

Note of the Senior Management Group Meeting held on 22 March 2012

Present: Jim Martin Ombudsman (Chair)
 Emma Gray Head of Policy and External Communications
 Niki Maclean Director of Corporate Services
 Paul McFadden Complaints Standards Authority Manager
 Gillian Lafferty Executive Casework Assistant

In attendance: Fiona Paterson Senior Personal Assistant (Secretary)

Actions

1. The meeting opened at 09:30 with no apologies.
2. The note of the meeting held on 25 January 2012 was agreed with no amendments and the outstanding action was reviewed.

3. Policy Group Update

The Group noted the CSA progress and the letter received from SOLACE was tabled for discussion.

The Group were updated on the progress of the customer satisfaction survey. EG informed the group that the researcher was happy with the quantity of responses received, as she was seeing similar themes repeated.

The Group noted the development of the e-learning training modules.

4. Corporate Services Update

The Group noted the year-to-Jan expenditure and discussed outstanding budget items. NM informed the group that 2012-13 budget discussions were finalised, awaiting formal confirmation.

The Group approved making the Legal and Policy Officer role permanent, confirming Val Malloch as post holder following her selection from the open recruitment process originally undertaken for the temporary post.

The Group agreed to discuss the 2012-13 Operational Plans and Risk Register at the SMT meeting on Thursday 29 March with the finalised plans prepared for the April SMT meeting.

The Group approved the memorandum of understanding with The Mental Welfare Commission.

5. Casework Performance Update

The Group noted the change to team memberships and the internal desk moves within the Investigation team. Performance results were noted.

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.