

Note of the Monthly Senior Management Group Meeting held on 17 December 2009

Present:	Jim Martin Niki Maclean David Robb Steve Carney Emma Gray	Ombudsman (Chair) Head of Services Director of Policy and Development Director of Complaints and Investigations Communications & Outreach Manager
In attendance:	Gillian Lafferty Fiona Paterson	Complaints Investigator Senior Personal Assistant (Secretary)

Actions

1. The meeting opened at 10:15 with no apologies.
2. The note of the meeting held on 18 November 2009 was agreed with minor amendments and action points held over from previous meetings were reviewed. It was noted that the change to KPI 3 was explained to the Investigation Managers rather than at the all-staff meeting as stated in the minute.

3. Ombudsman's update

3.1 Business Review

The Ombudsman asked NM to update the group on recent conversations with the SPCB, Union negotiator and to relay directives received from the Cabinet Office.

Action 1: Continue further discussions with all parties to explore all available options. **NM / SC**

3.2 Mergers

The Ombudsman shared the legal advice which had been received on the merger between Scottish Prisons Complaints Commission and the SPSO. In light of this and in line with the recent paper submitted to the SPCB regarding SPSO capacity, the Scottish Government, the SPCB and the Clerk preparing the RSSB Bill will be informed of proposed changes to the timetable and the staffing requirements for this merger: there will need to be adjustments made to the financial memorandum.

Action 2: Identify early in the New Year those CIs who would be interested in being involved in Prison complaints for initial scoping and research. **SC / NM**

3.3 Design Authority

The Ombudsman discussed the skills and attributes that may be required for some of the roles within the new design authority team.

4. Business Review Update

The Ombudsman requested that immediate action be taken by all members of the Group to progress the implementation of the Business Review. The Ombudsman was updated on the next steps for implementation and the approximate timeline of actions. The Ombudsman requested that the new structure and processes be place by 1 April 2010.

Action 3: Review the process for challenging casework as soon as possible. **SC / EG**

Action 4: Discuss in 1-2-1 meetings with Managers and CIs their personal work skills and interests in relation to the new structure. **NM / SC**

Action 5: Prepare office floor plan to meet the requirements of the new structure. **FP / GL**

5. Performance Update

The Group noted the monthly performance report with updated figures to 14 December and discussed casework performance against KPIs.

6. Corporate Services Update

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

Action 6: The Ombudsman requested that the Group consider the additional areas of expenditure for confirmation at the next meeting.

SMT

NM informed the Group that the tender documents for the new intranet will be issued by the end of December.

7. Strategy Group Update

The Group noted the paper and were informed that letters of invitation would be issued to Complaints Improvement Project Board members by the end of the week.

8. AOCB

8.1 WorkPro Office Closure days

The Ombudsman requested that the Director of Complaints and Investigations and the Head of Services agree on Office Closure days in WorkPro for the festive period.

8.2 Website disclosure

The Group discussed the disclosure of staff names on a website and decided to take no external action at this time. The named staff would be informed of the disclosure and the reason for the SMT taking no action.

Action 7: The Director of Complaints and Investigations will reply to all recent letters received from the relevant complainant.

SC

8.3 Recording telephone calls

Action 8: The Ombudsman requested information on the feasibility of recording telephone calls with our current telephony system.

FP / NM

The meeting closed at 10:30.