

Note of the Executive Board Meeting held on 27/06/07

Present: Alice Brown Ombudsman (chair)
Eric Drake Deputy Ombudsman
Lewis Shand Smith Deputy Ombudsman
Niki Maclean Head of Services
Emma Gray Communications Manager (minutes)

Iain Law attended for item 07-06-04.2.

1. The meeting opened at 09.30 with apologies from Carolyn Hirst and Fiona Paterson. **Actions**
2. The minutes from the meetings held on 31 May and 19 June 2007 were agreed as an accurate record.

There were no matters arising from the minutes of the meeting held on 31 May. With regard to the 19 June meeting, the EB noted that action had been taken to improve performance and reduce risk in relation to the security of the ICT system.

3. Action points held over from previous meetings were reviewed. The Ideas Forum will take forward the Panel Proposal in place of ED.

Standing items

4. Business plan

4.1. Statistics report, and issues arising

The Board noted the contents of the tabled paper.

4.2. Case Management report, and issues arising

The Board noted the contents of the tabled paper. They approved the proposal that improvements to the formatting of draft reports be discussed and fed back to the Board for decision.

IMs/FP

4.3. Communications and outreach report, and issues arising

The Board noted the contents of the tabled paper and approved the recommendations, including that the Gateway initiative would continue with appropriate resourcing.

4.4. People and human resources report, and issues arising – reserved item

4.4.1. Risk Management

The Board noted the contents of the tabled paper. They accepted recommendations 1, 3 and 4, subject to minor amendments. Recommendation 2 was accepted subject to more substantial amendments. The Board requested that amendments to Appendix 1 (suggested by the Audit Advisory Committee) and Appendices 2, 3 and 4 be forwarded to FP by 3 July.

AII/FP

5. Financial performance – reserved item

6. ICT Upgrade and Performance

The Board noted the contents of the tabled paper. They requested that a project management team be established and ICT expertise sought from a regulatory body.

LSS/NM

The meeting closed at 12:30.