

Executive Committee

NOTES OF MEETING – 09.30, 7TH JUNE 2011

ExCom members:

Lesley Strathie (Chair) Dave Hartnett , Mike Eland, Melanie Dawes, Simon Bowles, Mike Falvey, Steve Lamey, Anthony Inglese, Stephen Banyard, Phil Pavitt

Attending:

Edward Troup (HM Treasury), Carol Bristow, Jonathon Athow, Alison McDonald, Dorothy Brown, Paul Lanser, Steven Taylor.

Niran Khera (Secretariat)

Apologies:

1. Minutes of 3rd May 2011, Matters Arising and Action Points

1.1 The minutes for the 3rd of May were agreed.

Correspondence Papers

1.2 The Committee were reminded a further version of the Cash Based Analytical Review would be available shortly.

1.3 The Committee noted the paper on staff to UKBA for the Olympics.

2. International Benchmarking

2.1 Jonathan Athow was welcomed to the Committee. Dave Hartnett informed the Committee the study was conducted over three years and included nine other tax administrations.

2.2 The Committee agreed it was a valuable piece of work.

2.3 The Committee discussed the need to understand the strategies of other countries and their understanding of their customers in terms of culture and demographics.

3. Employee Relations

3.1 Dorothy Brown updated the Committee on current negotiations with the DTUS on attendance management and pay.

4. Universal Credit Governance

4.1 Steve Lamey provided ExCom with an overview.

4.2 The Committee agreed Steve Lamey's role as the SRO.

5. Process Management Capability

5.1 Phil Pavitt informed the Committee that he and Steve Lamey had been working on building process management capability.

5.2 Steve Lamey stated that a key component of the organisational design principles is ownership.

5.3 Lesley Strathie stated she fully endorsed the approach and was keen to be a part of the work shops.

5.4 The Committee felt more structured communications were required.

5.5 The Committee agreed that the work was imperative to bringing the operating model to life.

5.6 Phil Pavitt stated he would share examples with the Committee where this work was not progressing and why.

5.7 The Committee agreed that the benefits needed to be communicated and to focus on the practical benefits.

6. AOB

6.1 There was no further business. The Forward Look and the meeting for July was discussed.

6.2 Anthony Inglese requested information on any Commissioners' decisions that had been made or were due to be made.