

## **Board Committee: summary minutes 11 January 2011 @ 09.00**

### **Members**

Mike Clasper (Chairman)  
Lesley Strathie (CE)  
Stephen Banyard (E)  
Simon Bowles (E)  
Colin Cobain (NED)  
Melanie Dawes (E)  
Mike Eland (E)  
Mike Falvey (E)  
Mark Haysom (NED)  
Philippa Hird (NED)  
Phil Hodgkinson (NED)  
Anthony Inglese (E)  
Steve Lamey (E)  
Phil Pavitt (E)  
John Spence (NED)

### **Invitees**

John Keelty (item 2) and Nick Lodge (item 3)

### **Secretariat**

Dan Thatcher

### **Apologies**

Dave Hartnett

E = Executive, NED = Non-Executive Director, CE= Chief Executive

## **1. Matters arising**

The Board reviewed and updated the action point log and agreed the minutes for the December Board.

## **2. Business update: Finance/Performance Report and Departmental Risk Register**

The Board was informed that HM Revenue & Customs (HMRC) financial position remained challenging. An update was given on how this is being managed in conjunction with HMT and reviewed the primary supplemental finance pressures. The Board also reviewed the Performance Report, warmly recognising the increase in staff engagement within benefits and credits.

## **3. Debt strategy**

The Board was given an overview of the debt strategy, with the Board recognising both the challenges and successes in this area. For example the Board noted the overall reduction in the debt balance and the work underway to segment debt.

## **4. Benefits and credits: Tier 2 strategy update**

The Board was given an outline of the B&C Tier 2 strategy, with the recognition that it was well balanced across the three elements of the HMRC ambition. The Board was also informed of the likely change within the B&C customer base, with a reduction in the number of 'Willing and Able Customers', leading to a probable increase in the proportion of 'Always need Help' customers.

## **5. Chairman's report from the Ethics and Responsibility Board sub-Committee**

The Chair of the Sub-Committee updated the Board in regards to the key outcomes of the meeting.

## **6. Forward look and any other business**

The date of the next Board meeting is 8 February 2011.