

**MINUTES of the BOARD MEETING**  
**Held on Wednesday 28 September 2016 at 10.30 a.m.**  
Gate House, 1 Farringdon Street, London EC4M 7LG

Present: Sir Alan Moses (Chairman)  
Rick Hill  
Gill Hudson  
Trevor Kavanagh  
Anne Lapping  
Sir Martyn Lewis  
Charles McGhee  
Mehmuda Mian  
Ruth Sawtell  
Charles Wilson

Attending: Niall Duffy – Director of External Affairs  
Ben Gallop – Head of Complaints  
Alistair Henwood – Legal and Policy Analyst  
Michelle Kuhler – PA to CEO minute taker  
Bianca Strohmann – Head of Complaints  
Matt Tee - Chief Executive  
Charlotte Urwin – Head of Standards

1. Apologies and Welcome

Apologies were received from Keith Perch.

2. Declarations of Interest

No declarations of interest were received.

3. Minutes of the Previous Meeting

The minutes of the previous meeting held on 6 July 2016 were approved as a true and accurate record.

4. Matters Arising

There were no matters arising.

## 5. Chairman's Report - oral

IPSO 2<sup>nd</sup> year anniversary – passed successfully

External affairs

Select committee, meeting with secretary of state, section 40.

Impress application continues

External reviewer's report to be published 13 October.

Richard Reed has stepped down.

Recruitment - Advertising for two new board members in September also for the Standards investigation panel.

Updated the Board members that he will be away for three weeks in November but will have email access and will be in touch.

## 6. Chief Executives Report

The Chief Executive introduced this report. He informed the Board that the Appointments Panel had appointed Trish Haines as the Independent Complaint Reviewer.

He updated the Board on the recent Roadshow held in Birmingham.

The Chief Executive also brought the board up to date with the Editors Code Consultation.

The Board noted the Chief Executive's report.

## 7. Director of External Affairs Report

The Director of External affairs introduced this report.

Items mentioned:

The Annual report

Roadshow in Birmingham

Twitter Q&A

Chairman interviewed by Financial Times and Press Association.

A member of the Board asked for a breakdown of the Brand Recognition results by Scotland and across the rest of the country to be provided.

The Board noted the Director of External Affairs' report

## 8. Complaints Report

Bianca Strohmman, Joint Head of Complaints introduced the complaints report and invited the Board to comment.

A member of the Board asked for further analysis to be included. The joint head of complaints agreed to include this in future reports.

The Board noted the report.

#### 9. Finance, Performance and Top Five Risks

The Chief Executive introduced the reports. In doing so he highlighted the end of year projection and informed the Board that he will provide a further update following the scheduled Audit and Risk meeting in November.

The Chief Executive informed the Board that the 2017 business plan and budget would be an agenda item at the next Board meeting.

#### 10. Complaints – Time Spent Report

Ben Gallop, Joint Head of Complaints introduced the report, informing the Board that the process had provided a good level of insight for them as line managers in respect of the work that the Complaints Officers are carrying out.

It was noted that Complaints Officers are maintaining consistency and that there are genuine delays due to the nature of the content, although perhaps we could encourage complainants or publications to respond more quickly.

The Board agreed to drop the 90 day time spent metric as a specific performance target, but it was agreed that performance on this measure would still be reported to the Board.

#### 11. Interventions to address standards concerns

Charlotte Urwin, Head of Standards introduced this paper, which the Board discussed and noted with interest.

#### 12. Digital Review Update

The Chief Executive introduced the item in doing so he brought the Board members up to date with the progress on the Digital review and welcomed any input from the Board.

The report presented three possible tests that might be used to define IPSO's jurisdiction.

A member of the Board asked that we bear in mind what is happening with other regulators, the BBC new charter and BBC online in 2017.

The Board agreed the general approach taken in the paper, but expressed some concerns about the complexity of the criteria.

13. Any other business

There was no other business.

14. Date of next Meeting

The date of the next meeting was confirmed as Wednesday 7 December 2016 at 10.30am.

15. Confidential Item. Oral report from the Chairman (all IPSO staff left the room)

**The meeting finished at 1.30pm**

**Michelle Kuhler  
PA to CEO**