

Note of the Extraordinary Executive Board Meeting held on 18/07/07

Present: Alice Brown Ombudsman (chair)
Carolyn Hirst Deputy Ombudsman
Eric Drake Deputy Ombudsman
Fiona Paterson Senior Personal Assistant (secretary)

The meeting opened at 14:50.

Actions

1. Manager recommendations for changes to Draft Report Process

The Board noted the contents of the tabled draft paper prepared by IL and discussed at the Management Team meeting on 18 July. The Management Team reasoning and recommendations were outlined by the Chair.

The Board noted concerns with regard to removing the right of appeal on decisions and recommendations taken.

The Board requested the finalised paper go before the full Board meeting scheduled for 1 August 2007, updated to reflect the Management Team recommendations and to include the proportion of findings and recommendations that are currently challenged.

The Board requested ED compile a summary of comparative practices amongst other UK Ombudsman services to supplement the paper.

The meeting closed at 15:10