

Note of the Senior Management Group Meeting held on 18 May 2011

Present:	Jim Martin Niki Maclean Emma Gray	Ombudsman Director of Corporate Services (Chair) Head of Policy and External Communications
In attendance:	Gillian Lafferty Fiona Paterson	Executive Casework Assistant Senior Personal Assistant (Secretary)

Actions

1. The meeting opened at 14:00 with apologies from Paul McFadden, Complaints Standards Authority Manager.
2. The notes of the meetings held on 16 March 2011 were agreed with no amendments.
3. **Financial Monitoring Report**
The Group noted the current financial position and year-end under spend. The Group were informed that the relevant financial information for publication will be prepared for the June SMT meeting.

Action 1: Prepare and table the financial information for publication.

NM

4. Risk Register and Exceptions

The Group noted the additional risks that have been included from the new Business Plan for 2011-12.

5. Performance information

a. Corporate Services and casework

The Group noted the paper and supplementary documents outlining the annual performance for 2010-11 and the monthly performance for April.

The SMT approved:

- (i) the annual statistics for use in the Annual Report;
- (ii) the proposed KPIs for 2011-12;
- (iii) the Time Bar, Unacceptable Actions and Service Delivery guidance;
- (iv) the 2011-12 L&D plan

SMT

Action 2: The SMT are requested to review the HR annual stats.

b. Policy and Communications

The Group noted the paper and supplementary documents outlining the annual performance for 2010-11 and the progress made on the transfer of new functions and duties to the SPSO.

The Group were informed of the agreement for a resource from Waterwatch to work within the SPSO from June to assist with the transfer of knowledge and casework.

Decision Summaries: The SMT agreed:

- (i) the Compendium Officer would support the communications team in the publication **SMT**
- (ii) the layout of the new 'Our findings' section on the external website was appropriate
- (iii) the proposed steps to publication on June 22 of digests of decisions made in April, including with the amount of information provided to BUJs about their right 'to comment on the allegations in a complaint' **SMT**
- (iv) that CRs would be responsible for writing decision summaries from the end of May onwards

c. Service Improvement

The Group noted the new report incorporating the performance results for QA, SDC and decision reviews. The Group discussed the ISDR's annual report and provided a response to the recommendations.

d. Business Plan 2011-12

The Group approved the Business Plan for publication.

The meeting closed at 16:00

6. SMT Decisions taken outside of the monthly meeting

Thursday 26 May 2011

QA Process

It was agreed that the casework quality assurance process would continue on a two-monthly basis.