

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

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Present: Niki Maclean Director of Corporate Services (Chair)  
Emma Gray Head of Policy and External Communications

In attendance: Gillian Lafferty Executive Casework Assistant  
Fiona Paterson Senior Personal Assistant (Secretary)

### Actions

1. The meeting opened at 10:30 with apologies from Jim Martin, Ombudsman, and Paul McFadden, Complaints Standards Authority Manager.
2. The notes of the meetings held on 19 January 2010 were agreed with minor amendments and action points held over from previous meetings were reviewed.

### 3. Strategy Group Update

The Group were updated on Outreach expenditure for 2010-11 and noted the predicted under spend at year-end.

The Group were informed that the Model CHP Guidance will be published on the website on Monday and circulated to key stakeholders and consultees next week. Final actions required before publication include:

**Action 1:** Circulate an executive summary of issues and concerns SMT.

**Action 2:** Agree the wording for number of days for first stage of CHP.

**Action 3:** Include mention of 12-month rule for complaints sign-posted to SPSO.

**Action 4:** Following publication, update staff through team meetings on the model guidance to ensure recommendations made by the office are in line with the Principles and Guidance.

EG  
JM  
EG  
EG

The Group were informed that the managers will meet with VM to agree which CR will spend two weeks at Waterwatch in April to assist with the transfer of knowledge for this new jurisdiction.

The Group approved in principle the allocation of funding to the SPSO Complaints Standards Authority to assist the Scottish Government with research into the existing processes for social work complaints, in particular the Complaints Review Committees (CRC).

The Group approved the continuation of the Policy and Research role for a further 12 months by the current post-holder.

**Action 5:** Finalise job description for this role.

NM

The Group approved in principle seeking legal advice on the implications of changes to Schedule 4 regarding contractual and commercial transactions.

**Action 6:** Request VM prepare a briefing note requesting this advice for the solicitors to provide a quote.

EG

**Action 7:** NM will seek SPCB approval for legal advice once quote is received.

NM

#### 4. Corporate Services Update

##### *Finance*

The Group noted the current financial position, predicted year-end under spend and the proposed business case put to the SPCB to use the under spend to move to SCOTS IT system.

The Group approved the expenditure for February and March for IT service days for 2011, building works and equipment as outlined.

##### *Investors in People*

The Group were informed that initial feedback from the IIP assessment was good. The area of focus following this assessment may include further development of management competencies. There may also be the suggestion to identify gaps in the skills sets at the beginning of each year to assist with recruitment and training plans for the year ahead.

The Group were informed that the competency framework will be reviewed with competencies for CR staff based on the complaint handling guidance, knowledge of the Act and BUJ sectors. Corporate Services and Policy staff will require skills frameworks prepared for their areas.

##### *Recruitment*

The Group were informed that the new CR will take up post on 14 March and it is hoped the new CSA officer will start on 21 March.

The Group agreed that the Administrative Officer post be confirmed at permanent as proposed.

The Group agreed the new structure, therefore, the Outreach Officer post be made permanent as proposed.

**Action 8:** Inform the incumbents that the positions are now permanent.

**NM**

##### *Service Delivery Complaints*

The Corporate Services Director reported the findings of the recently closed SDC to the Group. The two issues identified will be addressed through changes to the process and checked by the QA process.

##### *MoUs*

The Group noted that NHS QIS will no longer exist and will be replaced by HIS and SCWIS with whom MoUs will be required.

It was requested that the MoU with the CoPFS be reviewed in the near future.

**Action 9:** Provide the MoU update in table form with a complete list of all MoUs and their current validity.

**NM**

## 5. **Complaints and Investigations Update**

The Group noted the all-staff away day feedback. This will be published internally on the intranet.

The Group agreed to publish the final version of the six-month business review with the recommendations and management response as the executive summary.

**Action 10:** Prepare an executive summary to attach to the front of the final report. Once checked by EG, circulate to managers and staff representatives for any final comments. Publish in management section of internet site.

**FP**

Complaints Handling Guidance sections A-D, including Advice and Investigations, has been approved for issuing to staff.

***The meeting closed at 12:30***

## 6. **SMT Decisions taken outside of the monthly meeting**

Tuesday 1 March 2011

### 6.1 **HR Matters CONFIDENTIAL**

- a. *Recruitment*
- b. *Staffing matters*

Thursday 3 March 2011

### 6.2 **HR Matters**

- a. *Complaints Reviewer positions CONFIDENTIAL*
- b. *Investigations Manager CONFIDENTIAL*
- c. *Impact on staffing costs*

The cost of the two above staffing changes will be covered by the current predicted under spend on staff costs as a result of staffing changes since submitting and receiving approval for the 2011-12 budget (currently a saving of circa £60,000 including the savings from the Director of C&I post).

Friday 10 March

### 6.3 **HR Matters**

- a. *Overtime*  
The SMT agreed to offer overtime to those individuals involved in casework for a period of 8 weeks in order to bring the current caseload down to planned levels by the turn of the year. This decision is in place of the decision to offer a new start a 6-month contract and will use the funding put aside for the post.
- b. *Staffing changes CONFIDENTIAL*