



EXTRAORDINARY BOARD MEETING

7 JULY 2017

Minutes

MINUTES OF EXTRAORDINARY BOARD MEETING

7 July 2017

CHAIR:

Rob Behrens CBE, the Ombudsman

NON-EXECUTIVES

Elisabeth Davies

Alan Graham

Ruth Sawtell

Sir Jon Shortridge KCB

Dr Julia Tabreham

Helen Walley

EXECUTIVES

Amanda Campbell, Chief Executive

Gill Kilpatrick, Executive Director Finance and Corporate Affairs

Rebecca Marsh, Executive Director Operations and Investigations

Alex Robertson, Executive Director External Affairs and Insight

APOLOGIES

None

IN ATTENDANCE

Maria Mansfeld, Head of External Communications

Martyn Schofield, Head of Governance (minutes)

Paul Vaughan, Head of Finance and Procurement

Lyn Wibberley, Chief of Staff

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 Helen Walley whose term of office would end on 31 August 2017.

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 2016/17

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 set out the processes that had been followed by ARAC in order to be able to fulfil their responsibilities to the Accounting Officer by being in a position to offer objective advice concerning the risk, control and governance of PHSO.

- 3.2 Alan Graham advised that the ARAC annual report had been circulated to Board Members which detailed key areas of assurance and that a detailed technical walkthrough had taken place specifically to review the Resource Accounts on 14 June 2017.
- 3.3 Alan Graham advised that all previous audit recommendations from the audit completion report were now complete and no substantive changes were required to the version submitted to the Board for approval. Therefore ARAC had no hesitation in recommending the 2016/17 Annual Report and Accounts for signature.

4. ANNUAL REPORT AND ACCOUNTS 2016/17 AND AUDIT COMPLETION REPORT

- 4.1 Sir Jon Shortridge advised that he was satisfied that the Annual Report and Accounts 2016/17 were as stated and that the governance statement reflected an accurate picture of the organisation. Sir Jon thanked ARAC for their hard work on behalf of the Board.
- 4.2 Gill Kilpatrick, Executive Director Finance and Corporate Services, praised the positive and helpful relationship with the National Audit Office (NAO) and efforts of the finance team.
- 4.3 Amanda Campbell, Chief Executive, stated that she was satisfied that the numbers were correct and that only minor changes in narrative were required before signature and being laid in Parliament.
- 4.4 Helen Walley commented on the improved quality and timeliness of the Annual Report and Accounts.
- 4.5 The Ombudsman praised the efforts of both PHSO staff and those at the NAO in a rigorous process that followed guidance from 'Managing Public Money'. It had been agreed that in future PHSO would look to follow this guidance but have a clear governance process for detailing those instances where it was not followed.
- 4.6 Ruth Sawtell advised that the dates on the ARAC Annual Report table were incorrect and needed to be amended.

ACTION: Head of Governance to amend the ARAC Annual Report 2016/17 table of dates.

4.7 The Board:

- (i) **Approved** the Ombudsman's Annual Report and Accounts 2016/17 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 28 September 2017 and would include a strategy planning session.

6. **Any other business**

Helen Walley

- 6.1 The Ombudsman and all the Board thanked Helen Walley for her dedicated work at PHSO over the previous 5 years and wished her well for the future.

The meeting ended at 12.05pm