

**MEETING OF THE SOCIAL SECURITY ADVISORY COMMITTEE  
IN ROOM 342 NEW COURT  
AT 9.30am ON WEDNESDAY 1<sup>ST</sup> JULY 2009**

**AGENDA – Revised version 30/6/2009**

<b>1.</b> 9:30	Minutes of the meeting on 10 <sup>th</sup> & 11 <sup>th</sup> June 2009 and matters arising.
<b>2.</b>	Chair's Report / Confidential matters (if Any). <i>Possible discussion on postal clearances.</i>
<b>3.</b> 10:30	The Housing Benefit Amendment (No 2) Regulations 2009 <b>(Paper 40/09)</b> <i>Penny Higgins, Nicola Patchett</i>
<b>4.</b> 10:50	Presentation - DWP Customer Charter <b>(Paper 41/09)</b> <i>David Allan + Katherine Courtney, Customer Insight,+ Fiona Nellthorp – HMRC</i>
<b>5.</b> 11:10	Presentation by IPPR PA <b>(Paper 42/09)</b> <i>Isabel Burton, Visiting Research Fellow; Social Policy Team; Institute for Public Policy Research. + Clare McNeil.</i>
<b>6.</b> 11:45	Lesley Strathie - Permanent Secretary and Chief Executive HMRC <i>+ Tracy Gale (HMRC) &amp; Kathryn McKerrow (HMT).</i>
12:30	LUNCH
<b>7.</b> 13:15	The Jobseeker's Allowance (Skills Training Conditionality Pilot) Regulations 2010 <b>(Paper 43/09)</b> <i>Anne Donkin, Rowan Foster (DWP); Jacci Mccaw (Jobcentre Plus), Gareth Thomas (LSC) + Mauricio Armellini. OBSERVER: Rekha Parmar</i>
<b>8.</b> 13:45	The Working Tax Credit (Entitlement and Maximum Rate) (Amendment) Regulations 2009 <b>(Paper 45/09)</b> <i>David Skinner &amp; Phillip Dearne</i>

**End approx 14:05**

**Observers.** Lucy Moore; Janice Goode; Shahid Omer; Kevin O'Hanlon; Dan Butler; Rekha Parmar (Item 7 only).

**Apologies.** Robert Walker, Pat Smail.