

Note of the Senior Management Group Meeting held on 14 September 2010

Present: Jim Martin Ombudsman (Chair)
Niki Maclean Director of Corporate Services
Steve Carney Director of Complaints and Investigations
Emma Gray Head of Policy and External Communications

In attendance: Gillian Lafferty Executive Assistant
Paul McFadden Complaints Improvement Project Manager
Fiona Paterson Senior Personal Assistant (Secretary)

Actions

1. The meeting opened at 10:30 with no apologies.
2. The notes of the meetings held on 25 August 2010 were agreed with no amendments and action points held over from previous meetings were reviewed.

3. Strategy Group Update

The Group were informed that the Annual Report is on track to be launched on 29 September and were updated on the initial results of the consultation. The final analysis of the consultation responses will be tabled at a future SMT Group meeting. Next steps in the process include preparing an appropriate response for each sector and finalising the Principles for tabling before a Parliamentary Committee with supporting documentation. It was noted that an important message to include would be that the Principles, Process and CSA will not place any additional burden on public service bodies.

Preparation for receiving prisons complaints from 1 October is in its advanced stages with internal arrangements in place and training sessions planned.

Action 1: Prepare a draft press release on our budget for anticipated press enquiries.

EG

4. Corporate Services Update

The Group noted the update on Services Team activities for August and were informed of major activities for the coming quarter; including the Casework Document Management trial, review of the SDC process in line with the principles put forward in the consultation, completing outstanding actions for the IIP review, preparing for the recruitment of CSA officers and responding to the request by SPCB for clarification on budget items.

It was noted that the full SPCB committee will be meeting with Office Holders to discuss the budget submissions.

5. Performance Update

The Group noted the statistics recording issues following the WorkPro roll-out in July which have been resolved.

Action 2: Ensure existing management performance reports are adjusted and separate reports are prepared that will clearly separate performance information on prisons complaints from the rest of the business.

FP

6. Complaints and Investigations Update

The Group noted the analysis of the performance figures for August and the upcoming activities in the Complaints and Investigations group.

The Group discussed the results and actions arising from the audit of clinical advice on casework and noted the technical meeting for staff would take place in mid-September.

Action 3: Review the transfer of complaints between Early Resolution Team and Investigations Team. **SC**

The meeting closed at 12:00