

# **HMRC Board Committee: summary minutes 7 October 2010, City Centre House, Birmingham**

## **Members**

Mike Clasper - Chairman  
Lesley Strathie - CEO  
Dave Hartnett - Permanent Secretary for Tax  
Simon Bowles - Chief Finance Officer  
Colin Cobain - Non Executive Director  
Melanie Dawes - Director General Business Tax  
Mike Eland - Director General Enforcement and Compliance  
Mike Falvey - Chief People Officer  
Mark Haysom - Non Executive Director  
Philippa Hird - Non Executive Director  
Phil Hodgkinson - Non Executive Director  
Anthony Inglese - General Counsel and Solicitor  
Bernadette Kenny - Director General Personal Tax  
Steve Lamey - Director General Benefits and Credits  
Phil Pavitt - Chief Information Officer  
John Spence - Non Executive Director  
Sue Street - Non Executive Director

## **Invitees**

Jane Frost (item 7)

## **Secretariat**

Dan Thatcher

## **Apologies**

None

## **1. Matters arising**

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

## **2. Feedback from the site visit**

The Board discussed the key themes arising from the previous days site visit and staff open forums. This saw the Board split into teams to visit Customer Operations and Customer Contact in Merry Hill and Local Compliance, Debt Management, Pacesetter and Customer Operations in Birmingham City Centre House. The Board wanted to put on record its thanks for all of those who contributed to making the site visit such a success, particularly the frontline staff who contributed to the individual sessions provided to the Board and to the open forum.

## **3. Finance and performance**

Simon Bowles updated the Board in respect of the emerging financial picture in regards to 2010-11 and how the Spending Review package was developing. The Board also reviewed the Performance Pack.

#### **4. Update on NPS**

The Board received an update in regards to NPS and the key lifecycle events across the remainder of 2010-11.

#### **5. Personal tax strategy**

The Board was updated in regards to how the personal tax strategy is evolving.

#### **6. Change management plan**

The Board was informed in regards to the development of HMRC's Change Management Plan.

#### **7. Unpaid agents strategy**

The Board reviewed the unpaid agents strategy.

#### **8. Feedback from the Board sub-committees**

The Board was updated as to the key outcomes from the People Committee and the Audit and Risk Committee.

#### **Board Secretariat**