

**Note of the Executive Board Meeting held on 6 May 2009**

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Present:	Jim Martin	Ombudsman
	Eric Drake	Director of Investigations (Chair)
	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)

**Actions**

1. The meeting opened at 09:30 with apologies from Iain Law, Investigations Manager.
2. The minutes from the meetings held on 12 March 2009 were agreed with minor amendments.
3. Action points held over from previous meetings were reviewed.

**4. Strategic Activities Update**

The Board was informed of the upcoming Audit Advisory Committee meeting, the Liaison Officer event and possible publication date of the RSSB Parliamentary Committee report.

**5. A. Operational Report**

The Board noted the operational performance report and discussed the issues raised. The Board agreed a 25% reduction in case allocation for the time a complaint investigator is performing the Quality Reviewer function.

The Board requested that productivity figures be reviewed in light of this decision and other resourcing requirements identified.

**NM**

The Ombudsman requested a finalised paper on proposed KPIs for agreement at the next meeting.

**NM / DR**

The Head of Services will consider the presentation of statistics for the Executive Board in consultation with the Ombudsman.

**NM**

**B. Communications and Outreach Update**

The Board noted the key points outlined in the paper and requested that the timeline for upcoming events be extended.

**EG**

**C. Casework Knowledge Management Update**

The Board noted the key points and upcoming activities outlined in the paper and the proposed SKIP project. Resourcing for activities involving complaint investigators was discussed.

**6. Business Plan and Projects Update**

**6.1. Training Unit**

The Board thanked the training coordinator for the report, noted the key points outlined in the paper and approved the recommended course costs and internal advertising for the trainer and administration support positions.

**NM**

The Board agreed offering the training beyond Local Authority front-line staff on a reactive basis in year one.

**6.2. Service Delivery Complaints – 2008-09 Annual Update**

The Board approved the paper for publication on the website and agreed that the quarterly SDC statistics are included in the Quarterly Statistics Summary for the Executive Board.

The Board agreed moving to an annual report of SDCs and appeals, tabled in Q1 then forwarded to the Audit Advisory Committee.

The Ombudsman will be responding to any recommendations made by the Independent Service Delivery Reviewer for an interim period.

**6.3. Policy and Research Officer**

The Board noted the position paper and agreed the extension of the internal Policy and Research Officer secondment positions for a further five months.

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

The Board noted the update on the migration to Workpro, the issues experienced and the current situation regarding these issues.

The Board thanked all staff for continuing to maintain business functions during the difficulties experienced, and particularly to the Information Analyst for managing the situation.

**6.5. 2008-09 Business Plan and Projects Update**

The Board noted the end of year position on the business plan and requested that all outstanding objectives are carried over to the 2009-10 Business Plan.

The Board requested an update for staff be prepared for Tuesday 19 May.

**EG**

**6.6. Annual Statistics**

The Board approved the annual statistics for publication.

**6.7. Productivity Projections for 2009-10**

The Board noted the actual closures for 2008-09 and the projected closures per complaints investigator for 2009-10. This will be reviewed each quarter and reported to Board.

**6.8. 2009-10 Business Plan**

The Board approved the 2009-10 Business Plan and requested that the performance measures be reviewed with the operational plans. The Board requested the Operational Plans be finalised by end May.

**All**

**7. Financial Performance**

The Board noted the year-end financial position for 2008-09 and thanked the Head of Services and the Accountant for ensuring the actual spend came in with >1% variance on budget.

**8. People and Human Resources Report**

The Board noted the paper including the annual absence report.

**9. Review of Risks**

**9.1. 2008-09 Risk update**

The Board noted the paper outlining key risk areas, with the additional risk of the implementation of the new case handling system.

**9.2. 2009-10 Risk Register**

The Board approved the 2009-10 Risk Register incorporating the suggestions and changes made by teams. The Risk Register will now be circulated to the Audit Advisory Committee for discussion at the meeting to be held on 2 June.

9.3. Business Continuity Plan

The Board approved the Business Continuity Plan and the recommended elements for testing.

Line Managers are requested to ensure they have contact details for team members stored off-site and kept up-to-date. Team Managers are requested to inform staff of the 'telephone chain message' procedure and that in the case of a major incident that no staff member should comment to the media without the consent of the Communications and Outreach manager.

**Line  
Managers**

The meeting closed at 13:30.