

Note of the Senior Management Team Meeting held on Tuesday 29 April 2014

Present:

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

In attendance:

Fiona Paterson	Senior Personal Assistant (Secretary)
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1. The meeting opened at 09:30 with apologies from Rachel Hall, Executive Casework Officer.
2. The note of the meeting held on 18 March 2014 was agreed and the outstanding actions list was reviewed.

3. Team Managers' Updates

Advice Team

Carol Neill, Advice Team Manager, was invited to the meeting to provide the year-end update on her area of the organisation. CN noted the recent focus for her team was training two new team members. CN praised the team's year-end achievement of 99.6% performance rate for acknowledging cases within three working days.

CN informed the SMT of the work her team will be doing with all new complaints to track whether the BUJ had complied with the complaints handling process and guidelines. This will be recorded and PMc will be kept informed. CN updated the SMT on the Ombudsman Association Frontline Group's recent meeting.

The Ombudsman thanked CN for providing the update to the senior management team.

Early Resolution Team

Kathleen Steindl, Early Resolution Team Manager, was invited to the meeting to provide the year-end update on her area of the organisation. KS highlighted the team performance in Q4, with a 10% increase across all indicators, achieved by great team work. The team will be reflecting on how this success was achieved and learning lessons to take forward into the new year. KS noted her areas of focus going forward were the induction and training for new team members, improving absence levels in the team by working with DA on building team members' resilience, and increasing the general standard of communication skills in team.

The Ombudsman thanked KS for providing the update to the senior management team.

Investigations Team

Judy Saddler, Investigations Team Manager, was invited to the meeting to provide an update on her area of the organisation for year-end. JS shared an initiative she will be taking forward with the information analyst to assess the WorkPro administration required in casework. Also, JS will be reviewing the criteria for public reporting as the SPSO only published reports in the Health sector last year. JS noted the new focus for the team for the coming year will be on the Internal Measure.

JS noted the QA of professional advice was proving helpful. Also, that the Statutory Notice cases weren't coming through in the expected numbers.

The Ombudsman thanked JS for providing the update to the senior management team.

4. Internal Audit Reports

The SMT noted the new reports on procurement, IS Installation and Public Records Management; and the annual assurance provided by the Internal Auditor. The SMT discussed the outstanding actions from the reports.

5. Financial Monitoring Report

The SMT noted the year-end expenditure against budget as a small overspend of less than £1k and the bank and cash position which was in line with the guidance provided by the SPCB. NM drew attention to the notes on variances.

NM informed the SMT that advice had been received from Scott-Moncrieff which confirmed the SPSO has no requirement to register for VAT at this time.

6. Risk and Exceptions Report

The SMT reviewed the 2014-15 Risk Register and approved it for circulating to staff for comment.

7. Performance Report – Corporate Services

Business Planning: The SMT noted the year-end performance against 2013-14 business plan and the approved the operational plan for 2014-15. The 2014-15 business plan was approved for publication on the website.

Human Resources: The SMT noted the progress of recent recruitment activities and the results from the staff survey. The proposed action plan from the IIP accreditation and staff survey will be presented to the SMT in May. The SMT were informed that the annual HR stats report will be present to SMT in May.

ICT: The SMT were updated on the progress of the scanning pilot and approved the continuation of the pilot until June. The SMT were informed of progress for the installation of the electronic document management system (SharePoint), the replacement of laptops and on-going research into call recording.

FOI/DPA: The SMT noted the year-end statistics and the decisions from recent appeals made to SIC.

Records Management: The SMT noted the progress and next steps in this project.

Health and Safety: The SMT commented on the reviewed policy which will be finalised following minor amendments and published.

8. Performance Report – Casework

The SMT discussed the casework performance for March and year-end and reviewed the paper for AAC.

9. Performance Report – Policy Group

CSA support: The SMT were updated on developments in each sector and other stakeholders.

Training unit: The SMT noted the uptake of courses in 2013-14 and completion of the joint working project with NHS.

Policy and Communications: The SMT discussed the current position on the judicial review and were updated on discussions with the Scottish Government on the various activities currently of interest.

10. ISDR Report

The SMT noted the annual report provided by the ISDR.

The meeting closed at 12:30