



EXTRAORDINARY BOARD MEETING

6 JULY 2018

Minutes (Approved)

MINUTES OF EXTRAORDINARY BOARD MEETING

6 July 2018

CHAIR:

Rob Behrens CBE, the Ombudsman

NON-EXECUTIVE MEMBERS:

Sir Alex Allan KCB
Elisabeth Davies
Dean Fathers
Ram Gidoomal CBE
Alan Graham MBE
Ruth Sawtell

EXECUTIVE MEMBERS:

Amanda Campbell CBE, Chief Executive
Gill Kilpatrick, Executive Director of Corporate Services
Alex Robertson, Executive Director of Strategy & Operations

IN ATTENDANCE:

Karl Banister, Director of Legal and Professional Services
Lisa Kitto, Interim Director of Resources
Maria Mansfeld, Director of Communications
Richard Muirhead, Director of Finance
Martyn Schofield, Assistant Director Governance
David Tanhamira, Governance Officer (minutes)
Paula Woodward, Chief of Staff

APOLOGIES

Mick King
Dr Julia Tabreham

1 Chair's introduction and welcome

1.1 The Chair welcomed members and attendees to the meeting and advised that this was the last Board meeting for Richard Muirhead, Director of Finance who would be leaving the PHSO soon. The Chair also welcomed Lisa Kitto, Interim Director of Resources.

2 Declarations of interest

2.1 There were no declarations of interest.

3 STEWARDSHIP & GOVERNANCE

Audit and Risk Assurance Committee Chair's Verbal Report to the Board and Audit and Risk Assurance Committee Annual Report 2017-18

3.1 The Chair of Audit and Risk Assurance Committee (ARAC), Alan Graham, provided a verbal report on the outcome of the ARAC meeting held just prior

to the Board. Alan Graham reported that 5 internal audit reports in the 2017/18 Internal Audit Plan were awarded assurance rating between partial assurance to significant assurance with improvement and minor improvement. Governance and Risk Management, Change Portfolio Management and Corporate Performance reporting (including data quality) were highlighted.

3.2 The Board:

- i) **Noted** the Audit and Risk Assurance Committee Chair's Verbal Report;
- ii) **Noted** the Audit Risk and Assurance Committee Report 2017-18.

4 Annual Report and Accounts 2017-18 and National Audit Office Completion Report

4.1 Gill Kilpatrick, Executive Director Finance and Corporate Services, commended the positive and helpful relationship with the National Audit Office (NAO) and efforts of the Finance Team.

4.2 The Board:

- i) **Approved** the Ombudsman's Annual Report and Accounts 2017/18 for signature; and
- ii) **Approved** the Letter of Representation for signature.

5 Date and location of next meeting

5.1 The next Board meeting would be held in Manchester on Thursday, 27 September 2018.

6 Any other business

6.1 There was no other business.

The meeting ended at 13.45