

Note of the Executive Board Meeting held on 25/09/07

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

Kathleen Steindl, Investigations Manager, attended for item 07-07-04.1 and 07-07-04.2.

1. The meeting opened at 09:30 with no apologies. **Actions**

2. The minutes from the meetings held on 29 August and 20 September 2007 were agreed as an accurate record.

LSS updated the Board on progress made with ICT matters since the meeting held on 20 September 2007 and confirmed that CAS would provide ongoing support for a further two months.

NM updated the Board on the Scottish Government meeting regarding a shared services project.

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. ED informed the Board that he would be meeting with the Investigations Managers in the coming week to discuss issues arising from the statistical report.

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 that ED explore with QMU Public Services Management course participants the possibility of looking at the cost of a typical complaint as a project option. **ED**

The Board requested that ED explore with Investigations Managers the Q3 objective regarding prioritising cases. **ED**

4.3. Communications and outreach report, and issues arising

The Board noted the contents of the tabled paper and the progress against Q2 objectives.

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 were updated on the budget submission for 2008-09.

The Board agreed to an initial scoping of costs for the suggested reception area changes.

The meeting closed at 11:30