
MINUTES of the BOARD MEETING
Held at Gate House, on Tuesday 20th September at 10.30 a.m.

Present: Lord Edward Faulks
Matt Brown
Shrenik Davda (*remotely*)
Charles Garside
Eddie Gray
Sarah Lee
Ian MacGregor
Michaela McAleer (*remotely*)
Brendan McGinty (*remotely*)
Barry McIlheney (*Items 7 – 14*)
Martin Trepte (*remotely*)

Attending: Charlotte Dewar – Chief Executive Officer
John Davidson – Head of Communications
Jane Debois – Head of Standards and Regulations
Michelle Kuhler – PA/minute taker
Tonia Milton – Head of Systems
Robert Morrison – Head of Complaints

1. Welcome and Apologies

Apologies were received from Claire Singers. The Chairman welcomed John Davidson, IPSO's new Head of Communications, to the meeting. He noted that the Board Strategy Session had been rescheduled to Monday 10th October.

2. Declarations of Interest

There were no declarations of interest.

3. Minutes of the Previous Meeting

The minutes of the previous meeting held on 26th July 2022 were approved.

4. Matters Arising

There were no matters arising.

5. Chairman's Report – oral

The Chairman mentioned the recent change of Prime Minister and the impact on IPSO. He noted that IPSO would continue to monitor political developments closely.

6. Chief Executive's Report

The Chief Executive expressed thanks to IPSO staff members Hanno Fenech and Chloe McKiver who have both secured alternative employment; IPSO wished them all the best for the future.

The Chief Executive noted that Sir Bill Jeffrey would shortly begin his Independent Review on IPSO.

7. Operations and performance report

The Head of Complaints updated the Board in respect of work reassignment to the Senior Complaints Officers, following the departure of the Complaints Consultant in October.

He gave the Board an update on complaints of significance.

He highlighted to the Board changes in the reporting of complaints statistics to the Board, which were intended to give greater context. They followed on from a request by a Board member at the previous meeting.

A Board member requested a further change in future reporting.

He took questions and suggestions from the Board members.

John Davidson introduced himself to the Board. He acknowledged the really good work being done by the communications function and handed over to Hanno Fenech, Senior Policy and Communications Officer.

The Senior Policy and Communications Officer updated the Board on developments in Westminster, including the online safety bill.

The Head of Standards and Regulations updated the Board on the Standards team and recent training sessions carried out as well as those scheduled over the next month or so.

She updated the Board on progress with work on refreshing guidance by IPSO.

She reported to the Board on a recent engagement session with the Journalists Advisory Panel. Martin Trepte, Chair of the Panel, gave very positive feedback from the event.

The Head of Standards finished by updating the Board on complaints received in relation to the Jewish Chronicle.

The Head of Systems notified the Board that IPSO had received recertification of ISO 27001 compliance.

The Head of Systems reported on progress with refreshing IPSO's approach to health and safety and noted that home and office workstation assessments had been undertaken.

The Board noted the reports.

8. Risk Report

The Chief Executive introduced her report, highlighting the reputation risk and how change has impacted this. She noted that the risk register had been redeveloped in light of the new strategy, but this work would continue as work progressed on planning implementation of the strategy.

The Board noted the report.

9. Finance reports

The Chief Executive introduced the reports. She noted that the delay of major projects due to the turnover in the Communications team was having a big impact on apparent spending levels.

The Chief executive took suggestions and comments from the Board.

The Board noted the reports.

10. Prioritisation in Complaints handling

The Head of Complaints introduced the paper, reviewing the genesis of the discussion and taking the Board through his analysis and recommendations for reviewing IPSO's approach to prioritisation in complaints handling.

He informed the Board that, subject to the Board's views, more work would be carried out to take this area forward to the stage of formulating concrete proposals.

He took questions and suggestions from the Board.

The Board gave its approval for further development of this work.

11. Annual report

The Senior Policy and Communications Officer introduced the report.

He took questions and suggestions from the Board.

The Board approved the report subject to minor amendments to the text.

12. Confidential item

All IPSO staff left the room.

13. Any other business

There was no other business.

14. Date of next meeting

The next meeting will be held on Tuesday 13th December 2022.

Michelle Kuhler, PA to Chairman and CEO