

**Note of the Executive Board Meeting held on 18/06/08**

---

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

**Actions**

1. The meeting opened at 09:35 with no apologies.
2. The minutes from the meetings held on 30 April, 8 May and 6 June 2008 were agreed with minor amendments.
3. Action points held over from previous meetings were reviewed.

**4. Executive Board Forward Planner**

The Chair informed the Management Team of the purpose of the document and agreed for the EB Forward Planner to be moved to the Management folder for easy access. **FP**

**5. General Projects Update**

The Board noted the updated Project Tracker and the Project Management summary papers. The Board requested that major Project Management templates become mandatory documents for all projects. **FP**

**5.1. Replacement of ICT infrastructure and CHS**

The Board were updated on the implementation timeline for the ICT replacement programme. The Board agreed to extend the existing ICT support service contract with CAS for a further two months and the existing CHS support service to end March 2009.

The Board were informed of a project that will be coordinated by the Head of Services to improve the Management Information on casework provided to Investigation Managers. The aim is to provide a consistent approach to recording casework progress information for all CIs and teams. The project is sponsored by the Head of Services.

**5.2. Service Delivery Complaints Process Review Supplementary Paper**

The Board noted the additional information provided and approved the recommendations outlining payment for services and the requirements for the implementation project. The Board requested that the Investigation Managers identify two Complaints Investigators to take the project forward. **Inv Man**

**5.3. Compendium Proposal**

The Board thanked the authors for the informative proposal. The Board agreed in principle to publish information about assessment and examination work not currently laid before Parliament.

The Board requested this proposal be taken forward as a project with DR as Sponsor and LF as Lead. **DR**

#### **5.4. Dealing with Complaints from Children and Young People**

The Board thanked the author for the informative paper and clear recommendations. The Board agreed in principle to ensure our service is equipped to take complaints from children and young people following industry Best Practice.

The Board requested this proposal be taken forward as a project with ED as Sponsor and KB as Lead. The Board noted this project would form a model for future research into improving the accessibility of the SPSO to other groups.

**ED**

#### **6. Operational Report**

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

The Board noted that Investigation Managers will be ensuring CHAS data manually inputted by the Complaints Investigators is up-to-date and correct to allow management information to be extracted from CHAS.

**Inv Man**

The Board requested detailed information on reasons for and action taken to address all cases listed in the exceptions report.

##### **6.1. Action Plan for Business Plan Objectives**

As noted above, the Board requested specific information in the Operations Report about what is being done to manage the old cases, including predicted end dates.

**FP**

The Business Plan Quarterly Objectives will be prepared as a working document for recording progress. This document will be accessible to the Executive Board, Management Team and Investigation Team Assistants for updating.

#### **7. Financial Performance**

The Board noted the current financial position for 2008-09 and the predicted overspend. The Board discussed potential areas for savings and will continue to monitor the budget closely.

The Board considered the draft 2009-10 budget and requested that it be circulated to the Audit Advisory Committee with accompanying commentary and options.

**NM**

#### **8. People and Human Resources Report**

The Board noted the paper and offered their congratulations to the two members of staff on their new internal and external appointments.

The Board agreed the budget for the Learning and Development plan for 2008-09 and noted that the full detailed plan will be circulated by the end of June.

#### **9. Review of Risks**

The Board noted the revised and updated Risk Register and the proposed actions to minimise those areas deemed to be high risk, and those areas requiring monitoring. The Board requested members to review the paper and forward any further comments to the Head of Services by Friday 20 June. Any issues that arise will be circulated for comment.

**EB**

**There were no reserved items of business.**

The meeting closed at 12:40