

**Note of the Executive Board Meeting held on 12 March 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
	Iain Law	Investigations Manager
	Judy Saddler	Investigations Manager
	Kathleen Steindl	Investigations Manager
	Annie White	Casework Knowledge Manager
	Fiona Paterson	Senior Personal Assistant (secretary)

**Actions**

1. The meeting opened at 09:45 with no apologies.
2. The minutes from the meetings held on 28 January 2009 were agreed with minor amendments.
3. Action points held over from previous meetings were reviewed.

**4. Strategic Activities Update**

The Board acknowledged the Chair's imminent departure with this being her last Executive Board meeting, and were updated on progress made in the recruitment process for a new Ombudsman.

The Board noted the upcoming Audit Advisory Committee meeting.

**5. Business Plan and Projects Update**

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

The Board noted the update on progress towards replacing the case handling software and that Workpro will be installed on time and on budget. The Board were informed of the procedures that are in place to mitigate the risks involved in the process and the example Service Delivery Report the SPSO receive from Scotslite.

The Board requested that back-up plan for a major failure is emailed to the Management Team ahead of the change-over.

**LR**

**5.2. KPIs**

The Board requested a further meeting to discuss the KPI proposals in more detail. It was agreed that, in the meantime, the paper would be discussed with the Audit Advisory Committee in order to ascertain their views.

**5.3. Professional Advice**

This item was deferred to the next meeting.

**5.4. QA Working Group**

The Board accepted the recommended revisions to the QA process including the management proposal as outlined in the paper, and agreed the implementation date for 1 April 2009.

The Board thanked JS for the work done on the project and noted a further review will be undertaken in six months.

**6. A. Operational Report**

The Board noted the operational performance report and discussed the issues raised.

The Board agreed to continue with the three-part report for the next meeting.

**B. Communications and Outreach Update**

The Board noted the key points outlined in the paper and approved the BUJ survey expenditure.

The Board requested that all additional comments on the survey be forwarded to the Communications Manager for consideration. **All**

**C. Casework Knowledge Management Update**

The Board noted the key points outlined in the paper and the upcoming priorities.

**7. Financial Performance**

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

**8. People and Human Resources Report**

The Board noted the paper and status of current recruitment projects.

**9. Review of Risks**

The Board noted the paper outlining key risk areas and congratulated those staff involved in internal audit of the project management of the CHS replacement project, which resulted in no recommendations.

In light of current events, the Board recommended reviewing the Security policy with all staff. **NM**

**10. AOB**

**10.1. Casework Challenges**

The Board were informed of various options for handling casework challenges suggested by staff at the Technical Update session. The Board requested a further meeting to discuss the proposals in more detail, with consideration given to interim arrangements from April 1. **ED**

**10.2. Legal Opinion on 'Functus Officio'**

The Board were informed of recent advice received on this principle relating to published reports which differs from current understanding. This will be explored in more depth with legal advisers. **ED**

**10.3. TUPE**

The Board were informed of the legal position for staffing contracts during the change-over between Ombudsman. NM will inform staff. **NM**

**10.4. Office layout changes**

The Board were informed of investigations being made into creating additional office space for desks.

**10.5. Business Planning**

The Board were informed of the current progress made on the 2009-2010 Business Plan and the next steps to be undertaken.

The meeting closed at 12:30.