

Approved Minutes of the Board Extraordinary meeting held on 6 July 2022 (Video Conference)

Chair:

Rob Behrens CBE, the Ombudsman

Non-Executive members:

Sir Alex Allan KCB

Polly Curtis

Anne Davies

Linda Farrant

Dean Fathers

Balram Gidoomal CBE

Anu Singh

Apologies

Mick King

In attendance:

Andy Gillies, Interim Director of
Resources

Andy Dawson, Governance Officer
(minutes)

Maria Mansfeld, Chief of Staff

Executive members

Amanda Amroliwala, Chief Executive

Gill Kilpatrick, Chief Operating Officer

1. Chair's Introduction and Welcome

- 1.1 Rob Behrens welcomed all to the meeting to approve the annual report and accounts for 2021-22. He thanked everybody who had been involved in the preparation of the report and accounts.

2. Declarations of Interest

- 2.1 There were no declarations of interest.

3. Feedback from Audit and Risk Assurance Committee (ARAC)

- 3.1 Linda Farrant updated the Board on the work of ARAC in relation to the 2021-22 Annual Report and Accounts. ARAC had looked in detail at the accounts on 8 June 2022 at the technical walkthrough meeting.
- 3.2 Linda Farrant reported that at the meeting of ARAC on 6 July, ARAC had received the National Audit Office (NAO)'s annual completion report following their audit of the resource accounts. NAO had identified one unadjusted misstatement, which related to the recording of Value Added Tax of £127k in respect of provisions for dilapidations. ARAC were satisfied that this misstatement was immaterial and had agreed that it should remain unadjusted. The NAO had made no other audit findings and no recommendations. ARAC therefore recommended that the Board should approve the annual report and accounts.
- 3.3 Linda Farrant thanked the Finance Team on behalf of ARAC for their work in providing an excellent set of accounts.

4. PHSO Annual Report and Accounts 2021-22

- 4.1 Maria Mansfeld presented the 2021-22 Annual Report and Accounts for approval. She advised the Board that, subject to the Board's approval and certification of the accounts by the Comptroller and Auditor General, we aimed to lay the report before Parliament by 20 July, before recess.
- 4.2 After the report is laid we will share it with other Ombuds and stakeholders. It will be placed on our website and publicised by social media.
- 4.3 Members thanked the project team and congratulated the organisation on an excellent annual report.
- 4.4 Board members made the following points in discussion:
- The report was readable and accessible and gave a good account of PHSO's role in challenging government departments.
 - Members suggested that the CEO Foreword could be misinterpreted as saying that the NHS were not supported by the public. The CEO agreed to amend the sentence in question, which related solely to the changing dynamic in the NHS complaints landscape.
- 4.5 The Board agreed the following:

- To approve the PHSO Annual Report and Accounts for 2021-22 for publication and laying before Parliament; and
- To authorise the Ombudsman to sign the accounts and the Letter of Representation.

The meeting ended at 11:50