

Note of the Senior Management Team Meeting held on Thursday 16 December 2014

Present:

Jim Martin	Ombudsman (Chair)
Niki Maclean	Director
Paul McFadden	Head of Complaints Standards

In attendance:

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

1. The meeting opened at 10:30 with apologies from Emma Gray, Head of Policy and External Communications.
2. The note of the meeting held on 9 October 2014 was agreed with no amendments and the outstanding actions list was reviewed, including the revisions to the risk management policy.

3. Financial Monitoring Report

The SMT noted the November financial position which includes an assumption of SPCB contingency funding based on communications with the SPCB to date.

4. Risk Management Report

The SMT approved the updates to the Risk Management Policy as tabled with the outstanding actions paper.

The SMT discussed in detail a reported incident which occurred in the reception area on Friday 5 December. Points of discussion included current reception security, options to build staff confidence in handling similar scenarios and additional methods that may prevent these occurrences happening.

5. Performance Report – Corporate Services

The SMT noted the invitation from the Keeper to submit the SPSO Records Management Plan and Policy.

The SMT were informed of the lack of response to recruitment initiatives to appoint a maternity cover post for the FOI/DPA position.

6. Performance Report – Casework

The SMT approved the revised proportionality guidance for issue. The SMT also discussed clearing as many decision draft reports as possible before the office closes for the festive season.

7. Performance Report – Policy Group

The SMT discussed the various Unacceptable Actions Policy papers and the outcomes are as follows:

- Approved the changes to the revised guidance and policy documents.
- Approved the new practice guide and recommended announcing its release in the January commentary and issuing to the Local Government Complaints Handlers Network at their next meeting.

- Confirmed the need for a new leaflet for issuing to service users.
- Approved, in principle, participation in the research on complainant conduct by the School of Forensic Mental Health.

8. Service Improvement Report

The SMT noted the Quality Assurance results for quarter two and commended that no cases were re-opened as a result of the findings.

The SMT noted the reduction in requests for reviews of decision, both in real numbers as as a percentage of all cases closed.

9. AOCB

The SMT noted the invitation from Scotland's Commissioner for Children and Young People to discuss new provisions in the Children and Young People (Scotland) Act 2014.

The meeting closed at 12:30