

Note of the Executive Board Meeting held on 29/08/07

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)

Judy Saddler, Investigations Manager, attended for item 07-07-04.1 and 07-07-04.2.

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| <ol style="list-style-type: none"> 1. The meeting opened at 09:30 with no apologies. 2. The minutes from the meetings held on 1 August 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. | <p>Actions</p> |
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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 and the progress against Q2 objectives.

The Board requested detailed information about step four cases over two years old that are not at draft report stage.

The Board approved the recommendation to include work experience within the gateway team in the induction programme for new complaint investigators. **NM**

The Board agreed that the new Director of Investigations lead the Manager Report Pilot review. **ED**

4.3. Communications and outreach report, and issues arising

The Board noted the contents of the tabled paper and requested a review of the role of Memorandums of Understanding (MoUs) with other bodies. The Board noted the planned transfer of responsibility for some MoUs to the Director of Policy. The Board requested consideration be given to feedback and training for staff on the MoUs. **DR**
NM

4.3.1. Valuing Complaints Proposal

The Board noted the proposal to develop a Valuing Complaints online workshop and approved the idea in principle. The Board requested the initiative be revised in light of the comments received and the idea resubmitted to the Board via email for feedback and approval. **EG**

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

5. Financial performance

The Board noted the contents of the tabled paper and agreed that large mail-outs go out in second class post.

5.1. Budget Submission

The Board approved the 2007-08 budget submission.

6. ICT Upgrade and Performance

The Board noted the update on the ICT upgrade. The Board were assured the proposed timelines would be met.

The meeting closed at 11:30