

Note of the Senior Management Group Meeting held on 18 April 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)
	Grainne Byrne	Communications Officer

Actions

1. The meeting opened at 10:30 with no apologies.
2. The note of the meeting held on 22 March 2012 was agreed with no amendments and the outstanding actions were reviewed.

3. Policy and External Communications Group Update

The Group noted the CSA progress with the implementation of the model CHPs. This has led to an increase in requests from BUJs for visits and training to assist with implementation.

The Group discussed the media analysis for 2011-12 and approved the recommendation for increasing the publishing own-initiative items by 10% on last year.

The Group noted the current position of MoUs and that the ongoing target dates on some MoUs were passed.

Action 1: *Revise the target dates for the outstanding MoUs as soon as possible.*

The Group noted the increased level of interest in training, possibly due to the implementation of the CHPs. The Group discussed the limited resource available to provide face-to-face training and the anticipated interest generated in the e-learning modules. It is hoped this interest may reduce the pressure on the limited capacity to provide training courses.

Action 2: *Revise the estimated income from training courses for 2012-13.*

The Ombudsman decided not to publish local government decision reports for April in light of the local government elections on 4 May.

The Group were presented with a paper on social media by Grainne Byrne and fully discussed the implications for the SPSO. The Ombudsman requested to meet with GB to further explore the possibilities and constraints for the SPSO.

The Group discussed and approved the request for Housing Associations to remove the SPSO contact details from their complaints leaflet and include them in their final response, in line with SPSO process for service delivery complaints.

4. Corporate Services Update

The Group noted the first cut of the year-end expenditure and cash bank balance. The Director passed on her thanks for all the hard work by KO and EB to ensure all invoices were processed in time.

NM informed the group that formal approval of the 2012-13 budget had been received.

The Group noted the recruitment plan for the Advice Assistant.

The Group finalised the 2012-13 Operational Plans, performance measures and Risk Register in preparation for the A&AC meeting on 4 May.

5. Casework Performance Update

The Group were pleased to note the year-end performance and the 12% increase in productivity.

The Group noted the Q3 quality assurance results, presented in the new format following the review of the process.

The meeting closed at 12:00