

RESTRICTED: MANAGEMENT

MINUTES OF THE ILF TRUSTEES BOARD MEETING HELD WEDNESDAY 18 December 2013 AT NCVO, ALL SAINTS STREET, LONDON.

Present:

Trustees Board: Stephen Jack (Chair)
Peter Cooke
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)
Emma Hynd (Head of Customer Service)
Pam Mellors, (Minutes)

Item 1: INTRODUCTION

1. The Chair welcomed everyone to the meeting.

Item 2: CONFLICTS OF INTEREST

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

Item 3: MINUTES OF THE MEETING HELD 12 and 20 November 2013 - 2006/pap753

3. The minutes of the 12 and 20 November 2013 meeting were agreed as an accurate reflection of the meeting.

Item 4: ACTION POINTS AND MATTERS ARISING 2006/pap754

4. All outstanding action points were now cleared.

Outcome: All outstanding actions are now cleared.

Item 5: CHAIRMAN'S BUSINESS

5. The Chair advised that he had visited the ILF on Monday 9 December, he attended a meeting with ILF Management in the morning and also discussed the impact analysis paper, a final version of which had been circulated to Trustees last week.
6. He had the opportunity to meet and talk to some of the staff; they were all very positive and were dealing with the changes in a professional way.
7. He reported on the SAO meeting with the stewardship team on Monday 16 December. The Chief Executive and the Finance and Resources Director had given an effective overview of the organisations continued excellent performance. They also discussed the impact analysis and scenario planning document and the challenges involved.
8. The Chair reminded Trustees who had not yet returned them, to complete their appraisal documents in readiness for discussion in the New Year.

Item 6: CHIEF EXECUTIVE'S REPORT – 2006/pap755

9. 
10. 

11. The Minister for Disabled People, Mike Penning attended the Work and Pensions Select Committee on 11 December and several questions were asked about the ILF. A link will be forwarded to Trustees for information.

12. [REDACTED]

13. [REDACTED]

14. [REDACTED]

15. [REDACTED]

16. It was agreed to arrange a conference call for a further update in the New Year if required.

Outcome: Trustees noted the content of the report.

Action: To forward a link on the Work and Pensions select committee.

[REDACTED]

To arrange a conference call for Trustees in the New Year if required.

ORGANISATIONAL PERFORMANCE DASHBOARDS – 2006/pap756

Item 7: Operational Performance

17. The Finance and Resources Director reported on performance results for November.
18. External targets continue to be met. Review clearance was 12.3 weeks against the target of 10 weeks; however this was to be expected due to delays caused by the closure of TRP and the introduction of SRP.
19. Reviews outcomed at the end of November were 6,955 against a target of 9000 this demonstrated that the SRP was now up to speed and progressing well.
20. The Social Work team have been extremely busy to ensure that no further Transfer Reviews have taken place and to implement the SRP from 6 November.
21. Independent Assessor numbers had risen to 91 and further recruitment was on going where there is shortage of capacity, particularly in Scotland.
22. Complaints and decision review work has remained steady during the month. Increase requests have reduced, as expected in view of the TRP.
23. Trustees noted that 20 new referrals received by the Social Work Team during the month was normal volume of business.
24. Local Authority attendance had dipped slightly to 84.3% but this still was a very positive result. However in view of the Court of Appeal decision on closure the expectation would be to see a further reduction emerge over the next few months.

Outcome: Trustees noted the content of the report.

Item 8: Finance Report

25. The Finance and Resources Director reported that GB forecast remained on track. The NI forecast has been reduced by £100k due to a growing contingency.
26. Grant Recovery returns are still on track to meet the target of £9.2m. However November had been an extremely low month in terms of returns with only £620k for GB, some £300k less than the previous few months. The reason for this is not clear at this stage; however it was likely that the announcement and resulting visit cancellation will have made an impact.
27. A mid-year review of the administration budget has been carried out and revised departmental budgets have been delegated. Admin spend remains tight but it is anticipated that expenditure for the year can be contained within the delegated authority of £6.0m.
28. The Finance and Resource Director brought Trustees attention to the movement in ILF commitment (package) per week. The average commitment per week has gone up slightly from £346.69 in 2012 to £347.56 in 2013 and demonstrates that users continue to benefit from an overall, albeit small, increase.
29. The Finance and Resources Director asked Trustees to note that the estimate of expenditure and running costs for the 2014-15 financial year which had been discussed at the 18 September Board will form the basis of discussion with the DWP for next years' funding.

Outcome: Trustees noted the report.

Item 9: Strategy, Policy and Communications

30. The Head of Corporate Affairs advised that strategic engagement had returned to 'business as usual'. The

Advisory Group met on 26 November to receive an update on actions the ILF had taken to implement the Court of Appeal judgement and to consider possible work with TLAP.

- 31. All user mail merges have now taken place and the communications team will now progress external communications, to LAs and Assessors which are planned to be circulated before Christmas.
- 32. The Head of Corporate Affairs advised that there had been a draft amendment to the Trust Deed to take into account the upcoming same sex marriage legislation. The relatives providing care policy also has a consequential change.
- 33. She reported that there had been a small influx of legal issues during the month and will provide a fuller briefing for the next meeting.

Outcome: Trustees noted the report.

Item 10: Information and Governance

- 34. The Chief Executive advised that the ILF has been accredited for the Public Secure Network (PSN). This had been a difficult and demanding process and is a huge achievement for both the Head of IT and Records Manager who compiled the documents for submission.
- 35. Trustees would like to congratulate the team and all those who had been involved in the process.
- 36. The Risk register has been reviewed to reflect risks arising from the Court of Appeal decision on 6 November 2013.
- 37. Yogi Amin asked for an update on the destruction of Group 1 data. The Chief Executive reported that so far 196 LA's have confirmed the data has been

destroyed, 29 have given verbal confirmation and the LA liaison team are in communication with them to gain written confirmation.

Outcome: Trustees noted the content of the report.

Item 11: People and Environment

38. The Finance and Resources Director reported that sickness absence remains high, this month had seen 52% of absence related to mental health/depression. The HR team will carry out further analysis on how this compares with other organisations.

39. Recruitment has been put on hold, however it has now been agreed to bring staffing up to full complement in the New Year.

40. The Staff Awards had taken place on Tuesday 17 December. The Award had gone to the seven members of staff who had worked on the Lean Project [REDACTED] who had demonstrated working beyond their day to day role and improving customer service.

41. Trustees congratulated the team.

Outcome: Trustees noted the content of the report.

Item 12: REVISED BUSINESS PLAN OBJECTIVES – 2006/pap757

42. The Chief Executive presented the revised business plan objectives which had been reviewed in light of the outcome of the Court of Appeal decision on 6 November.

Outcome: Trustees approved the revised business plan objectives.

**Item 13: REVISED COMMUNICATIONS STRATEGY –
2006/pap758**

43. The Head of Corporate Affairs had revised the Communications Strategy to reflect the amended Business Plan.

Outcome: Trustees approved the revised Communications Strategy.

Item 14: AUDIT COMMITTEE MEETING UPDATE

**Audit Committee Minutes 3 December 2013 –
2006/pap759**

44. Mike Boyall, Chair of the Audit Committee said that he had called an extraordinary meeting on 3 December 2013 in view of the Court of Appeal decision on 6 November 2013.

45. The Audit Committee members were provided with various assurance reports on the actions taken to close the TRP, lights out activity and introduction of the SRP. This work was acknowledged as positive by the ILF auditors.

46. It was noted that the future internal audit plan was also reviewed due to the fact this it had primarily focussed on the TRP.

47. The Chair commented that he had taken comfort from PWC's report in relation to the TRP re Para 26 that 'the programme was in a strong position to deliver its objectives'.

Outcome: Trustees noted the minutes.

Item 15: UPCC UPDATE

UPCC Minutes 20 November 2013 – 2006/pap760

48. Trustees noted the minutes.

Item 16: ADVISORY GROUP UPDATE

Advisory Group Minutes – 2006/pap761

49. Peter Cooke advised that the Advisory Group had an excellent meeting in Nottingham, with good feedback from the group.

50. The Advisory Group membership had increased and now included [REDACTED]
[REDACTED]
[REDACTED]

Item 19: ANY OTHER BUSINESS

51. Trustees reviewed the schedule of meetings for 2014. It was agreed to reschedule September's meeting to Tuesday 23 September 2014.

52. The date of the next meeting will be Wednesday 15 January 2014, Trustees Strategy Day to be held in Nottingham.

53. The Chair said that he would like to thank the Trustees board for all their hard work and commitment over what had been a challenging year. He would also like to thank the sub committees, the Chief Executive and the Senior Management Team.

54. There being no further business the meeting ended at 12:00 hrs.