

Note of the Executive Board Meeting held on 20/12/07

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

In attendance: Kathleen Steindl Investigations Manager
for items 1 to 4.2.

1. The meeting opened at 09:30 with no apologies. **Actions**
2. The minutes from the meetings held on 28 November 2007 were agreed as an accurate record with minor amendments.
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 areas of concern were identified and discussed.

From January 2008 this report will be prepared for the Management Team.

4.2. Case Management report, and issues arising

The Board noted the contents of the tabled paper and discussed issues arising in detail. The Board requested that the Investigation Managers explore options for clearing old high-risk cases identified by clear criteria as quickly as possible. **ED**

The Board clarified their requirement to look at ways to increase the technical focus on and expertise in all methods of investigation.

The Board discussed various methods and criteria for assessing and measuring cases and requested the Investigation Managers draft a proposed method for implementation. **ED**

The Board outlined the division of tasks for preparing 2008-09 Business Plan.

In future, this report for the Executive Board will incorporate the Statistical report and the Communications and Outreach report in light of the formation of the Management Team.

4.3. Communications and outreach report, and issues arising

The Board noted the contents of the tabled paper. The Board approved the expenditure on website enhancements with the assurance it is within the approved budget item.

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

5. Financial performance – reserved item

6. ICT Update – reserved item

7. Revised process for service complaints and comebacks

Appeals against a decision

The Board accepted the recommended process and implementation plan as outlined. The Board requested a review of the process in six months. **ED**

Service Delivery Complaints

The Board noted their commitment to the principle of an independent review of complaints about the service the SPSO provides. The Board agreed to an interim arrangement as recommended while undertaking a review of requirements to meet this principle.

The Board approved the proposal to continue the ISQR role until the new interim arrangements are implemented.

The meeting closed at 12:00