
MINUTES of the BOARD MEETING
Held on Wednesday 18 April 2018 at 10.30 a.m.
Gate House, 1 Farringdon Street, London, EC4M 7LG

Present: Sir Alan Moses (Chairman)
Rick Hill
Sir Martyn Lewis
Ian MacGregor
Charles McGhee
Mehmuda Mian
Keith Perch
Ruth Sawtell
Claire Singers
Mike Soutar
Charles Wilson

Attending: Charlotte Dewar – Director of Operations
Trish Haines – Independent Reviewer
Vikki Julian – Senior Communications Officer
Michelle Kuhler – PA/minute taker
Bianca Strohmann – Head of Complaints
Matt Tee – Chief Executive
Charlotte Urwin – Head of Standards

1. Apologies and Welcome

Apologies were received from Anne Lapping. The Chairman welcomed a new director to the IPSO Board, Ian MacGregor.

2. Declarations of Interest

No declarations of interest were received.

3. Minutes of the Previous Meeting

The minutes of the previous meeting held on 28 February 2018 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 recent events. He had addressed a meeting of the cross-benchers at the House of Lords. He felt a serious discussion was held. He had also addressed the Young Bar event for young barristers and had a meeting with Indian and Pakistani journalists on a visit organised by the University of Westminster.

6. Chief Executive's Report

The Chief Executive introduced his report, informing the Board that the report stage of Data Protection Bill, including proposals on Section 40 and Leveson 2, was expected in the next few weeks. He also mentioned that the Lords Select Committee on Political Polling and Digital Media were due to issue their report and we were due to receive a copy under embargo.

He brought the Board up to date on his recent meeting with the Regulatory Funding Company, which had gone well. The Board was supportive of bringing forward the rent review.

The Chief Executive also brought the Board up to date on the IPSO advertising, following the previous Board meeting. IPSO had now refocused its advertising, prioritising the adverts for the IPSO mark and on arbitration. He told the Board he would share the illustrations with them when he had them.

He finished by updating the Board on the current judicial review and the staff survey.

7. Operations Report

The Director of Operations introduced her report. The Board approved a policy providing guidance on when the Complaints Committee will report concerns on potential illegality to the relevant authorities.

The Board also agreed that a similar formulation should be used for parallel policies for IPSO's Staff and the Board itself.

She updated the Board on the progress of two on-going IPSO research projects, and preparations for the General Data Protection Regulation.

8. Complaints Report

The Head of Complaints introduced her report, noting that the timeliness of complaints handling has continued to improve following a slight increase in time taken observed in 2017 when IPSO experienced a dramatic but temporary rise in the number of complaints it received.

She also noted that complainant feedback surveys continued to be positive.

The Board noted the report.

9. External Affairs Report

The Chief Executive introduced the report, updating the Board on our work with the communications agency MHP. MHP ran a messaging workshop which some Board, Committee and staff members attended. The new messaging pack would be circulated to the Board when it was ready.

He informed the board that any thoughts or suggestions anyone had in relation to the annual report plan would be welcomed.

The Board noted the annual report plan.

10. Communications strategy

The Chief Executive introduced the strategy, informing the Board that it was not a finished work. He asked the Board to comment on the strategy and provide thoughts and suggestions.

The Board noted the communications strategy.

11. IPSO approach to race and discrimination

The Chairman introduced the item, the Board members agreed to the suggestion for a sub group consisting of members of the Board and Complaints Committee to work with him on the subject of IPSO's approach to race and discrimination.

12. Kerslake report

The Chief Executive introduced the report, giving the Board a summary of the IPSO action plan.

The Board approved the action plan.

13. Report on the Journalists Advisory Panel by Ruth Sawtell – oral

Ruth Sawtell the Chairman of the Journalist Advisory Panel addressed the Board giving them a detailed report on the progress of the panel and their meetings held throughout the last year.

She informed the Board that the panel were very enthusiastic regarding IPSO and their contribution had helped shape some of the guidance. The panel had even suggested meeting more regularly.

14. Report by the Independent Complaints Reviewer

Trish Haines, the Independent Complaints Reviewer introduced her report reviewing her first full year in post. She noted an increase in the number of highly complex complaints and praised the service offered by IPSO's staff, noting the challenge of helping vulnerable and disadvantaged people to use IPSO's services.

The Board noted the report.

15. Finance, performance report and risk register

The Chief Executive introduced the reports. He gave the Board an explanation for being slightly over budget.

The Board noted the reports.

16. Report of the Liaison Committee meeting – 31st January

The Board noted the Liaison Committee minutes from its meeting of 31st January 2018.

17. Any other business

The was no other business

18. Date of next meeting

The date of the next meeting was confirmed as Wednesday 6 June 2018.

Michelle Kuhler
PA to Chairman and CEO