

RESTRICTED: MANAGEMENT

**MINUTES OF THE ILF TRUSTEES BOARD MEETING HELD WEDNESDAY
18 September 2013 AT CAXTON HOUSE, LONDON.**

Present:

Trustees Board: Stephen Jack (Chair)
Yogi Amin
Mike Boyall
Sally Sparrow
Sue Winterburn

In Attendance: James Sanderson, (Chief Executive)
Steve Jarratt (Finance and Resources Director)
Jennie Walker (Head of Corporate Affairs)
Gwenllian Williams (DWP)
Diana Hannachi (DWP)
Pam Mellors, Minutes

Item 1: INTRODUCTION

1. The Chair welcomed everyone to the meeting

Apologies

Peter Cooke.

Item 2: CONFLICTS OF INTEREST

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

**Item 3: MINUTES OF THE MEETING HELD 17 July 2013 -
2006/pap724**

3. The minutes of the 17 July 2013 meetings were agreed as an accurate reflection of the meeting.

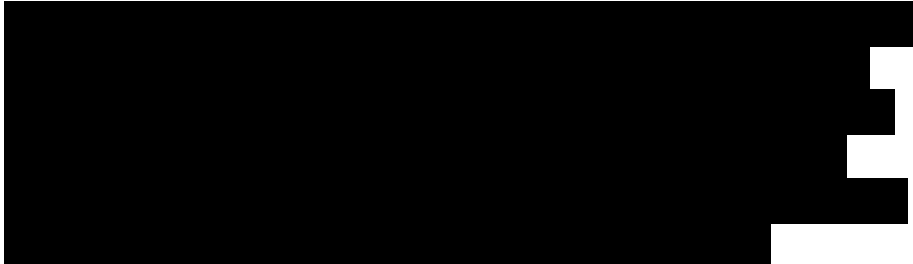
**Item 4: ACTION POINTS AND MATTERS ARISING
2006/pap725**

4. The outstanding action points were now cleared.

Outcome: All outstanding actions are now cleared.

Item 5: CHAIRMAN'S BUSINESS

5. The Chair advised that Peter Cooke had visited the ILF offices last Thursday to meet with the CEO and colleagues to discuss the Governance structure for the TRP and capturing intellectual capital.

6. 

7. The Chair advised that he had been approached by the Department to take part in the process of recruiting a new CEO for Remploy as an independent panel member and had been working with the team involved with that.

Action: To circulate letter to the Minister to Trustees for information.

Item 6: CHIEF EXECUTIVE'S REPORT – 2006/pap726

8. The Chief Executive reported that he was pleased with the progress made on the TRP so far. 40% of visits have been raised 25% of the population have had a visit completed and 20% of our users have received a fully outcome support plan.

9. He advised that now the TRP is established, focus is now shifting to the governance structure and closure plans. Meetings have been held with the department

with regards to the retention and transfer of data and debt, updates will be provided to the Audit Committee at their October meeting.

10. Jennie Walker is also looking at Trust Deed issues on closure and she has arranged a meeting with Dawn De Silva and the department early next week for further discussion.
11. Following the note provided on the engagement plan the Chair asked for further information on the study days dates for assessors. It was agreed to circulate information to Trustees by e-mail.
12. The CEO reported that although the programme was progressing well, there remained a few pressure areas for the organisation which include [REDACTED] the physical infrastructure and staffing resources to support lights out activity however, we were working closely with the sponsor team to address these issues.

Outcome: Trustees noted the content of the report.

Action: Circulate study day details to Trustees.

Item 7: **ORGANISATIONAL PERFORMANCE DASHBOARD REPORTS – 2006/pap727**

Operational Performance Dashboard

13. The Finance and Resources Director provided a summary of the operational performance, internal and external targets had been met for the months of July and August.
14. Overall progress on TRP was good and better than plan to-date with no issues of materiality emerging. All targets are being delivered and review clearance remains constant at 9.3 weeks against an internal target of 10 weeks which is also a positive indicator.

15. Work in progress within the Service Delivery teams have been consistent though August around 700 – 750. Additional management information is being developed to break down the WIP to try and identify any further efficiency opportunities to improve the outcome of the review process.
16. We have recruited new Assessors taking the total population to 95, and the SW Team are currently undertaking further recruitment of two more posts in Scotland. Most Assessors have received their induction/training, however due to the CRB checking service it is taking quite some time to get some of them productive..
17. There had been 343 deferred visits so far, as these represent ‘wastage’ these are being investigated in more detail at the performance review board, but it seems on the surface the reason for this is largely as a consequence of our encouragement of LA’s attending review visits. LA engagement still remains high at 86.4% but there is a balance needed between LA attendance level and the need to complete the programme.
18. Workloads remain broadly constant for the customer service team and complaints remain low.
19. The majority of Group 1 users have now given consent and work is being undertaken on how we deal with the refusals/no replies. Scripts are being written for Service Delivery and Assessors to ensure users are aware of the implications and that this is clearly logged at the review visit. The SW team are heavily involved in the process from a safeguarding perspective.

Outcome: Trustees noted the content of the report.

Item 8: Finance Dashboard

- 20. The Finance and Resources Director gave an overview of the financial results for August which were positive and within the budgets .
- 21. He advised that proposals for a reduction in forecasts will be discussed later on the agenda.
- 22. Attrition was running at 6% which was slightly higher than anticipated. Pricing has also not seen the increase allowed for resulting in average rates for group 2 users in payment remaining flat.
- 23. Administration expenditure remains on track and mid year budget reviews will take place in October.
- 24. Grant Recovery had another positive month with £3.81m recovered to date and on track to meet the forecast of £9.2m.

Outcome: Trustees noted the report.

Item 9: Strategy, Policy, Communications Dashboard

- 25. Engagement with LAs, 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.
- 26. The CEO had also been in contact with Penny Ciniewicz, chair of ACE to discuss the concept of a wider meeting with NDPB's to consider approaches to closure, sharing learning and best practice and capturing intellectual capital for use beyond the programme.
- 27. The Scottish Government has launched their consultation and this has been published on the ILF

website, a letter has been sent to all users living in Scotland to ensure there is no confusion regarding the consultation.

Outcome: Trustees noted the report.

Item 10: People and Environment Dashboard

28. The Finance and Resources Director gave an overview of the results for August noting that sickness absence has reduced again for the month of August to 8.3 days against an internal target of 7 days per person per year.

29. PCS had rejected the pay offer due to the national position. The offer will be imposed and increases paid with September salaries. It was considered to be a fair offer in the circumstances.

30. An update was given on the recent external recruitment of AA's and internal promotional opportunities created within the organisation.

31. An additional paper was circulated on staff turnover since the announcement of closure to date. It outlined posts that had become vacant and how these have been filled as well the opportunities created for people. It was noted that the leavers had been in senior specialist posts, the majority had left for promotion and two had emigrated. The Finance and Resource Director commented that there was always a risk that a higher number of people will leave beyond normal turnover and this had been highlighted as a risk to the programme particularly within the last year.

Outcome: Trustees noted the content of the report.

Item 11: Information and Governance Report inc Risk Register

32. Work continues on the process for preparing records for permanent preservation. The process has been trialled which will help give a more accurate timescale for completion. Most records including user files will be transferred to Heywood DWP the main document storage site.

33. The top six risks on the governance dashboard were noted. The full risk register will be reviewed by the Audit Committee in October.

Outcome: Trustees noted the content of the report.

Item 12: Programme Management Dashboard

34. The Finance and Resource Director gave an overview of the Programme Management Dashboard which showed progress in all work streams.

35. The Chair commented that he was pleased with the reports and that they showed good progress made in all areas, however recognised that there were still challenges ahead.

Outcome: Trustees noted the content of the report

Item 13: PROPOSED REVISION OF FINANCIAL FORECASTS 2013/14 and 2014/15 – 2006/pap728

36. The Finance and Resources Director advised that financial forecasts had been reviewed. DWP, [REDACTED] [REDACTED] have asked for a 'best estimate' with minimal contingency provisions.

37. He advised that the position at the end of August indicates that the expenditure for the current financial year will be lower than allocation and

summaries had been provided for GB and NI showing the forecast on a monthly basis.

38. The GB forecast proposed is £280.1m a reduction of £12.1m. This reduction is driven from increased grant recoveries, the withdrawal of the budgeted contingency, increase in user attrition and pricing emerging below the budgeted 4% level. He felt that this proposal was deliverable.
39. Trustees were slightly concerned about grant recoveries and the forecasts were dependent on achieving this. The Finance and Resource Director advised that Grant Recovery was on target for this year and the return of unspent monies remained strong, however this has been reduced by 30% to £6m for 2014/15 reflecting the closure position of the TRP in the final year.
40. An NI forecast of £8.6m is proposed and has been supported by DSDNI.
41. A forecast for 2014/15 was proposed at £272.7m for GB and £8.4m for NI. It was noted that there were no closure costs in any of these forecasts.
42. DWP confirmed that closure costs had been accounted for in a separate business case.
43. After discussion Trustees approved the proposed revised forecasts for 2013/14 and forecasts for 2014/15.

Outcome: Trustees approved revised 2013/14 forecasts £280.1m for GB and £8.6m for NI.
Trustees approved forecast for 2014/15 £272.7m for GB and £8.4m for NI.

Item 14: USER POLICY REVIEWS –2006/pap729

44. The Head of Corporate Affairs advised that following a biennial review, changes have been made to the following policies :-

Continuing Health Care
School meals allowance
Employer support
Industrial Injuries Disablement benefit
Residence and Presence
War Disablement pension
Carers allowance
Run off payments (group 3)
LA Threshold sum
Loan interest
Treatment of capital
Pension credit
Supporting people
Constant attendance allowance

45. The majority have been amended due to terminology and cross referencing. The main change concerns Continuing Health Care (CHC) which has been amended to allow the ILF to continue to fund support where a group 2 user is in receipt of fully funded CHC. This will bring the policy into line with the legal position and there is not expected to be a financial impact. The School meals allowance has been revised in line with school meal inflation.

46. Trustees noted the changes and ratified the user policies.

Outcome: Trustees ratified the policies.

Item 15: PROCESS FOR FLEXIBLE FUNDING REQUESTS – 2006/pap730

47. The Head of Corporate Affairs advised that following recent changes to the COGA that extended ILF's

power to make payments for other than engaging a personal assistant, for example the purchase of equipment, recommendations have been made for such requests to be considered.

48. It was recommended that an internal panel is established to consider requests to ensure requirements are met and to make a recommendation to three Trustees of the UPCC. The route of appeal would be through the Trustees board.
49. It was also recommended that if a large volume of requests are received Trustees may want to consider full delegation of decision making power to the panel.
50. The Chair asked for guidance to clarify that any upfront payment needed to be paid over the life time of the ILF, by 31 March 2015.

Outcome: Trustees agreed the process for Flexible Funding requests.

Action: To update guidance to clarify that any upfront payment will be need to be paid back by 31 March 2015.

Item 16: USER SATISFACTION SURVEY – 2006/pap731

51. The Chief Executive reported that the paper gave a summary of results received from the new user satisfaction survey.
52. Result have shown that the service we set out to deliver as part of the Transfer Review Programme is being achieved with each of the questions having received at least a 90% positive response so far.
53. Trustees noted that it was planned to provide feedback from the survey in ‘Living’ and to assessors at their study days in October.

Outcome: Trustees noted the minutes.

Item 17: AUDIT COMMITTEE DRAFT AGENDA FOR OCTOBER MEETING – 2006/pap732

54. The Chair of the Audit Committee advised that in addition to standard items the agenda now included a regular update on the transfer review programme. There are also reports on lights out progress and risk register for further discussion.

55. He advised that NAO remain engaged with all issues in relation to the lights out plan. It was noted that the Chief Executive and the Finance and Resources Director were meeting with [REDACTED] at NAO today to update him on the transfer review programme and lights out plan.

Outcome: Trustees noted the Audit Committee agenda.

Item 18: UPCC MINUTES – 17 July 2013 – 2006/pap733

56. Trustees noted the UPCC minutes.

Outcome: Trustees noted the minutes.

Item 19: ANY OTHER BUSINESS

57. The date of the next meeting will be Tuesday 22 October 2013, to be held in Nottingham.

58. There being no further business the meeting ended at 12:45 hrs.