

Note of the Senior Management Group Meeting held on 24 February 2010

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 Paul McFadden Fiona Paterson	Business Review Project Manager Complaints Improvement Project Manager Senior Personal Assistant (Secretary)

Actions

1. The meeting opened at 09:30 with no apologies.
2. The note of the meeting held on 17 January 2010 was agreed with minor amendments and action points held over from previous meetings were reviewed.

3. Business Review Update

The Director of Complaints and Investigations provided a progress report to the Group on the Business Review Project. Next steps for the project will be checking for consistency and a process mapping exercise. There has been slight slippage on some of the workstreams and this will be clarified for the Project Board meeting.

Activities to be undertaken by the Business Review Project in March include clarifying jurisdictional decisions, providing tools and templates and addressing the challenges and SDCs processes.

The Ombudsman clarified that key areas and critical issues for SMT discussion include when cases move to investigation and are reported.

Action 1: The Ombudsman requested that policy decisions on the process are tabled at the SMT update meeting in one week.

SC, GL

4. Performance Update

The Group noted the monthly performance report and discussed in detail the pending recommendations 6 months over target dates. The Ombudsman will personally write to the Chief Executives of those bodies in this category seeking an explanation for the delay.

Action 2: The Ombudsman requested an explanation for the recent increase in workload on desks.

SC

5. Corporate Services Update

The Group approved for publishing the new Telephone Call Recording Policy.

6. Strategy Group Update

The Group were provided a progress report on the Complaints Improvement Project and noted the areas currently under discussion with stakeholders.

The Group approved the recommendation to take single department membership with Crystal Mark.

The Group noted the costs for enabling the SPSO website with Browse Aloud software.

7. AOCB

7.1. HR Matters - CONFIDENTIAL

7.2. Staff Meeting

Topics for discussion at the All Staff meeting include the change to SMT structure (JM), an update on the Business Project (SC), an update on the Complaints Improvement Project (PM), Investors in People (NM),

The meeting closed at 11:00