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**MINUTES of the BOARD MEETING**  
**Held at Gate House, on Tuesday 7<sup>th</sup> June at 10.30 a.m.**

Present: Lord Edward Faulks  
Matt Brown  
Shrenik Davda  
Charles Garside (*remotely*)  
Eddie Gray  
Sarah Lee  
Ian MacGregor  
Brendan McGinty  
Barry McIlheney (*remotely*)  
Claire Singers  
Martin Trepte

Attending: Charlotte Dewar – Chief Executive Officer  
Jane Debois – Head of Standards and Regulations  
Vikki Julian – Head of Communications  
Michelle Kuhler – PA/minute taker (*remotely*)  
Robert Morrison – Head of Complaints

1. Welcome and Apologies

Apologies were received from 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 29<sup>th</sup> March 2022 were approved.

4. Matters Arising

There were no matters arising.

#### 5. Chairman's Report – oral

The Chairman commented on legislative developments affecting IPSO.

#### 6. Chief Executive's Report

The Chief Executive invited the Board to approve Shrenik Davda's appointment to the Remuneration Committee.

**The Board approved Shrenik Davda's appointment to the Remuneration Committee.**

The Chief Executive updated the Board on the progress with major projects and changes made following the recent resignation of the Head of Communications. She updated the Board on due diligence undertaken in respect of one supplier.

#### 7. Operations and performance report

The Head of Complaints updated the Board on a recent meeting with compliance staff at national publishers, at which publishers had received updates on changes to the complaints team structure, the appointment of a new Complaints Reviewer, and developments on complaints procedures. The Head of Complaints noted that the tone of the meeting was positive and constructive, marking a significant improvement in the quality of engagement following the Covid period.

The Head of Communications updated the Board on a new process implemented in respect of large multiple complaints. To improve transparency on IPSO's handling of high-volume complaints, where appropriate IPSO will publish on our website an update regarding the outcome of the complaint.

The Head of Complaints gave the Board an update/overview on a recent complaint received.

**The Head of Complaints, Head of Communications and Chief Executive took questions from the Board.**

#### 8. Website and newsletter overview

The Head of Communications introduced the paper and took the Board through an overview of the three newsletters currently published by IPSO, including the number of subscribers and engagement rates.

**The Head of Communications took questions and ideas from the Board members.**

#### 9. Risk report

The Chief Executive presented a revised risk register to the Board. She noted that there were reduced risk exposures in relation to staffing and publisher engagement. Risks associated with industry disruption were elevated, as were risks associated with communications and reputation.

**The Chief Executive took questions from the Board members.**

#### 10. Finance reports

The Chief Executive presented updated management accounts.

**The Chief Executive took questions from the Board members.**

#### 11. Draft 2021 Accounts and audit findings report

The Chief Executive introduced the draft accounts and audit findings. She noted that a query had arisen in relation to the term of the lease on IPSO's current premises; she was seeking clarity on this issue, and the accounts had been prepared on a conservative basis, with the agreement of IPSO's auditors. She noted that the audit findings reflected improvements in IPSO's processes since the 2020 audit; following these changes, there were no substantial further recommendations in the 2021 report.

**The Board approved the 2021 draft accounts.**

#### 12. Standards Monitoring report

The Head of Standards and Regulation introduced her report reviewing editorial and complaints handling standards at the Jewish Chronicle over the prior six-month review period.

She reviewed the background: in 2019, IPSO had started monitoring the Jewish Chronicle, due to a spike in complaints. This was amid a period of financial and editorial staff changes.

Following a period of engagement, IPSO held two training sessions with Jewish Chronicle staff, developed to specifically focus on the areas of concern from complaints received. In December 2021, the Board had decided to conduct a six-month review to monitor the impact of that intervention.

The Head of Standards and Regulation took the Board through the historic complaints and the situation during the review period being reported on.

The Head of Standards and Regulation took questions, comments and ideas from the Board.

The Board discussed the material presented by the Head of Standards and Regulation as to the editorial and complaints handling standards at the publication during the review period. It agreed that there was evidence of improvement in editorial standards during the review period, but it retained concerns as to some elements of the complaints handling. It agreed to extend the review period for a further six months.

The Board agreed that the Chairman would write to the publication on behalf of the Board to set out the outcome of the review.

### 13.Appointments of External Reviewer

The Chairman informed the Board of the need for an external review, following on from the Pilling review, and asked for the Board's approval of the appointment of Sir Bill Jeffrey to conduct the External Review. He noted that the appointment had also been agreed by the independent Appointment Panel.

The Chairman and Chief Executive took questions from the Board.

**The Board agreed to the appointment of Sir Bill Jeffrey to conduct an External Review of IPSO.**

*The Chairman and executive staff, with the exception of the Chief Executive, left the meeting for the next item.*

### 14.Reappointment of the Chairman

**After discussion, the Board unanimously agreed to appoint the Chairman to a further 3-year term.**

### 15.Any other business

There was no other business.

### 16.Date of next meeting

The next meeting will be held on Tuesday 26<sup>th</sup> July 2022.

**Michelle Kuhler, PA to Chairman and CEO**