

Performance Committee: summary minutes

26 October 2010

Members

Lesley Strathie (Chair)
Simon Bowles
Steve Lamey
Bernadette Kenny
Melanie Dawes
Phil Pavitt
Mike Eland

Attending

Martin Mills
Alison McDonald
Jo Woodall
Dorothy Brown (for Mike Falvey),
Chris Hopson (for item 3)
Margaret Exley (Stonecourt Consulting)

Secretariat

John Atkinson

Apologies

Anthony Inglese
Mike Falvey
Dave Hartnett

1 Welcome

1.1 Lesley Strathie opened the meeting and confirmed that Steve Lamey would be responsible for drafting any key messages.

1.2 The minutes of the September meeting were agreed with no matters arising.

2 Lessons from the last meeting

2.1 Alison McDonald provided feedback on the September meeting and the key messages arising from it. The committee thanked Alison for the high quality of help and challenge she had provided in recent meetings.

3 Causes for concern: Progress and action since the September meeting

3.1 The committee heard updates from the work that had taken place since the September meeting on NPS Stabilisation and contact centre performance.

4 Performance Report: Hub

4.1 Following an overview of performance by the CFO, the relevant Directors General led a discussion around the hub visualisations on the following key aspects of current performance; intervention yield, repayments, customer experience, reducing HMRC's cost base, staff engagement and training.

4.2 The Committee also discussed current risks and causes for concern related to departmental performance.

5 Performance Report: Meeting Table

5.1 The Committee reviewed the causes for celebration contained in the performance report.

6 Key messages

6.1 The committee agreed that Steve Lamey would draft key messages on NPS, sickness absence, H&S training, compliance yield and the current causes for concern. Mike Falvey was nominated to perform this role at the November meeting.

7 Review of the Hub

7.1 Margaret Exley led a review of the hub discussion and behaviours and provided advice on how the committee could develop itself in future.

8. AOB & Forward Look

8.1 The Committee reviewed the Forward Look. There was no other business.

8.2 Date of next Meeting: 23 November 2010.