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**MINUTES of the BOARD MEETING**  
**Held at Fieldfishers, on Tuesday 21<sup>st</sup> September at 10.30 a.m.**

Present: Lord Edward Faulks (Chairman)  
Charles Garside  
Eddie Gray  
Sarah Lee  
Matthew Lohn  
Ian MacGregor  
Brendan McGinty  
Barry McIlheney (*remotely*)  
Ruth Sawtell (*remotely*)  
Claire Singers  
Martin Trepte

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

1. Welcome and Apologies

No apologies were received. The Chairman thanked Matthew Lohn for hosting the event at Fieldfisher offices. The Chairman spoke about attending the funeral of Lara Fielden and the noted the comments by the Chief Executive at the service.

The Chairman noted that it would be Ruth Sawtell's last meeting as an IPSO Board member and thanked her for her service to the organisation.

2. Declarations of Interest

No declarations of interest were received.

3. Minutes of the Previous Meeting

The minutes of the previous meeting held on 27 July 2021 were approved.

#### 4. Matters Arising

There were no matters arising.

#### 5. Chairman's Report – oral

The Chairman noted that a new Secretary of State for Digital, Culture Media and Sport had been appointed, along with several junior ministers. He noted that the division of responsibilities for the portfolio among the new ministers was yet to be confirmed.

#### 6. Chief Executive's Report

The Chief Executive updated the Board on recent events.

She reported on a recent meeting with the Secretary of the Regulatory Funding Company.

She noted that IPSO's *ad hoc* committee on Equality, Diversity and Inclusion issues had its first meeting scheduled for October. The Chief Executive and Claire Singers, Chair of the Committee, had an external meeting scheduled with a consultant who was being considered to support the committee's work.

She advised the Board on planned hybrid working arrangements, to start in October.

She noted that the term of IPSO's current Independent Complaint Reviewer was up; the role would shortly be advertised.

The Chief Executive took questions and ideas from the Board.

The Chief Executive updated the Board on the new layout for the staff survey results reporting in her paper. She provided the Board with her suggestions on working on the areas of concern, taking questions and ideas from the Board.

**The Board noted the report.**

#### 7. Complaints Report

The Head of Complaints updated the Board on his time spent since joining IPSO, getting to know the wider organisation and the team. Looking at rejections and request for reviews had been beneficial and allowed him to take on supervision whilst also taking on work from the Chief Executive, and implement low-level changes and improvements.

He reported on his current thinking on staffing issues. He would continue to work closely with the Chief Executive on these matters.

The Head of Complaints took questions on the report from the Board.

**The Board noted the feedback and report.**

#### 8. External Affairs Report

The Head of Communications presented her report. She updated the Board on the new recruit to her team, Freddie Locock-Harrison, Communications Officer.

She reported on work on the launch of the Covid report and thanked Board members for their time and input toward the report's content and layout.

She updated the Board on standards issues.

The Head of Communications took questions on the report from the Board.

**The Board noted the report.**

#### 9. Risk reporting at IPSO

**The Board noted the reports.**

#### 10. Finance and performance reports

**The Board noted the reports.**

#### 11. Information Security Update & Risk Register

The Head of Systems introduced her report, which provided an updated overview of IPSO's approach to information security and register of current risks.

She noted that a priority area was managing risks from ransomware attacks and explained measures in place to mitigate these risks.

The Head of Systems took questions and suggestions from the Board.

**The Board noted the reports.**

12. Any other business

The Chair of the Audit and Risk Committee, Matthew Lohn, thanked Ruth Sawtell for her contribution as a member of the Committee.

Ruth Sawtell expressed her thanks to colleagues on the Board.

13. Date of next meeting

The next meeting will be held on Tuesday 14<sup>th</sup> December.

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