

BOARD MEETING, 22 November 2017

Summary of key points

The Board were updated on the latest developments regarding the current recruitment of new Board Members and the interviews for the position of Northern Ireland Board Member, which had recently taken place. The Board noted the need to extend the terms of office of some Board Members in order to ensure continuity and stability on the Board and Committees. On this basis, the Board approved extensions to the terms of office of four Board Members.

The Board noted the financial position and the rate of payment for Levy Year 2; in particular, it was noted that the collection of the levy in Year 2 has so far been less resource intensive than in Levy Year 1.

The Board discussed the casework performance to date, and noted that the number of cases being closed within 4 weeks had increased again and was now very close to our target. The Board were informed that the number of complaints received in October and November was higher than in previous months.

The Board agreed changes to the Complaints Process designed in part to move away from the term 'adjudication' and to use only 'investigation' instead. The Board also agreed a name change for the Adjudication Committee which will now be known as the Complaints and Investigations Committee.

The Board discussed and agreed proposals on how the Regulator can better engage with smaller charities.

The Board were updated on the latest developments of the Public Register, on work with Giving Platforms, usage of the Fundraising Preference Service and on the Regulator's own preparedness for GDPR.