

## **RESTRICTED: MANAGEMENT**

### **MINUTES OF THE ILF TRUSTEES BOARD MEETING HELD WEDNESDAY 15 MAY 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)  
Gillian Smith (Head of HR)  
Eleana Soar (Customer Services Manager)  
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 17 April 2013 - 2006/pap705**

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

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

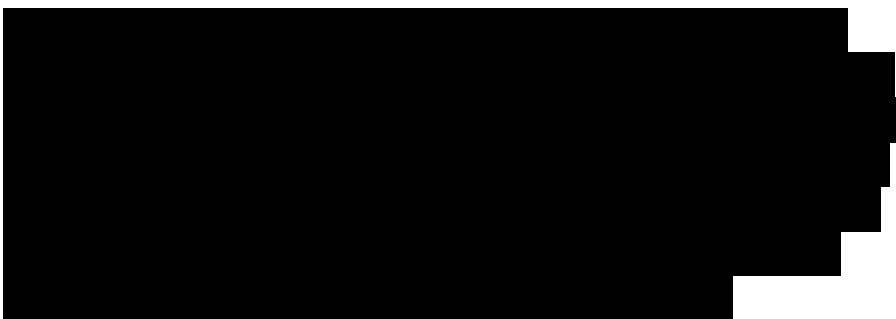
4. The outstanding action points were noted.

5. 

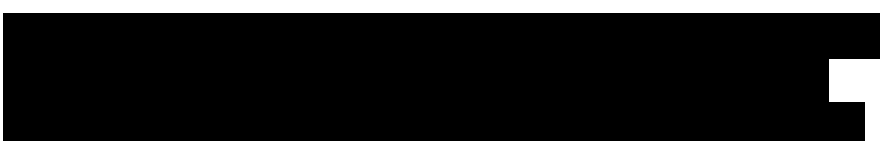
6. The Finance and Resource Director advised that he had carried out some analysis on attrition rates, raised by Peter Cooke at the last meeting. Attrition for Dec 11 – March 12 was 400 users compared to Dec 12 – March 13 at 363, this was a decrease of 10%. However, the specific figure for the month of January 13 was the highest over the last two years with 125 users leaving payment.

**Outcome: All outstanding actions are now cleared.**

**Item 5: CHAIRMAN’S BUSINESS**

7. 

8. The Chair, Vice Chair, Chief Executive and the Finance and Resources Director attended the bi-annual Senior Accountable Officer Meeting with Jeremy Moore, Michelle Dyson and Gwenllian Williams, this was a positive meeting. DWP acknowledged our achievements and recognised the critical risks that need to be managed going forward.

9. 



10. The next meeting on 19 June will be held in Nottingham and will focus on Board Effectiveness. The Chief Executive advised that it was planned to invite a speaker from a LA to provide an insight into how they are managing the Transfer Review Programme.

**Item 6: CHIEF EXECUTIVE'S REPORT – 2006/pap707**

11. The Chief Executive advised that following agreement with ADASS on the Code of Practice for England a press release was published on 7 May. Letters have been sent to all LA's and an article will also be published in the LGA, Health Adult Social Care and Ageing bulletin.
12. Work continues with Scotland and Wales' officials on a similar document.
13. The CEO met with Julie Jaye Charles from the Equalities National Council (ENC), on 1 May. It was an extremely positive meeting and agreed a number of areas to work together on over the next couple of years, in particular encouraging the take up of Direct Payments by BME disabled people. We received positive feedback on the code of practice and agreed to make a joint press statement to promote this.
14. The Chief Executive and the Finance and Resources Director attended the annual ACE Conference in London at the end of April. The Chief Executive advised that the conference provided opportunities to speak to other Chief Executives in organisations who have gone through closure programme and has

already met with Elaine Lorimer currently at the Law Commission to share her experiences.

15. Yogi Amin asked if there were any reports available from other organisations which provided a benchmark for closure of NDPB's which could help inform the lights out programme.

16. The Finance and Resource Director advised that he had received a number of reports from NAO and visited the Independent Review Service which had operated along similar lines to the ILF and found nothing significantly different to what was outlined in the summary ILF lights out plan. This lights plan had been to NAO for review and a paper will be presented to the Audit Committee at their next meeting, however they had not identified any omissions.

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

### **ORGANISATIONAL PERFORMANCE DASHBOARD REPORTS – 2006/pap708**

17. The Chief Executive advised that the new style performance dashboard reports were being trialled this month, he said that there were still improvements to be made and would appreciate Trustees feedback/comments.

### **Item 7: Operational Performance Dashboard**

18. The Finance and Resources Director provided a summary of the operational performance for April

19. He advised that due to the introduction of the Transfer Review Programme (TRP) and the new targets relating to the programme the statistics are limited in value for April. However by the end of May a clearer picture will be emerging to look at progress against the plan.

20. Other targets remain on track, review clearance is low due to the start of the transfer review programme.
21. The LA team are still chasing contacts to confirm leads for the Transfer Review Programme, so far 126 LA's have responded.
22. An update on Payment Security was given. The team is meeting our new Scottish Solicitors, Morton Fraser to establish working relations.
23. An overview of Social Work activity was provided, Trustees noted assessor capacity and that it was planned to recruit additional assessors in some areas.
24. SMP cases continue to reduce due to the transition between programmes. There were two complaints and one decision review during April.
25. Trustees discussed what additional information they would like to see included, for example details of performance by region, this was noted and agreed to incorporate into future reports.

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

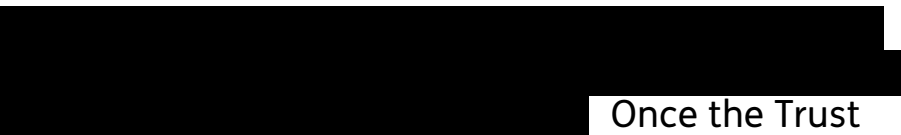
**Item 8: Finance Dashboard**

26. The Finance and Resources Director gave an overview of the financial results for April.
27. Expenditure remains on track. However he advised that following end of year results and the budget set for 2013/14 he will be proposing a reduction in the forecast in due course.
28. Administration budget has been set at £5.78m and has been delegated from the CEO to individual budget holders.

29. Attrition has been set at 5% which remains broadly the same as the previous year.
30. Grant Recovery had a good month with £0.9m recovered to date. The target for the year is £9.2m.
31. The Annual Report and Accounts is proceeding to timetable. We are still awaiting MyCSP pension information and this is not likely to be available until the 3<sup>rd</sup> June, the delay is outside of ILF control and NAO are aware of the situation.

**Outcome: Trustees noted the report.**

**Item 9: Strategy, Policy, Communications Dashboard**

32. The Finance and Resources Director gave an overview of external engagement and communications and policy activity during the month.
33. An easy read guide of the user guide has been produced and easy read guides of the Transfer Review Programme guide and the Your Responsibilities booklet are currently in production.
34.  Once the Trust Deed has been amended staff and assessors will be trained and a funding panel will be formalised to consider cases on their individual merit.

**Outcome: Trustees noted the report.**

**Item 10: People and Environment Dashboard**

35. The Head of HR advised that sickness absence still remained at 9.9 days per person per year against the internal target of 7 days. Sickness absence for April

had doubled compared to March due to three people taking 45 days between them.

36. She explained that SMB had agreed to reduce the FTE complement down to 106 from 114. There was still 100 FTE in post, so a 106 complement should still provide a sufficient cushion should additional resource be required to ensure delivery of the Transfer Review Programme.

37. The pay remit has been submitted to DWP, once this has been approved negotiations can then begin with PCS.

38. Office moves have been completed successfully with the Social Work and LA liaison team moving to the first floor and the payment security team relocating to the ground floor.

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

**Item 11: Information and Governance Report inc Risk Register**

39. The Finance and Resource Director advised that following the introduction of GSi, this will now be upgraded to PSN (Public Service Network). This will require an IT health check which could create more work for the IT team.

40. A summary was given on the Internal Audit programme and reports completed. These will be presented to the next Audit Committee.

41. A draft strategic heat map had been included in the report, this will be updated throughout the coming months.

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

42. The Finance and Resource Director gave an overview of the risk register dashboard. This reports on the top 6 risks along with key messages. This will be a changing profile throughout the year as the organisation moves through the Transfer Review Programme.

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

**Item 12: Programme Management Dashboard**

43. The Finance and Resource Director explained that this was a new report to capture the progress of the Transfer Review Programme. The information in the report would become more meaningful as the programme progresses.

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

44. Trustees were content with the general format of the reports and agreed that the dashboards provided a helpful summary.

**ACTION:** To make changes as suggested to the Dashboards for the next Trustees Board meeting.

**Item 13:** [Redacted]

45. [Redacted]

46. [Redacted]



47.

[REDACTED]

48.

[REDACTED]

49.

[REDACTED]

50.

[REDACTED]

**Outcome:** Trustees noted the paper.

**Item 14:** BUSINESS PLAN – END OF YEAR REPORT – 2006/pap710

51. The Chief Executive presented the end of year business plan report. The organisation had an exceptional year and successfully delivered the business plan objectives, in addition to supporting a successful consultation process on behalf of DWP and carrying out an engagement programme to support the delivery of the Transfer Review Programme.

**Outcome:** Trustees noted the report.

**Item 15:** YEAR END STEWARDSHIP REPORT – 2006/pap711

52. The Chief Executive presented the end of year stewardship report. This report is used by both Internal Audit and the Accounting Officer to gain assurance that there are sound systems of internal

control in place and effectively operating during the financial year.

53. The report demonstrated that strong performance had been delivered during what had been a very challenging year with the added pressures on resources being committed to additional activity.

54. Trustees acknowledged the excellent achievement on performance and delivery for the year as highlighted in the reports.

**Outcome: Trustees noted the report.**

**Item 16: ADVISORY GROUP MINUTES – 2006/pap712**

55. Trustees noted the Advisory Group minutes.

**Outcome: Trustees noted the minutes.**

**Item 17: UPCC MINUTES – 2006/pap713**

56. Trustees noted the UPCC minutes.

**Outcome: Trustees noted the minutes.**

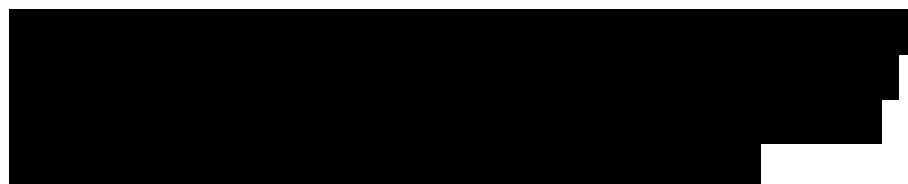
**Item 18: REMUNERATION COMMITTEE MINUTES – 2006/pap714**

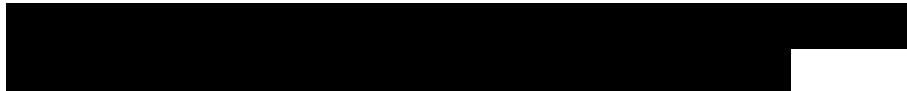
57. Trustees noted the Remuneration Committee minutes.

**Outcome: Trustees noted the minutes.**

**Item 19: ANY OTHER BUSINESS**

58.





59. Yogi Amin asked if there would be an opportunity available for Trustees to attend review visits in order to help with understanding of the process. It was agreed to arrange for the Autumn.

**ACTION: To arrange review visits for Trustees to attend in the Autumn.**

60. The date of the next meeting will be Wednesday 19 June 2013, to be held in Nottingham.

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