

Note of the Senior Management Group Meeting held on 14 February 2012

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

In attendance: Fiona Paterson Senior Personal Assistant (Secretary)

Actions

1. The meeting opened at 09:30 with apologies from Paul McFadden, Complaints Standards Authority Manager and Gillian Lafferty, Executive Casework Assistant.
2. The note of the meeting held on 25 January 2012 was agreed with no amendments and the outstanding action was reviewed.
3. The Group reviewed the A&AC papers for the meeting on 16 February and discussed the preparations for the meeting.

4. Corporate Services Update

The Group noted the supplementary paper providing additional information on three points below:

The Group approved the proposal to pay the joining fee for the Civil Service website.

The Group noted the work being done by Louise Ray to cleanse the statistical data in preparation for the year end reports.

The Group noted the report on the Melville Street power outage and the impact on the door security system.

5. Casework Performance Update

The Group noted the supplementary paper with the January figures.

The meeting closed at 10:30

Note of the Senior Management Group Meeting held on 1 March 2012

1. Following SPCB approval of the WorkPro upgrade, this work will now be progressed.
2. SMT approved the summary of the Craigforth survey of complainants' views of SPSO service that is underway.
3. ISDR feedback was discussed and it was agreed that the wording of the final decision letter would be amended to state the limited circumstances under which a request for a review may be made.