

## **RESTRICTED: MANAGEMENT**

### **MINUTES OF THE ILF TRUSTEES BOARD MEETING HELD WEDNESDAY 17 APRIL 2013 AT ILF, NOTTINGHAM.**

#### **Present:**

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

In Attendance: James Sanderson, (Chief Executive)  
Steve Jarratt (Finance and Resources Director)  
Jesse Harris (Strategy & SW Director)  
John Denore (Head of Operations)  
Gillian Smith (Head of HR)  
Gwenllian Williams (DWP)  
Pam Mellors, Minutes

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

1. The Chair welcomed everyone to the meeting.

#### **Apologies**

Marie Martin.

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

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

#### **Item 3: MINUTES OF THE MEETING HELD 20 March 2013 - 2006/pap693**

3. The minutes of the 20 March 2013 meeting were agreed as an accurate reflection of the meeting.

**Item 4: ACTION POINTS AND MATTERS ARISING  
2006/pap680**

4. The outstanding action points were noted.

5. 

6. All comments Trustees made in relation to the policy changes at the last meeting have been incorporated and final drafts have now been published.

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

**Item 5: STANDING ORDERS AND REGISTER OF INTERESTS –  
2006/pap695**

7. Trustees noted that there had been no changes to the standing orders since they were agreed in April 2012.

8. Sally Sparrow explained that following the Remuneration Committee meeting this morning the terms of reference had been amended to confirm that the quorum would be three Trustees rather than two. Trustees noted the change.

9. She also noted that there were no terms of reference for the UPCC included in the papers. Trustees noted that there had been no amendments since they were last agreed.

10. Trustees ratified:  
Trustees code of conduct  
Policy on Conflicts of Interests  
Office Holders and Role Descriptions  
Standing Orders and DPA appendix

11. Trustees were asked to complete and return the Register of Interests form to the Corporate Affairs Manager.

**Outcome:** Trustees ratified the standing orders and agreed to complete an updated Register of Interests.

**Item 6: ELECTION OF ROLES**

12. The Chair advised that Trustees were content to remain in their current roles for 2013/14 year and no changes were proposed.

13. The Chair invited nominations from Trustees for membership of the sub committees.

14. Peter Cooke was elected as Vice Chair of the Board (nominated by Stephen Jack and seconded by Mike Boyall).

15. Mike Boyall was elected as Treasurer of the Board (nominated by Stephen Jack and seconded by Peter Cooke).

16. Sally Sparrow was elected as the User Personal Case Committee Chair (nominated by Stephen Jack and seconded by Sue Winterburn).

17. UPCC membership will remain the same – Sally Sparrow, Peter Cooke, Yogi Amin, Sue Winterburn and Marie Martin.

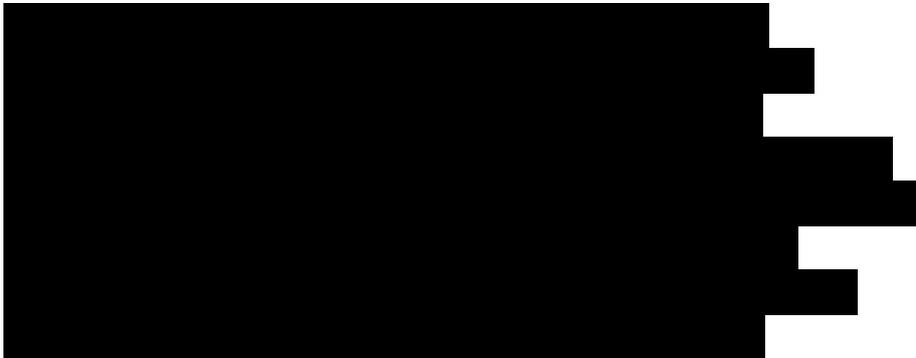
18. Sally Sparrow was elected as the Remuneration Committee Chair (nominated by Stephen Jack and seconded by Sue Winterburn).

19. Remuneration Committee will remain the same – Sally Sparrow, Sue Winterburn, Marie Martin and Yogi Amin.

- 20. Mike Boyall will sit as the Audit Committee Chair (AC is chaired by the Treasurer).
- 21. Audit Committee membership will remain the same, Mike Boyall, Peter Cooke, Yogi Amin and Sue Winterburn.
- 22. The Chair advised that the governance of the sub committees may need to be revisited later in the year due to two Trustees appointments ending in August 2013. There was also the issue of signing the accounts on closure of the fund.

**Item 7: CHAIRMAN'S BUSINESS**

- 23. The Chair reported that he had received a letter from the Minister for Disabled People to confirm his reappointment to 31 March 2015, which he accepted. A press announcement would follow shortly.

24. 

25. 

26. The bi-annual Senior Accountable Officer meeting is taking place on 7 May 2013.

**Item 8: CHIEF EXECUTIVE'S REPORT – 2006/pap696**

27. The Chief Executive reported that he was extremely pleased with the overall end of year performance results.

28. The Transfer Review Programme commenced 2 April, 1255 visits have been allocated against a target of 1252, 34 reports have been returned and to date 3 have been completed.

29. Work continues with the Local Authorities to support them with the review programme, there have been some issues around data sharing and we are working with these particular authorities to assist them where we can.

30. The Chief Executive advised that the Transfer Delivery Board continues to meet, the main focus now being the transfer delivery programme, finance, legal and the lights out work streams.

31. He reported that [REDACTED] has now joined the sponsor team and arrangements have been made to meet her tomorrow whilst at Caxton House for a formal introduction.

32. The Business Plan for 2013-15 has now been signed off by the department and will now be published on the website.

33. The Chief Executive gave an overview of changes to the organisational structure and new posts agreed at the SMB planning day held 27 March. He commented that he was keen to create development opportunities for staff and ensure that key areas of

the organisation were strengthened to support the delivery of the transfer review programme.

34. SMB gave presentations on their priority areas of work in the Business Plan and the potential challenges in delivery. In discussion with Trustees SMB outlined work to be undertaken over the next two years to ensure a smooth transfer for users to Local Authorities, support staff and deliver an efficient closure programme. Trustees agreed that the overview from the management team was very helpful and re-enforced understanding.

**Outcome: Trustees noted the content of the report and presentations made by SMB.**

**Item 9: SERVICE DELIVERY REPORT – 2006/pap697**

35. The Head of Operations reported on the excellent end of year performance results;

Review Clearance – 8.9 weeks against a target of 11 weeks.

Award Accuracy – 99.5% against a target of 98%.

User Outcome satisfaction – 96.9% against a target of 92%.

All internal targets were also met which was a great achievement within a challenging year.

36. March saw the closure of the biennial review programme and progress was demonstrated in appendix 1 of the report.
37. The Transfer Review Programme commenced 2 April and a weekly allocation meeting is held to select cases for reviews, the first meeting led to the allocation of 580 reviews to begin the programme.
38. An update was given on activity within the Payment Security team.

39. Two further Assessors have been recruited and they attended their induction at the beginning of April.

40.



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

**Item 10: FINANCE REPORT – 2006/pap698**

41. The Finance and Resources Director gave an overview of the financial results for the year end. Results were within the delegated allocations provided and were consistent with progressive forecasts as approved by the board throughout the course of the financial year.

42. The GB result was £301.5m compared to a forecast of £302.0m and an allocated budget of £320.0m.

43. The NI result was £9.2m compared to a forecast of £9.4m and an allocated budget of £10.7m.

44. The final grant recovery result was £10.2m, this was a small decrease from last year when £10.4m was delivered and given the economic backdrop was commendable to all concerned. The UK budget had been set at £9.2m so the result was a £1.0m increase on expectations.

45. The final UK administration cost was £5.73m, this equates to 1.8% of the final allocations for the year and was below the business plan ceiling of 2%. This was an excellent achievement particularly as it encompasses additional consultation costs incurred during the year.

46. In answer to a question the Finance Director said he would carry out some comparisons to see if the bad

weather during the year had had an impact on attrition rates.

**Outcome: Trustees noted the content of the report. SJ to carry out some comparisons to see if the bad weather had had an impact on attrition rates.**

**Item 11: STRATEGY, POLICY AND ENGAGEMENT REPORT – 2006/pap699**

47. The Strategy & SW Director reported on the activities undertaken by his team during the month.
48. The main focus had been communicating the transfer review programme to users, on 18 March we wrote to every user and included a copy of the transfer review programme guide and a new single user guide. On the 19 March, a news item about the launch of the transfer review programme was published on the website with copies of transfer review programme guides for each country of the UK.
49. A number of our system generated letters have been updated to ensure they remain accurate now that the programme has commenced and we have produced a new booklet 'your responsibilities' which will be sent to users prior to their transfer review visit.
50. Following the engagement events, notes have now been collated and sent out to all delegates who attended the events.
51. Work is continuing to further engage with Local Authorities and a letter is being drafted to Social Work Directors to provide a further update on the programme this week.
52. Policies agreed by Trustees at the last meeting have now been published and circulated to Assessors. The team are now in the process of reviewing the Trust

Fund and Treatment of Capital policies to clarify how they should be interpreted.

53. The Strategy & SW Director gave an update on the Right to Control, members of the Senior Management team still remain engaged attending board meetings and steering groups.

**Outcome: Trustees noted the report.**

**Item 12: PEOPLE AND ENVIRONMENT REPORT –2006/pap700**

54. The Head of HR reported that the internal sickness absence target had not been met. The sickness absence levels for the year were 9.9 days per person per year against a 7 day target. Further analysis has shown that the increase was mainly attributed to long term sickness which had trebled from 2011-12 to 2012-13, the short term sickness had also increased but this was due to more people taking time off with winter viruses. There was no evidence to suggest that it was a result of poor morale and since January there has been a considerable reduction in time lost to sickness.

55. The response to the staff preference survey had been very positive with 92% of employees returning the questionnaire. The results will help inform the business case to the Cabinet Office for approval of the exit schemes and also provides HR with what type of support people are looking for to help them find alternative employment.

56. She reported that [REDACTED] people took strike action on 20 March 2013, [REDACTED] and [REDACTED] people took part in a half day strike on 5 April. Both actions were as a result of a national campaign.

**Outcome: Trustees noted the report.**

**Item 13: INFORMATION AND GOVERNANCE REPORT – 2006/pap701**

57. An update on the ILF's information and governance activities for March was provided.
58. Trustees noted that prior to the departure of the Procurement and Building Services Manager a supplier position exercise was completed. They were asked to record and quantify the reduced costs and value for money that their activities brought particularly when comparing the offer price to the negotiated and agreed contract or licence price and this had amounted to £192.9K potential savings.
59. GSi was now fully operational and it has already been identified by our partners that it is a significant development in the ease of information exchange.

**Outcome: Trustees noted the report.**

**Item 14: RISK MANAGEMENT REPORT – 2006/pap702**

60. Trustees noted and approved the end of year risk register.
61. The Chief Executive advised that SMB are meeting on 23 April to discuss the main key risk areas for the organisation and the new style dashboard reporting will be presented at the next meeting.

**Outcome: Trustees approved the strategic risk register and the new reporting template.**

**Item 15: ANNUAL REPORT AND ACCOUNTS 2012/13 – 2006/pap703**

62. The Finance and Resource Director presented the first draft of the Annual Report and Accounts, he advised that this included the majority of comments received

from Trustees and all numbers are still subject to audit.

63. Deloitte the external auditors commenced the audit on Monday 8 April and were provided with this early draft to aid their audit process.

64. Yogi Amin suggested a change in wording on page 63 to 'non recovered grant'. The Finance and Resources Director said that he would discuss this further with the auditors.

**Outcome: Trustees noted the first draft of the Annual Report and Accounts.**

**Item 16: UPDATES FROM SUB COMMITTEES**

65. There were no updates from the sub committees as they have not met since the last Trustees meeting.

**Item 17: ANY OTHER BUSINESS**

66. Peter Cooke circulated a letter from the Minister for Disabled People, Esther McVey to the House of Lords which provided an update on PIP for Trustees information.

67. The date of the next meeting will be Wednesday 15 May 2013, to be held at Caxton House in London.

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