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**MINUTES of the BOARD MEETING**  
**Held on Wednesday 6 December 2017 at 10.30 a.m.**  
Gate House, 1 Farringdon Street, London, EC4M 7LG

Present: Sir Alan Moses (Chairman)  
Rick Hill  
Anne Lapping  
Sir Martyn Lewis  
Charles McGhee  
Mehmuda Mian  
Keith Perch  
Ruth Sawtell  
Claire Singers  
Charles Wilson (**Items 1-11**)

Attending: Charlotte Dewar – Director of Operations  
Michelle Kuhler – PA/minute taker  
Bianca Strohmann – Head of Complaints  
Matt Tee – Chief Executive  
Charlotte Urwin – Head of Standards

1. Apologies

Were received from Mike Soutar, Trevor Kavanagh and Niall Duffy from the executive.

2. Declarations of Interest

No declarations of interest were received.

3. Minutes of the Previous Meeting

The minutes of the previous meeting held on 25 October 2017 were approved as a true and accurate record.

4. Matters Arising

There were no matters arising.

#### 5. Chairman's Report – oral

The Chairman began his report by noting the success of the previous Board meeting held in Northern Ireland, giving special thanks to Rick Hill.

He finished by conveying how pleased he was with the progress of IPSO over its last three years, but expressing a view that it was important that IPSO, having built all its functions, stretched into the areas where it could contribute most.

#### 6. Chief Executive's Report

The Chief Executive updated the Committee on the new IPSO Arbitration Scheme, saying that publishers had agreed to changes that would see the scheme become 'Leveson compatible' and with an entry fee of only £50.

IPSO had launched the IPSO Mark and many newspapers were already carrying it. IPSO was also continuing developing development of an advertising campaign to raise awareness of our services.

Recruitment was a priority for this year and several unexpected publishers were engaged on the possibility of joining IPSO.

He informed the Committee that the government's announcement on the implementation of Section 40 of the Crime and Courts Act was due before Christmas. He also updated the Committee on the House of Lords debate on the Data Protection Bill.

#### 7. Operations Report

The Director of Operations introduced her report. She highlighted that the implementation of the accepted Pilling Report recommendations was complete, and that, for those that required changes to the regulations, negotiations were underway with the industry.

She updated the Board on the GDPR and the whistleblowing hotline.

The Board were also given an update by the Head of Standards on research and annual statements.

**The Board agreed to make 16 March 2018 as the due date for members to submit their annual statements.**

#### 8. External Affairs Report

The Chief Executive presented the report, noting that the Director of External Affairs was about to leave. The Board thanked Niall for his service to IPSO. The Chief Executive set out the likely arrangements for external communications in 2018. This included a contract with a PR firm, some senior part-time support and a new Policy and Public Affairs Officer. The Board noted the report.

#### 9. Complaints Report

The Head of Complaints introduced her report. S

She set out for the Board new policies that were proposed for introduction in relation to complaints received from children, informing the Board that these would be brought to the next Board meeting for their formal approval.

She also updated the Board on the Complaint Feedback on the service offered by IPSO, this had so far been very positive and from 2018 quarterly comparative reports would be produced.

The Board noted the report.

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

The Chief Executive summarised the reports for the Board.

For the performance report, he highlighted the areas where IPSO had achieved all of the 2017 targets. He also listed those areas where IPSO had missed the target and explained to the Board why this has happened.

He confirmed to the Board that the workshop on a new approach to risk was arranged and would take place after the next Board meeting in February.

The Board noted the report.

#### 11. Complaints Analysis 2017

The Head of Standards introduced the report.

She provided the Board with an update on the research plan, informing them that a proposal paper for the second piece of research would be brought to the February meeting.

She gave an overview of the analysis paper and mentioned Liam Tedds, standards officer, for the fantastic work carried out to pull the analysis together.

#### 12. Report of the Liaison Committee meeting 15 November 2017

The Board noted the report.

### 13. Strategic context 2016-2020 and Business plan and budget 2018

The Chief Executive introduced the paper. He set out the strategic context. 2017 had been the year when IPSO had fully established its functions. 2018 was about three things: Maintain an efficient organisation; demonstrate where we add value over processing complaints; prepare ourselves for contract renewal.

In endorsing the business plan, Board members also suggested that it would be helpful to have a strategic session to consider IPSO's purpose. The Chief Executive endorsed this idea and, given the risk session in February, suggested it should be before the summer.

#### **The Board agreed the business plan**

### 14. Any other business

A Board suggested that training on unconscious bias might be helpful throughout the organisation. The Board agreed and the Director of Operations agreed to organise this.

### 15. Date of next meeting

The date of the next meeting was confirmed as Wednesday 28 February 2018.

Michelle Kuhler  
PA to Chairman and CEO