

Note of the Monthly Senior Management Group Meeting held on 18 November 2009

Present: Jim Martin Ombudsman (Chair)
 Niki Maclean Head of Services
 David Robb Director of Policy and Development
 Steve Carney Director of Complaints and Investigations
 Emma Gray Communications & Outreach Manager (Secretary)

In attendance: Gillian Lafferty Complaints Investigator

Actions

1. The meeting opened at 9:00 with apologies from Fiona Paterson, Senior Personal Assistant.
2. The notes of the meetings held on 28 October and 3 November 2009 were agreed with minor amendments and action points held over from previous meetings were reviewed.
3. **Performance Update**
 The Group noted the monthly performance report with updated figures to 16 November and discussed casework performance against KPIs. The change to KPI 3 would be explained at the next all-staff meeting which would take place on 1 December. The ITMs would be informed of the changes ahead of the meeting.

Actions:

1. Communicate postponement of all-staff meeting
2. Inform ITMs and staff of the change to KPI3

EG/FP

SC

4. Corporate Services Update

The Group noted the paper with attached year-to-date expenditure against budget report.

NM informed the Group that the first meeting of the Intranet Development Working Group would take place the afternoon of 18 November.

NM informed the Group about the increasing complexity of FOI requests and the Group agreed with her proposal to explore the possibility of an appeal to the OSIC about requests for challenge letters.

NM updated the Group on her discussions with the SCYPP about providing HR officer support for the Commissioner.

The Group agreed to fund from the outreach budget the telephone survey (to be carried out in Q4 of the current business year) and postal survey of determined complaints (to be carried out in Q1 of the next business year).

NM and DR informed the Group about correspondence with the SPCB about legal advice.

Actions:

3. Provide the Ombudsman with the 2003 SPCB correspondence about legal advice.

NM/DR

5. Strategy Group Update

The Group noted the paper and were updated on discussions with the Government about the timetable for moving prison complaints to the SPSO.

DR informed the Group that initial marketing for the Training Unit would take place later in the week.

6. Business Review Update

The Ombudsman updated the Group about recent discussions with the SPCB regarding support for the Business Review.

Actions

4. NM/SC to provide detail about the numbers required to support the structure of the SPSO envisioned by the Review ahead of the next SPCB meeting (9 December). **NM/SC**

5. The Ombudsman requested that a project plan be drawn up for implementation of the Review. **SC/DR/
NM/GL**

7. AOCB

7.1. Independent Reviewer

The Director of Complaints and Investigations reported on his meeting with the SPSO's Independent Reviewer and the increasing value of her decisions and feedback.

The meeting closed at 10:30.