

Note of the Executive Board Meeting held on 02/11/07

Present: Alice Brown Ombudsman (chair)
David Robb Director of Policy and Development
Eric Drake Director of Investigations
Niki Maclean Head of Services
Fiona Paterson Senior Personal Assistant (minutes)

Carolyn Hirst, Independent Service Quality Reviewer, attended for item 07-07-04.5.

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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 25 September and 3 October 2007 were agreed as an accurate record. 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 and agreed to circulate the Q2 statistics to the Scottish Parliamentary Corporate Body. **NM**

ED will discuss options for clearing draft reports with the Investigations Managers. **ED**

It was agreed that the definition of the KPI timescales will be counted to include the date of receipt. **LD**

4.2. Case Management report, and issues arising

The Board noted the contents of the tabled paper and discussed concerns and issues arising.

4.2.1. Compendium Officer Quarterly Report

The Board noted the contents of the tabled paper. ED will meet with Investigation Managers and the Compendium Officer to discuss elements of the paper. **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. DR will explore items raised and clarify the priorities of the Outreach Team for the next six months. **DR**

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

4.5. Service Quality Complaints

The Board noted the contents of the tabled paper. The Board requested the Independent Service Quality Reviewer pilot the preparation of a formal report to the Board on individual complaints about the SPSO service, with the intention to publish the findings and recommendations and improve the organisational learning. On receipt of the reports, the Board will discuss options for general all staff training and feedback on the findings and recommendations. This is as part of the ongoing discussions relating to continuous improvement. **CH**

The Board requested that the quarterly paper on service quality complaints be made available to all staff. **FP**

In reviewing the process, the Board will consider and discuss ways to ensure the independence of the role of the Service Quality Reviewer **DR**

5. Financial performance – reserved item

6. Performance against business objectives for Quarter 2

The Board noted the position as outlined in the paper. AB provided an update on the progress of outstanding items and the record of progress will be amended to reflect this. **FP**

7. Replacement of ICT infrastructure and CHS

The Board noted the contents of the tabled paper and approved the appointment of LSS as project manager as outlined.

The Board requested DR and LSS review the statement of requirements and tender documents for the CHS replacement project. **DR & LSS**

8. AOB – Judicial Review – reserved item

The meeting closed at 12:30