

Note of the Senior Management Group Meeting held on 13 June 2012

Present:	Jim Martin	Ombudsman (Chair)
	Niki Maclean	Director
	Paul McFadden	Head of Complaints Standards
	Gillian Lafferty	Executive Casework Assistant
In attendance:	Fiona Paterson	Senior Personal Assistant (Secretary)
	Val Malloch	Policy and Legal Officer
	Kelly O'Rourke	HR Officer

Actions

1. The meeting opened at 14:30 with apologies from Emma Gray, Head of Policy and External Communications.
2. The note of the meeting held on 2 May 2012 was agreed with no amendments and the outstanding actions were reviewed.

3. Policy Group Update

The Group noted the CSA progress with the implementation of the model CHPs and, in particular, that the majority of councils are moving towards compliance. Additionally, it was noted that CHP will be entered into the PSIF framework from April 2012, meeting a CSA milestone earlier than expected.

The Group noted the Ombudsman's engagement with an MSP over the proposed private members bill on 'apology' and were updated on actions by the Scottish Government which were relevant to the SPSO.

The SPSO has responded to the Administrative Justice and Tribunals Council - Scottish Committee consultation on a new tribunal system for Scotland, and the Administrative Justice and Tribunal Council's papers on right of appeal and role of the Ombudsman.

The Group congratulated the Training group on the launch of new Valuing Complaints website, including the first eight e-learning training modules about frontline resolution by local authority staff.

Val Malloch presented a paper regarding the SPSO Redress Policy. The Group agreed to a scoping exercise to clarify the expectations, gather information about any concerns, resistance, required changes to legislation, and to form a rationale, before undertaking a full consultation.

4. Corporate Service Update

Finance

The Group were informed that the monthly budget v actual finance figures showing April and May spend would be circulated at the end of the day due to the timings for the production of this information.

HR

Kelly O'Rourke presented the annual HR statistical report and the Group noted the moving age profile and the significant increase in sick leave from the previous year. The Group were informed that even removing the long-term sickness from the figures, sickness absence was still higher than last year and there was no significant trend that would account for this increase.

The Group were informed that an introductory session to the HR Team for the Scottish Commissioner for Children and Young People was held as part of the shared-services agreement.

Risk and Audit

The external auditors will undertake their on-site work in the first week in July. The internal auditors have provided the strategic plan with target dates and costings for 2012-13.

The Group approved the Risk Register for 2012-13 as finalised incorporating the feedback from staff.

HR Software

The Group were updated on the meeting with a provider of an electronic HR management system. It was agreed that other options would be explored to compare functions provided through a tendering process.

5. Casework Performance Update

The Group noted the monthly update on casework performance for May.

The meeting closed at 15:30