

Note of the Senior Management Team (SMT) Meeting held on 2 July 2013

Present:

Jim Martin	Ombudsman (Chair)
Niki Maclean	Director
Emma Gray	Head of Policy and External Communications
Paul McFadden	Head of Complaints Standards

In attendance:

Rachel Hall	Executive Casework Officer
Fiona Paterson	Senior Personal Assistant (Secretary)

1. The meeting opened at 15:00 with no apologies.
2. The note of the meeting held on 30 April 2013 was agreed with no amendments. The SMT were updated that all the outstanding actions for review had been completed.

3. Policy SMT Update

The SMT were updated on the on-going implementation of the model CHP in the Further and Higher Education sectors.

The SMT were informed of the Local Authority complaints handling network meeting and the request by representatives for information about the SPSO complaint handling and decision-making processes. The SMT were disappointed to learn that Local Government arms-length external organisations and schools have not adopted the CHP contrary to previous assurances. The Ombudsman asked to be kept up-to-date with developments in this area.

The SMT were updated on on-going discussions and further developments in other government sectors.

The SMT were informed of a petition regarding the SPSO which has been put to Parliament for consideration.

The SMT were provided with a verbal summary of the first five meetings which mark the first half of the Bodies Under Jurisdiction engagement project.

The SMT were updated on progress for publishing the Annual Report, Annual Letters and Annual Statistics.

Action 1: *Invite the project manager of the Intranet Project to provide an update to the SMT at the next meeting.*

4. Corporate Services Update

Finance: The SMT noted the 2013-14 budget had been approved by the SPCB and the external audit of the 2012-13 accounts had been approved in principle. The SMT were informed that the SPCB will not be progressing plans to move to shared service accounting and auditing arrangements at this stage. The SMT noted expenditure against budget year-to-date and were informed that the budget submission for 2014-15 would be due in August.

Governance: The SMT were informed that the 2013-14 Business Plan was being prepared for publication and would be an abbreviated version of the finalised Operational Plan. The SMT approved the amendments for finalising the following updated documents:

- 2013-14 Operational Plans
- 2013-14 Risk Register (with additional amendments for CSA section)

- Business Continuity Plan 2013
- Scheme of Control

The SMT noted the draft Sustainability Report which will be finalised for publishing with the Annual Report at the end of July.

Human Resources: The SMT noted the annual HR statistics report for 2012-13. The SMT were informed that the performance reviews for all staff had been completed and this would contribute to the preparation of the Learning and Development plan in the next quarter. A Staff Survey has been scheduled for Q2 along with the introduction of employment law updates for managers. The HR IT system is currently on trial for a six-month period.

ICT: The SMT were updated on current progress for the next update of the WorkPro system, scheduled for the end of July.

Risk and Audit: The SMT were provided the final report for the Internal Audit of Facilities Management and the Annual Activity Plan for internal audits in 2013-14.

Records Management: The SMT agreed the action plan for preparing an SPSO Records Management Policy to meet the statutory requirements which came into force this year.

5. Complaints and Investigations Monthly Performance Update

The SMT noted the casework performance for May and June and the Service Improvement SMT Framework and Project List.

The meeting closed at 17:00