

Note of the Executive Board Meeting held on 28/11/07

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| 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) |

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| 1. The meeting opened at 09:30 with no apologies. | Actions |
| 2. The minutes from the meetings held on 2 November 2007 were agreed as an accurate record. | |
| 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 commented on the rise in 'out of time' closures.

The Board noted the number of investigations between 52 and 104 weeks. The Board requested an analysis of progress on these cases and in particular an update of the undrafted investigation cases for the next meeting. The Board noted the good progress in moving the undrafted cases over 104 weeks with only 14 outstanding. **ED**

The Board requested the Investigation Managers work with CIs to develop clear guidance for prioritising cases, formalising and building on the current practices in use. This will assist when reporting on incoming cases at the Panel. **ED**

4.2. Case Management report, and issues arising

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

The Board requested that the Compendium Process quarterly report for the Executive Board focus on issues arising from the technical and factual quality of the reports and be presented by the Senior Personal Assistant and Director of Investigations. The Board agreed the report would be tabled at the Management Group meeting prior to the Executive Board meeting. **FP**

The Board requested that queries raised with CIs by the CO on individual reports also be copied to the relevant manager. **FP**

The Board reiterated their former agreement that the Gateway team would remain in its current form until the end of the business year in order to allow time to properly establish processes and carry out a proper evaluation of resourcing requirements.

The Board requested that the duty CI sit with the Gateway Team in future to facilitate shared learning. **DR**

4.3. Communications and outreach report, and issues arising

The Board noted the contents of the tabled paper.

The Board requested DR discuss the proposed Housing Survey with the Outreach Team, in light of a recent similar survey conducted by Communities Scotland and being sensitive to the position of Local Authorities who are feeling overburdened by regulation. The Board requested a revised proposal for the December meeting. **DR**

Board members will be meeting with SOLACE in the near future and will discuss this initiative. **AB & DR**

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

5. Financial performance – reserved item

6. ICT Update – reserved item

7. AOB

Audit Advisory Committee Meeting

The Board will meet to discuss the specific issues arising from the AAC meeting in the next week.

FOI/SQC

The Board agreed to release the quarterly reports prepared by the Independent Service Quality Reviewer for publication on our website.

ORC Survey – feedback to staff

The Board agreed to fund an outside Organisational Development facilitator to take the SPSO through the findings of the surveys within the current training budget.

Co-location request

The Board asked that their continued interest for sharing services be noted, but require detailed information on the specific proposal before taking a decision.

The meeting closed at 13:00