

**MINUTES of the BOARD MEETING**  
**Held on Wednesday 14 June 2017 at 10.30 a.m.**  
**Gate House, 1 Farringdon Street, London EC4M 7LG**

Present: Sir Alan Moses (Chairman)  
Rick Hill  
Trevor Kavanagh  
Anne Lapping  
Sir Martyn Lewis  
Charles McGhee  
Mehmuda Mian  
Ruth Sawtell (**Item 7 onwards**)  
Mike Soutar  
Charles Wilson

Attending: Charlotte Dewar – Director of Operations  
Niall Duffy – Director of External Affairs  
Ben Gallop – Head of Complaints  
Alistair Henwood – Legal and Policy Analyst (**Item 14**)  
Michelle Kuhler – PA to CEO minute taker  
Bianca Strohmman – Head of Complaints  
Matt Tee - Chief Executive  
Charlotte Urwin – Head of Standards

1. Apologies

Apologies for absence were received from Claire Singers, Keith Perch and advanced notice that Ruth Sawtell would be late.

2. Declarations of Interest

No declarations of interest were received.

3. Minutes of the Previous Meeting

The minutes of the previous meeting held on 12 April 2017 were approved as a true and accurate record.

4. Matters Arising

There were no matters arising.

#### 5. Chairman's Report - oral

The Chairman updated the Board on the Cardiff Roadshow and his recent visit to the Maidenhead Advertiser, published by Baylis Media. The Chairman also mentioned up and coming events, including a Media Law Conference at which he will be on the panel in a discussion regarding arbitration and the second annual IPSO lecture, which would be held on 6 July.

#### 6. Chief Executive's Report

The Chief Executive introduced the paper and updated the Board, informing them of his scheduled meeting with the Regulatory Funding Company in relation to regulation changes. He brought the Board up to date with the launch of the IPSO mark and highlighted an increase in complaint volumes, noting that this was being kept under close review and that consideration was being given to whether an increase in resources would be needed to handle the workload.

#### 7. Operations Report

The Operations Director introduced the paper.

She reported on the review of complaints volume and capacity, informing the Board that there had been a steady and continuing growth in overall complaints volumes, with an increase in investigated complaints volumes from late 2016. This has consequences for the workloads of Complaints Officers, and particularly experienced Complaints Officers. The executive is currently considering whether more resources are necessary to ensure IPSO continues to deliver a quality complaints handling service.

The Board was updated on the General Data Protection Regulation implementation. It was noted that the Operations Director had conducted an initial view of the data held by IPSO and was in the process of creating an implementation plan, which would be informed by appropriate legal advice. A further report on this would be brought to the Board in the autumn.

The Board was brought up to date on issues relating to IPSO's IT systems.

The Operations Director finished by updating the Board on early indications from the new system of obtaining feedback from complainants on the service they receive from IPSO.

#### 8. External Affairs Report

The Director of External Affairs introduced the plan, highlighting a new area of the report covering comparison figures for the website's impact along with those for the blogs and newsletter. He also informed the Board that there would be a Roadshow held in Scotland on Wednesday 20 September.

The Board noted the report.

#### 9. Complaints Report

The Operations Director introduced the report on reporting time taken and presented a proposal for new measures to be reported to the Board.

**Following a discussion, the Board approved the change in the Board reporting and agreed that this will be kept under consideration as a potential performance measure.**

#### 10. Finance, performance report and risk register

The Chief Executive introduced the reports, highlighting specific points to the Board. On finance, he confirmed that IPSO had repaid £67,000 as part of the loan agreement with the RFC. Budgets are being maintained and cash flow remains healthy.

A query was raised in relation to the presentation of the accounts and the Chief Executive agreed to discuss how this could be clarified.

The Board was also updated on the performance report and informed that we remain on track with our objectives. The Board also reviewed and agreed the Risk Register, with one change. The Board was informed that it would be amended to incorporate matters relating to Data Protection.

The Board noted the reports.

#### 11. Annual Report

The Director of External Affairs introduced the first draft of the annual report to the Board. A number of the board members provided input on layout and style. The Directors of External Affairs thanked them for their comments and suggested if anyone had any further comments to add they send them through via email.

#### 12. Annual Statements 2014-2016: Compliance with the Editors' Code

The Chairman introduced this item by saying how pleased he was with the significant progress that had been made by the work being carried out by the Standards team.

The Head of Standards gave an overview of the report and mentioned that the Standards Officer, Liam Tedds, had written a blog that would be posted shortly discussing the standards information that had emerged from the annual statements.

The Chief Executive finished by updating the Board on his recent meeting with Hetan Shah from the Royal Statistical Society, remarking on how positive he had been.

#### 13. Global Digital Publisher Review – oral update

The Chief Executive gave the Board an update on the current status of the review, in particular the recent subcommittee meeting held where a presentation was made by Mail Online in respect of this matter.

He informed the Board that a firm proposal would be brought to the next meeting.

#### 14. Arbitration Pilot

The Chief Executive introduced the paper, setting out proposed changes to the arbitration scheme for a second pilot.

**The Board approved the proposed changes as the basis for discussion with publishers.**

#### 15. Liaison Committee Minutes

The Board noted the Liaison Committee minutes from its meeting of 26 April 2017.

#### 16. Audit and Risk Committee Update

Rick Hill, Chairman of the Audit and Risk committee introduced the paper. He provided the Board with an update on the outcome of the Audit Report conducted by Grant Thornton.

The Board noted the Audit and Risk Committee minutes from its meeting of 17 May 2017

**The Board formally approved the 2016 accounts.**

#### 17. Any other business

There was no other business.

#### 18. Date of next meeting

**The date of the next meeting was confirmed as Wednesday 12 July 2017**

**The meeting finished at 12.45pm**

**Michelle Kuhler  
PA to Chairman and CEO**