
MINUTES of the BOARD MEETING
Held at Gate House, on Tuesday 5th March at 10.30 a.m.

Present: Lord Edward Faulks
Matt Brown
Shrenik Davda
Charles Garside
Sarah Lee
Ian MacGregor
Brendan McGinty
Barry McIlheney
Kavita Reddi
Martin Trepte

Attending: Charlotte Dewar – Chief Executive Officer
Rosemary Douce – Senior Standards Officer
Alice Gould – Head of Complaints
Emily Houlston-Jones – Head of Complaints
Michelle Kuhler – PA and minute take (remotely)
Tonia Milton – Head of Systems

Observing:

1. Welcome and Apologies

Apologies were received from Eddie Gray and Michaela McAleer.

2. Declarations of Interest

There were no declarations of interest.

3. Minutes of the Previous Meeting

The minutes of the previous meeting held on 5 March 2024 were approved.

4. Matters Arising

There were no matters arising.

5. Chairman's Report – oral

The Chairman gave an update on the progress of legislation relevant to IPSO.

He informed the Board that he had recently taken part in a debate at the Oxford Union, on the privacy of public figures.

6. Chief Executive's Report

The Chief Executive gave an update on matter not covered elsewhere on the agenda. She noted that a new Complaint Officer had been appointed and would start in April. The Head of Standards and Regulation recruitment was ongoing. Shortlisting for the Board and Committee vacancies was under way.

She updated the Board on plans for IPSO's expected move from Gate House in late 2024.

The Chief Executive took questions from the Board.

The Board noted the updates.

The Board were invited to approve the reappointments of two members of the Complaints Committee and a member of the Appointment Panel.

The Board approved the reappointments of Asmita Naik and Alastair Machray each to a second three-year term on the Complaints Committee and of Victor Olowe to a second three-year term on the Appointment Panel.

Operations and performance report

The Heads of Complaints updated the Board on staffing matters and recent correspondence in relation to a potential privacy notice to be issued by IPSO.

The Head of Communications updated the Board on progress with the brand refresh and the development of a new website for IPSO.

He informed the Board that work on the Annual Report has been ongoing to ensure that this is completed and published earlier in the year.

He notified the Board that IPSO was planning to undertake two or three regional tours this year and discussed the scope of the visits.

The Head of Communications took suggestions and comments from the Board.

The Senior Standards Officer, updated the Board on standards monitoring, training and guidance activities. She noted that preparation for the annual statement process was under way; publishers had been issued with reminders of the due date.

The Chief Executive congratulated the Senior Standards Officer on her work, particularly in taking forward standards monitoring activities.

The Board supported the congratulations to the Senior Standards Officer and noted the reports.

7. Risk Report

The Chief Executive informed the Board that the risk register had been lightly updated since it had last been seen by the Board to take account of progress with risk mitigation activities.

Tonia Milton, Head of Systems, spoke about lessons learned during the development of a new database project. She noted the importance of ensuring that a project brief gives full detail on any existing functionality that should be carried over into a new development, as it may not be well understood by the development team – even when, as here, that team had designed and delivered the existing system.

There was a discussion on cyber security; the Head of Systems informed the Board that this is regularly reviewed as part of the ISO27001 compliance process. She confirmed that IPSO holds cyber security insurance.

The Board noted the updated risk register and comments by the Head of Systems.

8. Finance reports

The Chief Executive updated the Board on the December 2023 management accounts, which indicated the year-end position for 2023, and the most recent management accounts.

The Chief Executive took questions from the Board.

The Board noted the finance reports.

9. Measurement of regulation effectiveness

The Chief Executive present proposals to the Board for new internal reporting on key operational indicators of IPSO's effectiveness. She noted that she anticipated that it would continue to develop, and in particular the Head of Communications was in the process of developing new indicators relating to IPSO's communications and engagement activities.

The Board members gave feedback, ideas and comments on the report.

The Board approved the proposals subject to comments made.

10. Staff Learning and Development

The Chief Executive presented to the Board IPSO's new learning and development policy, along with an update on the progress of related activities. She noted that this represented an attempt to be more intentional and strategic with learning development, so that the staff know what they can expect, how they benefit from learning and development opportunities, and how they can request new or different opportunities.

She noted that the policy committed to IPSO's Board discussing learning and development at least annually.

The Heads of Complaints gave their feedback on the policy and impact this will have on staff.

A discussion on current resources for the staff was held.

The Board noted the paper.

With the exception of the Chief Executive, staff left the meeting at this point.

11. Confidential item – Chief Executive update (verbal)

The Chief Executive gave a verbal update on confidential matters.

12. Any other business

There was no other business.

13. Date of next meeting

The date of the next meeting was confirmed as Tuesday 16th April 2024.

Michelle Kuhler, PA to Chairman and CEO