

Note of the Executive Board Meeting held on 01/08/07

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

Iain Law, Investigations Manager, attended for item 07-07-04.2 and 07-07-04.2.1.

1. The meeting opened at 14:00 with no apologies. **Actions**
2. The minutes from the meetings held on 27 and 28 June and 18 July 2007 were agreed as an accurate record. There were no matters arising from the minutes.
3. Action points held over from previous meetings were reviewed.

Standing items

4. Business plan

4.1. Statistics report, and issues arising

The Board noted the contents of the tabled paper and approved the recommended format for 'comeback' information in the quarterly reports.

4.2. Case Management report, and issues arising

The Board noted the contents of the tabled paper and supported the proposal for celebrating the significant achievements on casework. **Inv Man**

The Board approved the extension of the panel for a further three months and the questionnaire for evaluation.

4.2.1. Comments on Reports

The Board noted the contents of the tabled paper. The Board agreed that the letter accompanying draft reports is amended to provide clarification about commenting on reports as proposed by the Investigations Managers. **Inv Man**

The Board requested that the comments received on draft reports over the next three months are monitored and the process reviewed in light of the results. **Inv Man**

4.2.2. Comparison of practice in issuing draft investigation reports

The Board noted the contents of the tabled report.

4.3. Communications and outreach report, and issues arising

The Board noted the contents of the tabled paper and approved the expenditure for the IASS launch.

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

4.5. Service quality complaints quarterly report

The Board noted the contents of the tabled paper and requested that it be circulated to the Management team for noting.

5. Financial performance

The Board noted the contents of the tabled paper.

5.1. Annual Accounts and Audit Report

The Board approved the 2006-07 accounts with minor corrections of a factual nature. The Board noted the 2006-07 Auditor's report and requested minor amendments of a factual nature be made.

6. Performance against business objectives for Quarter 1

The Board noted the tabled paper and commended the completion of the majority of Q1 objectives. The Board received an update on the nine outstanding Q1 objectives and the likely completion dates.

7. Audit Advisory Committee report

The Board noted the minutes of the meeting held on 26 June 2007.

8. ICT Upgrade and Performance

The Board noted the contents of the tabled paper and agreed the proposal to combine the supply and the support for the ICT infrastructure.

The meeting closed at 14:00