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| Members | Max Hill QC | Monica Burch (C) | Guests | Stephen Shaw | Moi Ali |
| | Paul Staff | Simon Jeffreys | | Chris Sharp | Jean Ashton |
| | Caroline Wayman | | | Sandra McKay | Aksha Shahid |
| Apologies | Mark Hammond | | Secretariat | Lissa Matthews | |

Item 1: Minutes of the Last Meeting and Matters Arising

1. The Board reviewed and agreed the minutes of the last meeting and progress was noted against outstanding actions.
2. The Board welcomed Aksha Shahid, the Chair of the Shadow Board to the meeting. The Chair also noted apologies from Mark Hammond who had been unable to attend given the revised meeting date.
3. Paul Staff, Chief Executive, provided an update on the progress of the Counsel Fees Review.

Item 2: Strategic Update

4. Max Hill QC, Director of Public Prosecutions (DPP), provided an overview of his recent work, this included:
 - Area Visits to St Albans, Leicester, Portsmouth, Manchester and Exeter;
 - International work including the Heads of Prosecution Agencies Conference in Uganda, a speech at the Leadership in Counter Terrorism Conference in Canada and the NADAL Conference in Estonia;
 - An appearance before the Joint Commission on Human Rights;
 - Superintendence meetings with the Law Officers; and
 - A meeting with the MET Commissioner.
5. Paul Staff also provided an update on his work which included early preparations for the spending review. He also recognised the work of the Corporate Services team on the implementation of the new Enterprise and Resource Management system.

Item 3: Independent Assessor of Complaints Annual Report

6. The Board welcomed Stephen Shaw and Moi Ali, the outgoing and incoming Independent Assessors of Complaints (IAC) to the meeting.

7. The IAC presented their annual report and discussion focussed on the recommendations made. The Board considered the IAC's rationale for removing both the annual dip sample of complaints and the 6 monthly report to the Board from their work programme. The Board agreed the recommendations on the basis that this was not an effective use of resources especially considering the level of senior oversight now built into the process.
8. Moi Ali set out her ambition for the future. She was keen to have more rigour around what complaints reached stage three. Letters at stage two would be amended to include a paragraph stating that complainants may be able to escalate complaints, alongside a leaflet that would explain what a service complaint was in simple terms. She also explained that letter templates had been updated; workshops were being developed and these would be rolled out shortly. A new standardised background note template was also being introduced.
9. The Board considered the risks surrounding the filtering process for stage three. Concerns were raised that this may make it inaccessible to some complainants, particularly vulnerable people. Moi agreed to consider what further steps might be taken to ensure accessibility.
10. The Board also discussed the follow up on the actions from the IAC Annual Report; there was no formal organisational response to the report. The Board agreed to consider how responses to thematic issues were dealt with and would provide a response to the IAC.
11. The Board noted their thanks to Stephen for his excellent work and dedication over the last six years.

Item 4: Audit and Risk Committee Update

12. Simon Jeffreys, Chair of the Audit and Risk Committee, provided an update of the Audit and Risk Committee (ARC) meeting which took place on 30 April. He explained that he was keen NEBMs who were not members attended the Committee meetings occasionally to understand the work. The secretariat would share the meeting dates with members after the meeting.
13. He was also keen to have a 'so what' test to ensure only the right things were considered by the Committee. An example being the Gifts and Hospitality Register – the committee needed to be assured of the process not review the document.
14. The Committee had also considered Cyber Security and the Government Internal Audit Agency Audit Plan for 2019-20. The Committee had also considered an early draft of the CPS Annual Report and Accounts for 2018-19.

Item 5: Annual Report and Account 2018-19 Update

15. Chris Sharp, Director of Finance, presented the paper and gave an overview of timetable for the review and production of this year's annual report and accounts. Chris confirmed that a version of the annual report and accounts would be circulated to Non-Executive Board Members for final comments in early June.

Item 6: Q4 Corporate Performance

16. Chris Sharp also presented the Q4 Corporate Performance report; he also provided an overview of the end of year financial position. The Board noted the contents of the report.

Item 7: Q4 Area Performance

17. Jean Ashton, Director of Business Services, presented the Q4 Area performance report. The Board then discussed the following issues:

- Performance issues in Thames and Chiltern;
- Increased support being provided to the East of England Area;
- Progress in Wessex; and
- RASSO cases – a new finalisation code was being introduced to provide greater clarity on the data.

Item 8: Communications and Stakeholder Strategy

18. Sandra McKay, Director of Communications, presented the strategy and explained that she was keen to ensure that communications were not just the central Communications Directorates responsibility.

19. The Board were impressed with the Strategy outlined and also commented on the increased rebuttals of factually incorrect and press reports, which was a positive step forward.

20. The Board considered the risk and support provided for spokespeople. It was confirmed that media training, negotiating and influencing training was planned.

21. Members gave very positive feedback on the mental health guidance launch.

22. The Board received feedback from the Shadow Board on the Strategy.

Item 9: Any Other Business

23. None raised.

Secretariat
May 2019