

Note of the Extra-ordinary Executive Board Meeting held on 06/06/08

Present:	Alice Brown Eric Drake Niki Maclean David Robb	Ombudsman (Chair) Director of Investigations Head of Services Director of Policy and Development
	Fiona Paterson,	Senior Personal Assistant (Secretary)
In attendance:	Emma Gray Judy Saddler Kathleen Steindl Annie White	Communications & Outreach Manager (taking minutes) Investigations Manager Investigations Manager Casework Knowledge Manager

Actions

1. The meeting opened at 09:10 with apologies from Iain Law, Investigations Manager.

2. SDC Quarter 4 and Year-end Report

The Board noted the contents of the paper and accompanying annexes. Issues arising from the report were discussed. The Board approved the paper and year-end statistics for publishing.

SPA

3. Service Delivery Complaints Process and Challenge to Decisions Process Review

The Board noted the paper outlining suggested changes to the two processes and discussed the issues arising.

The Board approved recommended changes to the Challenges to Casework Decisions process and noted the actions. Additionally, the Board requested the leaflet sent to complainants informing them of our investigations process be revised accordingly.

EG

The Board requested further information on the estimated costings for the proposed change to the SDC process. This section of the paper will be re-tabled at the Board Meeting on 18 June with the additional information and proposals.

AB & ED

A project leader to implement the Board's recommendations on both processes will be identified for 18 June.

EB

4. New Quality Assurance Process

The Board thanked the Project Team for the production of the detailed and informative paper and discussed issues arising.

The Board accepted the recommendation to trial a peer-review QA process for a 6-month period. The Board requested that the peer-review be carried out by two CIs at a time, on a rolling 3-month basis, with the expectation that all appropriately qualified CIs would perform this function. The Board endorsed the skill-development and learning that would take place in a peer-review system and noted it was a core function of the current CI role.

The Board requested the Project Leader to make the suggested amendments and implement the recommendations.

JS

5. IF Group Project Report

The Board thanked the IF Group for the production of the detailed and informative paper and discussed issues arising.

The Board requested the Investigation Managers to encourage their team members to ensure the Investigation Plan was a live document **IMs**

The Board accepted the recommendations in the paper and requested the Project Leader to implement the 2-month pilot to extend the Gateway filter and take forward the other recommendations as required. **KS**

6. Presentation of Statistics Review

The Board noted the suggested changes to the presentation of statistics and the impact on internal and external communications. The purpose for the change in presentation is to improve general understanding of work done by the office. The Board discussed issues arising, including the terminology used to describe the process and the products for each stage.

The Board requested that the statistics presentation be adjusted as recommended and the internal and external communications take account of the new presentation and terminology. **NM & EG**

7. All Staff Away Day Next Steps

The Board noted the summary of the feedback on the All Staff Away Day and accepted the recommendations to involve managers and staff in the planning and delivery of the next All Staff event. The Board requested that the summary of feedback be posted on the intranet. **FP**

The Board noted that the Office Manager and Head of Services will meet with the two Greener Office Champions to agree next steps. **NM**

8. Management Development Day Next Steps

The Board noted the tabled paper and accepted the recommendations to publish the Team Working – Agreed Values on the intranet. **FP**

The Board noted the recorded actions from the day.

9. Canadian Study Visit Proposal

The Board approved the proposal that the Director of Investigations should attend the *'Sharpening your teeth' – Advanced Investigative Training for Administrative Watchdogs* Conference.

The meeting closed at 11:30