

Note of the Executive Board Meeting held on 30/01/08

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: Iain Law Investigations Manager
Annie White Casework Knowledge Manager
for the open items 1 to 4.6.

1. The meeting opened at 09:30 with no apologies. **Actions**
2. The minutes from the meeting held on 20 December 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 with the additional FOI/DPA information and areas of concern were identified and discussed. The Investigation Manager noted the discussion and requests for clarification and will include appropriate statistical information in the new Management Team report for the February Executive Board meeting.

IL

4.2. Case Management report, and issues arising

The Executive Board provided further guidance on the appropriate presentation of papers prepared for the Board meeting. The Board noted the contents of the tabled paper and discussed issues arising in detail. The Investigation Manager noted the concerns and will provided feedback to the Management Team for the report for February.

IL

The Board requested information on the number of draft investigation reports issued each month to be included in the monthly report. **Inv Man**

General use of Internal Professional Advisers was discussed and issues arising noted. The Casework Knowledge Manager will be ensuring the planning advice received is readily available for all staff on the intranet. The Senior Personal Assistant will be prioritising and tracking casework for the Planning IPA.

The Executive Board requested that the Investigation Managers review the existing planning advice to identify any areas of commonality, trends or gaps. The Board also requested that when CIs are asking for any professional advice on a case to ensure clear and specific questions are formulated. **Inv Man**

4.3. Communications and outreach report, and issues arising

The Board noted the contents of the tabled paper. The Board requested a scoping document that would provide strategic planning and prioritising of speaking/event requests to ensure strategic objectives and business requirements were being met.

DR

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

4.5. Knowledge Management report, and issues arising

The Board noted the contents of the tabled paper and agreed the recommendation to enhance all three websites with Mini-Google search facility.

The Board agreed to postpone sending last year's Annual letters to enable inclusion of this year's information.

4.6. Compendium Quarterly Report

The Board noted the contents of the tabled paper and discussed the issues arising. The Board supported the recommendations that all final checks of reports are completed before the compendium is sent to the printers, and that CIs are reminded the final checklist is a mandatory requirement.

Inv Man

The Board requested the Investigation Managers review the final checklist ensuring it is fit for purpose and all risk areas are covered.

Inv Man

5. Financial performance – reserved item

6. Service Quality Complaints Quarterly Report

The Board noted the contents of the tabled paper and the learning from these complaints. This paper will be published in the relevant section of the website.

7. Performance against objectives for Q3

The Board noted the progress against business objectives and requested the summary of incomplete objectives be listed under the strategic objectives they relate to.

FP

8. ICT Update – reserved item

The meeting closed at 12:00