and commitment that has been

demonstrated through the achievement of the business plan.

**Outcome: Trustees noted the report.**

**Item 16: MONTHLY UPDATE – 2006/pap677**

54. Trustees noted the monthly update.

**Outcome: Trustees noted the monthly update.**

**Item 17: MINUTES OF UPCC 19 December 2012 – 2006/pap678**

55. Trustees noted the UPCC minutes.

**Outcome: Trustees noted the minutes.**

**Item 16: ANY OTHER BUSINESS**

56. The date of the next meeting will be Wednesday 20 March 2013, to be held in London.

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