

Board Committee: final summary minutes

10 May 2011, 09:00 – 13.30

Members

Mike Clasper (Chairman)
Lesley Strathie (CE)
Dave Hartnett (PST)
Simon Bowles (E)
Colin Cobain (NED)
Melanie Dawes (E)
Mike Eland (E)
Philippa Hird (NED)
Phil Hodgkinson (NED)
John Spence (NED)

Invitees

Mike Purvis (Item 3)
Richard Summersgill (Item 3)
Carol Bristow (Item 4)

Secretariat

Dan Thatcher

(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 March 2011 Board. The Board agreed the revised Forward Look.

2 Business update: Finance/Performance report and Departmental Risk Register

The Board recognised the achievements from across HMRC; for example around the delivery of the benefits and credits: fraud and error strategy, the delivery of intervention yield, the reduction in recoverable debt and the continued increase in the discipline with which HMRC manages its financial position. The Board also recognised those areas where HMRC faces significant challenges, specifically around improving the experience of the customer and staff engagement.

3 Customer Segment Review: mass market potential rule breakers and rule breakers

The Board was given an overview of how HMRC is to approach these two customer segments. The overview covered the high level approach to the customer segments, the current position regarding delivery and the key risks to delivery across SR'10.

4 Agenda item 4: HMRC 2020

The Board was talked through the current focus and position regarding the HMRC 2020 activity.

5 Report from the Audit and Risk Board sub-Committee

The Chair of the Committee updated the Board with regard to the key outcomes of the meeting which focused on the draft Statement of Internal Control.

6 Report from the People Board sub-Committee

The Chair of the Committee gave the Board an overview of the key outcomes of the recent meeting. These outcomes focused around the leadership selection process and the movement of the Committee to a longer term/strategic focus.

6 Report from the Ethics and Responsibility Board sub-Committee

The Chair of the Committee gave the Board an overview of the key outcomes of the recent meeting which were HMRC's approach to volunteering and communication channels as HMRC moves beyond the SR'10 period.

6 Information papers, Forward Look and AOB

The Chairman gave a synopsis of his recent site visits to Criminal Investigations and Maidstone. The date of the next Board meeting was confirmed as 12 July 2011.