

**Note of the Executive Board Meeting held on 3 June 2009**

---

|                |                  |                                       |
|----------------|------------------|---------------------------------------|
| Present:       | Jim Martin       | Ombudsman (Chair)                     |
|                | 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                |
|                | Fiona Paterson   | Senior Personal Assistant (Secretary) |

**Actions**

1. The meeting opened at 09:30 with apologies from Annie White, Casework Knowledge Manager.
2. The minutes from the meetings held on 6 and 19 May 2009 were agreed with minor amendments.
3. Action points held over from previous meetings were reviewed.

**4. Progressing Strategic Objectives**

**4.1. Old Cases**

The Ombudsman outlined the results of the review of old cases and asked the Investigation Managers if they agreed that expected closure dates were achievable. The Investigation Manager agreed this was achievable in most cases. The Board was assured this should not impact on the preparation of the compendium.

**4.2. Implementing Parliamentary and Government Bills**

The Board were given an update on the RSSB Committee report and Parliamentary Bill currently in progress. DR outlined the next steps and stakeholder meetings being undertaken to progress the recommendations and will provide a report for the Board on progress. DR will circulate the Design Authority work streams to managers for sharing with team members.

**DR**

**4.3. Stakeholder engagement**

The Ombudsman outlined his plans for the internal communication of his vision, including the 'Right First Time' strap line and a weekly message on a newly designed first page on the intranet.

The Ombudsman will communicate his key messages to external stakeholders initially at the Council Liaison Officers meeting on 17 June, also launching the agreed KPIs.

**5. KPIs**

The Board agreed the new KPIs which will be communicated in clear language using monthly measures:

- KPI 1 will measure complaints not for this office, or not for this office yet (OOJ & premature - 95% cases closed within two weeks);
- KPI 2 will measure complaints for this office but not formally reported to Parliament (80% cases closed within four months);
- KPI 3 will measure formally reported cases to draft report stage, but not including any cases more than nine months old at 1 April 2009 (60% cases drafted within 12 months).
- A one-off additional measure for 2009 will continue to track the old cases removed from the measures above with a target to clear them by December 2009.

An appendix will be included in the 2008-09 Annual Report using both the original and new KPIs to report last year's performance and explaining the reason for the review.

**6. A. Operational Report**

The Board noted the operational performance report and discussed the issues raised. The Board requested the report include a note outlining progress against predicted received and closed case numbers.

**IMs**

**B. Communications and Outreach Update**

The Board noted the communications and outreach activities undertaken in the previous month and key upcoming events. The Board requested the Communications and Outreach Manger confirm expected expenditure for 2009-10.

**EG**

**7. Business Plan and Projects Update**

**7.1. 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.

**7.2. Archiving Policy**

The Board accepted the recommended changes to the Archiving Policy.

**8. Financial Performance**

The Board noted year-end financial position for 2008-09 and the current position against budget.

**9. People and Human Resources Report**

The Board noted the paper and were informed of the next steps in the Director of Investigations recruitment.

**10. Review of Risks**

**10.1. 2008-09 Risk update**

The Board noted the paper outlining the current key risk areas.

**11. AOB**

EG shared the initial results from the Complainant Satisfaction Survey. The Management Team will respond to the findings and prepare an action for presentation to staff.

**MT**

The meeting closed at 11:30.