

**Note of the Executive Board Meeting held on 30/04/08**

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

In attendance: for the open items 1 to 4

Emma Gray Communications & Outreach Manager (taking minutes)  
Iain Law Investigations Manager  
Judy Saddler Investigations Manager  
Kathleen Steindl Investigations Manager

**Actions**

1. The meeting opened at 09:30 with apologies from Annie White, Casework Knowledge Manager. All open papers will be circulated to the Management Team ahead of future meetings. The EB Forward Planner will become a regular item on the agenda. **FP**
2. The minutes from the meeting held on 26 March 2008 were agreed as an accurate record.
3. Action points held over from previous meetings were reviewed.

**4. Operational Report**

The Board noted the contents of the paper and accompanying annexes. Issues arising from the report were discussed.

The Board requested that the Annexes for the Statistics paper are consistently cross-referenced. **FP**

The Board requested a draft of the final yearly KPIs and accompanying commentary be circulated for approval. **DR**

The Board agreed that the Summary by Quarter statistics for publication would be in line with the final yearly total. **NM**

**4.1. Annual Statistics Report 2007-08**

The Board will hold a separate meeting to discuss the Annual Statistics and Annual Report.

The Board requested that key points and initial views on the Annual Stats be forwarded to the COM in advance of the meeting. **All**

The Board requested that the 740 cases recorded in a different way to last year be identified to assist with year-on-year comparisons. **NM**

**4.2. Away day feedback**

General comments from the Management team were provided. The Board agreed to have a broader discussion when staff feedback has been collated.

## 5. Business Plan

### 5.1. Project updates

The Board noted the current ongoing projects in the office as listed in the tracker, and looked forward to regular updates on progress.

### 5.2. Business Plans update

The Board noted the final update on the 2007-08 Business Plan and requested the Management Team to check that the outstanding and continuous objectives have been allocated the correct Key Priority in the 2008-09 Business Plan.

**MT**

The Board accepted the recommended amendments to the vision, values and strategic objectives of the 2008-09 Business Plan and noted the comments. It was clarified that the Performance Measures, delivery and resources are not yet finalised.

The Board agreed the quarterly objectives for the 2008-09 Business Plan and thanked all staff for their input.

### **Reserved items**

6. People and human resources report
7. Financial performance
8. ICT update
9. AOB

The meeting closed at 12:00