

Note of the Executive Board Meeting held on 27/02/07

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

In attendance:	for the open items 1 to 4		
	Emma Gray	Communications and Outreach Manager	COM
	Iain Law	Investigations Manager	IM
	Judy Saddler	Investigations Manager	IM
	Kathleen Steindl	Investigations Manager	IM
	Annie White	Casework Knowledge Manager	CKM

1. The meeting opened at 09:30 with no apologies. **Actions**
2. The minutes from the meeting held on 30 January 2008 were agreed as an accurate record.
3. Action points held over from previous meetings are to be reviewed. **Omb / SPA**

4. Operational Report

The Board noted the contents of the tabled paper and annexes and thanked the Management Team for the new report format which would develop further. Issues arising from the report were discussed.

The Board agreed that the Director of Investigations will meet with the Management Team following each Executive Board meeting to share the discussion, outcomes and actions.

The Board were informed of the project to investigate what was causing the delays in the process from the date a report is issued to when it is published.

The Board requested the information regarding the proposed date for draft reports on cases over KPI 3 to be shown graphically. **SPA**

The Board requested that all statistical reports showing trend lines with data before 1 April 2007 include an indicator on the graph and a footnote explaining the change to the process of recording enquiries and the impact this has had on the figures. **SPA**

The Board also requested a footnote with our definition of Contact, Enquiry, Complaint and Case be included on relevant reports where the term is used. **SPA**

The Board requested further details on all step 2 and 3 cases over KPI 2 outlining the reasons for the cases not meeting the KPI and any actions required to address this. **IM**

The Board agreed in principle to the proposal for temporary cover for the Compendium Officer role if there is a requirement, and discussed other options to address this requirement in the month of July. This will ensure continuity of service in report laying. **DI**

The Board agreed to the proposal to purchase the Google Search addition for the websites.

Reserved items

5. People and human resources report
6. Financial performance
7. ICT update

The meeting closed at 11:45