

## Note of the Quarterly Senior Management Group Meeting held on 28 October 2009

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| Present:       | Jim Martin<br>Niki Maclean<br>David Robb<br>Steve Carney | Ombudsman (Chair)<br>Head of Services<br>Director of Policy and Development<br>Director of Complaints and Investigations |
| In attendance: | Gillian Lafferty<br>Fiona Paterson                       | Complaints Investigator<br>Senior Personal Assistant (Secretary)   |

### Actions

1. The meeting opened at 9:30 with apologies from Emma Gray, Communications & Outreach Manager.

2. Action points held over from previous meetings were reviewed.

#### 3. Performance Update

The Group noted the year-to-date performance report and discussed in detail casework performance against KPIs.

##### Actions:

1. Organise a separate meeting to discuss 6-month casework performance for SMT. **FP**
2. Calculate CI productivity for Consideration, Examination and Investigation stages only. **FP**

#### 4. Corporate Services Update

The Group noted the paper with attached year-to-date budget report, and discussed the need for the revised FOI policy and guidance to strongly state and promote a culture of openness.

The Group approved the proposal to scope options for a new intranet.

#### 5. Strategy Group Update

The Group noted the paper and would like further details on the how the scoping work on upgrading of the website will be financed.

The Group noted the requirement for capturing case-related information in a summarised manner.

##### Actions

3. Provide information for financing the upgrading of the SPSO websites. **EG**
4. Agree a method for recording case-related information and identify how this work will be done. **DR, SC, EG**

#### 6. Association Affiliations

The Ombudsman asked for this paper to be held-over to the June 2010 SMT for a decision. **FP**

#### 7. Business Review Update

The Director of Complaints and Investigations tabled a summary diagram of the SMT discussions held the previous week. The Group agreed the proposal met the criteria of customer service, scalability, improved KM, and would support public service improvement.

##### Actions

5. Prepare project plan details **SC**
6. Examine practical issues and timescale for implementation **JM, NM, SC**

## **8. AOCB**

### **8.1. Emailing Word Documents**

The Ombudsman requested that case-related Word documents emailed from the office are password protected before emailing.

Action:

7. Write protocol and implement across office.

**NM**

### **8.2. Investigation Manager Cover**

The Ombudsman noted there were times when there was no Investigation Manager available.

Action:

8. Check IM cover in the office is at an appropriate level at all times.

**SC**

### **8.3. KPI Discussions**

The Ombudsman noted there was a delay in cases coming into the investigation teams.

Action:

9. Discuss with IMs to identify the problem and find the solution.

**SC**

### **8.4. Gateway Assistance**

The Ombudsman noted there was a resource requirement in Gateway.

Action:

10. Give consideration to providing additional capacity in Gateway.

**SC**

### **8.5. Home-working Protocol**

The Ombudsman asked for clarification of the home-working policy which was provided by the Head of Corporate Services.

The meeting closed at 11:30.