

**Note of the Executive Board Meeting held on 28 January 2009**

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

Louise Rae joined the meeting for items 09-01-05.1 and 09-01-06.1.

**Actions**

1. The meeting opened at 09:30 with apologies from Iain Law, Investigations Manager.
2. The minutes from the meetings held on 18 December 2008, 9 January and 19 January 2009 were agreed with minor amendments.
3. Action points held over from previous meetings were reviewed.

**4. Strategic Activities Update**

Parliamentary Committee – Local Government and Communities

The Board was informed that Ombudsman is invited to give oral evidence to the Committee on 11 February 2009 on her Annual Report for 2007-08.

Ombudsman Recruitment Process

The Board was informed that the SPCB will be interviewing for the Ombudsman post on 9 March.

**5. Business Plan and Projects Update**

2008-09

The Board noted the quarter three achievements and outstanding activities for quarter four. The Board requested the staff summary of general achievement and outstanding actions be prepared for the all-staff business planning session on 6 February.

**EG**

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

The Board noted the update on progress towards replacing the case handling software.

The Board agreed with the following recommendations:

*Data fields and workflow:*

The Board approved the described data fields and workflow on the understanding that some small changes may yet occur.

*Security and Access:*

The Board agreed that access to the Report Builder and editing rights to Casework Challenges and Service Delivery Complaints be given to EB, MT, ITAs, LR, FP and LM in the first instance with the option to roll out to other staff later.

The Board agreed that all staff are given read access to Casework Challenges and Service Delivery Complaints.

*Training:*

The Board supported the proposal for 'classroom' style training as described.

5.2. KPIs

The Board agreed in principle to the proposal to change the KPIs to more accurately reflect our process and practices.

The Board requested a supplementary paper for the next meeting clearly outlining the rationale (background and context), risks and implications of any proposed change to ensure this fundamental decision is clearly audited through the Executive Board. **IL**

The Board also requested a paper outlining the supplementary internal measures that will be introduced to assist management of workflow. **MT**

5.3. Professional Advice

The Board requested a supplementary paper for the next meeting comparing the internal and external advice received, quality of decision-making, resources (time, cost), areas of risk, and outlining possible efficiencies. Consideration of how the advice is used currently and how it could be used more effectively could also be included. **IL**

5.4. Performance Measures

The Board agreed in principle with the proposed performance measures and requested the Management Team consult with team members and provide specific feedback on the measures to NM by Friday 6 February. **MT**

The Board requested a finalised complete set of management information for the next meeting.

5.5. Environmental Regulations

The Board thanked LM for the first paper addressing this office issue and agreed in principle to engage a consultant to ensure the SPSO meets all regulatory requirements. The Board noted that OSIC had recently undertaken a similar piece of work and requested that we enter discussions with them to learn from and build on their experience before engaging consultants. **LM**

**6. Operational Report**

The Board requested Inv Man confirm CHAS is updated appropriately to ensure all the statistical reports are accurate and up-to-date, and the commentary for the Board include information on case-management for those cases over two years old. **Inv Man**

The Board requested a separate meeting to discuss the productivity information and resourcing requirements. **FP**

The Board approved the project to trial hearings as proposed with ED as Project Sponsor.

6.1. Freedom of Information and Data Protection quarterly report

The Board noted the first quarterly report on FOI/DPA requests and agreed that the information be kept for internal use in the quarterly statistical report.

6.2. Service Delivery Complaints quarterly report

The Board noted the tabled paper and approved it for website publication. DR informed the Board that he will be discussing with the new Independent Service Delivery Reviewer methods of capturing information about informal service delivery complaints and providing lessons to the organisation. **DR**

6.3. Knowledge Survey

The Board noted the tabled paper outlining the proposed KM strategy and the current work on developing casework guidance.

The Board requested that any intranet development be informed by and in line with the current ICT work being undertaken. **AW**

**6.4. Technical Updates**

The Board requested that the draft timetable for technical updates be sent to all staff for comment and feedback on content and timing. **AW**

The Board requested that any session on core skills continue to be mandatory and other informative/awareness raising sessions by optional with strong recommendation to attend. **Inv Man**

**7. Financial Performance**

The Board noted the current financial position and the predicted overspend and will continue to monitor the budget closely.

**8. People and Human Resources Report**

The Board noted the paper and requested that managers provide feedback on the job description, terms and conditions for the Training Coordinator post by Friday. **MT**

**9. Review of Risks**

The Board noted the paper outlining key risk areas and agreed the proposal to conduct the annual review of the risk register with staff following the drafting of the business plan.

**10. AOB**

There was no other business.

The meeting closed at 12:30.