

Note of the Executive Board Meeting held on 26/03/08

Present:	Alice Brown	Ombudsman	Omb
	Eric Drake	Director of Investigations(acting chair)	DI
	Niki Maclean	Head of Services	HS
	David Robb	Director of Policy and Development	DP
	Emma Gray	Communications & Outreach Manager (taking minutes)	COM

In attendance: for the open items 1 to 4

Judy Saddler	Investigations Manager	IM
Kathleen Steindl	Investigations Manager	IM
Annie White	Casework Knowledge Manager	CKM

Actions

1. The meeting opened at 09:30 with apologies from Fiona Paterson, Senior Personal Assistant.
2. The minutes from the meeting held on 27 February 2008 were agreed as an accurate record.

2.1. Frequency of Executive Board Meetings

The Board agreed to move to a six-weekly cycle of Board meetings for 2008-09. Financial and casework statistics will continue to be produced monthly. **SPA**

3. Action points held over from previous meetings are to be reviewed. **Omb / SPA**

4. Operational Report

The Board noted the contents of the paper and annexes and issues arising from the report were discussed. The Board requested that the DPD will work with the CKM to improve the format and structure of the operational report. **DPD**

The Board accepted in principle the recommendation to review the process for the development of the 2008-09 Business Plan in line with formalising project management work undertaken within in the SPSO. **SPA / HS**

The Board requested that options for managing the contribution of investigative staff to outreach work be explored. **DI/DPD/ MT**

The Board requested that consideration be given to establishing a preferred 'bandwidth' of maximum and minimum case numbers per CI as part of the research into optimum CI caseload. **IMs**

The Board requested that overall budget requirements are considered when deciding resource allocation, in particular with regard to available CI hours when a secondment is approved. **HS/ MT**

The Board approved temporary administrative support for Outreach archive filing. **DI/IMs**

The Board requested an analysis of the information about step 2 and 3 cases over KPI 2 for the next meeting **DPD**

The Board proposed that an external statistician be identified to carry out a review of Management Information needs. **LD**

The Board requested that personal information in Annex A and B be deleted for data protection purposes, and that two of the headings in the Annex B table be amended . **SPA**

The Board congratulated the CI participants in the Queen Margaret University accreditation programme for all having achieved their qualification.

5. Business Plan

The Board agreed the vision, values and strategic objectives of the 2008-09 Business Plan with minor amendments and thanked all staff for their input. The three-year Corporate Strategic Plan will be published in conjunction with the Annual Report in June.

The Board requested that the 2008-09 Business Plan quarterly objectives and KPIs be circulated to staff for feedback by middle of April. Final versions of the business objectives and KPIs will be tabled at the April EB.

**DPD/
COM**

5.1. Risk Register

The Board agreed that relevant recruitment materials for the SLCC will be made available. DI will discuss the redistribution of CI work with IMs if required.

DPD

The Board approved the proposed new structure of the risk register to more clearly show links to the 2008-09 business plan.

HS / DI

Reserved items

- 6. People and human resources report
- 7. Financial performance
- 8. ICT update
- 9. AAC meeting – outstanding actions

10. AOB

The Board requested a Project Status Report be added to the agenda to update the Board on progress.

**HS/
SPA**

The meeting closed at 13.10.