

FOI COMPLAINTS PROJECT BOARD

MONDAY 10 JANUARY 2011

Attendees: Chris Graham (CG), Graham Smith (GS), Simon Entwisle (SE), Steve Wood (SW), Andy Laing (AL), Louise Mottershead - minutes (LM)

ACTION POINTS

1 Complaints handling groups update:

Group 1

AL and Paul Arnold to meet this week to confirm participants.

Group 2

AL to meet with Team Managers to discuss participants.

Group 3

Issues to be tackled confirmed. GS to identify participants later this week.

Group 4

SW proposed Mark Thorogood as Support member. The participation of a member of Enforcement (eg Jo Stones) suggested.

All Groups

Confirmed participants to be announced at the Signatory Board meeting on 18 January (action GS, SE, SW and AL)

2 An additional topic to be pursued was added:

- Prepare input for post legislative review

3 Project milestones will take the form of a jigsaw rather than a linear model. A review and evaluation of the project will be necessary within 6-12 months (action – AL and GS).

4 Meridio folders created to facilitate the addition of information onto the ICON page. Emma Deen to upload documentation from these folders (action – AL)

- 5 Project to be officially launched at the Signatory Board meeting on 18 January (action - GS, SE, SW and AL)

CG to include reference to the launch in next blog and to bring the Project to the attention of the Management Board on 24 January (action - CG)

- 6 CG unable to attend the Signatory Board meeting on 18 January due to calendar conflict. Short meeting to be arranged on 20 January for all attendees (action - LM)

Date of next meeting: Tuesday 25 January 2011 at 1100hrs