

STRATEGIC MANAGEMENT FORUM

Minutes of Meeting at 10.30 on 16th March 2010

Present: Helen McAlpine (HM)
Fiona Nicol (FN)
Jane Carey (JC)
Tony Krishna (BAKR)
Kim Parsons (KP)
Tony King (AJLK) (Chair)
Jordana Joshua (JJ) (Minutes)

1. Minutes of Last Meeting and Matters Arising

Minutes agreed as accurate.

Matters arising – action points update

- JC to chase Siemens again regarding our exit plan. JC said she had chased Mike Kier several times and he failed to meet any deadlines on this. **AP: Will chase again.**
 - AJLK to chase up Lesley Meacham regarding IIP draft report. (Response since received.) **COMPLETED**
 - JC to design a table highlighting the main aspects of the framework agreement. **COMPLETED – SEE POINT 3**
 - JC to update and circulate agreed changes of the risk register. **COMPLETED – SEE POINT 7**
 - SMT to hold a meeting soon to discuss what might be included in the ‘customer survey’. **CARRIED FOWARD**
- JC informed the group that the externally hired company are concerned with the numbers of cases we process and whether that will provide any substantial sampling material. AJLK suggested either himself or JC to raise the matter with the DWP stewards team, as this is a DWP funded project.

AP: JC/AJLK to contact DWP stewards to discuss the progress of the customer survey.

2. Internal Audit Update

The Internal Audit report has been circulated to the team. Out of the 18 recommendations, two are outstanding, both of these relate to the Audit Committee.

3. Compliance with Framework Agreement

The checklist was circulated to the team. The group went through the items in red that JC had highlighted as needing more information.

APs:

- a) **JC to expand the framework to add columns to include quarterly status**
- b) **Team members feedback any comments to JC**
- c) **JC and AJLK to work further on the outstanding corporate issues in the Framework**
- d) **KP and AJLK to work further on the outstanding casework issues**
- e) **JC to obtain declarations for conflicts of interest register from Jane Irvine and KP.**

4. Corporate Plan

AJLK informed the group that the Corporate Plan is ongoing. It remains unchanged from the last version. DWP agreement to financials remains outstanding.

AP: JC to chase DWP to agree financials by the end of March.

5. Revised Information Management Policy

KP and JC have revised the policy as per Internal Audit advice.

AP: Group to read the revised Information Management Policy and send any feedback to JC.

JC reported that having checked with Lexis Nexis there is no audit trail within DNA so we need to remove this as an assurance in the policy.

The group agreed the new policy should be explained to staff.

AP: HM will devise a short presentation for staff combining information on security levels and day to day working practises with personal information. Due by middle of April.

AP: BAK to get Sian to set up a Corporate Policy folder in Right Now then JC will publish it there.

6. Revised Risk Management Framework.

JC had updated this in conjunction with Internal Audit recommendations. The team formally approved this document.

7. Risk Register

The team discussed the risk register and changes were agreed.

AP: JC will update risk register with agreed changes and circulate.

JC reminded group that we had a commitment to introduce operational risk registers.

AP: JC to dig out old operational risk items from the original risk registers for circulation and add to agenda for next SMT meeting.

8. IIP Action Plan

JC ran through the action points. Terms of reference for the SMT is outstanding. KP has circulated draft and asked for comments by close on 16th.

AP: Team Leaders to give feedback on this document to KP by the end of the day.

9. Any Other Business

AJLK asked the group to start thinking about any possible away day themes and groups for 2010/11 to be discussed further at next SMT.

AP: JJ to carry forward to April SMT

10. Date of Next Meeting

2 June 2010 – 10.30 am