

## Note of the Executive Board Meeting held on 31/05/07

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Present: Alice Brown Ombudsman (chair)  
Carolyn Hirst Deputy Ombudsman  
Eric Drake Deputy Ombudsman  
Niki Maclean Head of Services  
Emma Gray Communications Manager  
Fiona Paterson Senior Personal Assistant (secretary)

1. The meeting opened at 09:30. Apologies were received from Lewis Shand Smith, Deputy Ombudsman. **Actions**
2. The minutes from the meetings held on 2 May 2007 were agreed with minor amendments. There were no matters arising from the minutes.
3. Action points held over from previous meetings were reviewed.

### Standing items

4. **Key performance indicators, and issues arising**  
The Board noted the contents of the tabled report.
5. **Financial performance – reserved item**
6. **Communications and outreach**  
The Board noted the contents of the tabled paper.
7. **People and HR issues – reserved item**

### Additional Items

8. **FOI / DPA Handover**  
The Board noted the contents of the tabled paper and approved the proposal to provide training to ITAs.
9. **Survey tender selection – reserved item**
10. **Project proposal: To ensure our service is equipped to take complaints from children and young people – reserved item**

The meeting closed at 11:15