

Note of the Senior Management Team Meeting held on Tuesday 3 June 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)
Rachel Nicholson	Executive Casework Officer

Observer:

Brian Thompson	Liverpool Law School, University of Liverpool
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1. The meeting opened at 10:00 with no apologies. The Ombudsman welcomed Brian Thompson to the meeting.
2. The note of the meeting held on 29 April 2014 was agreed with minor amendments and the outstanding actions list was reviewed. The SMT noted all actions were on target for completion by the due dates.

3. Financial Monitoring Report

The SMT noted the three financial documents tabled as follows:

- the year-to-date expenditure against budget and unbudgeted liabilities as known. The SMT were informed that the unbudgeted liabilities would be absorbed within the existing approved budget as far as possible.
- the draft Annual Accounts and suggested minor improvements to the management commentary. The SMT were informed the final version would be submitted to the AAC on 5 August.
- the 2013-14 Statement of Expenditure for publication, which was approved with minor amendments.

4. Risk Management Report

The SMT reviewed the staff comments on the 2014-15 Risk Register and approved changes for finalising the document. The SMT were informed of a request for a copy of the register and policy by Audit Scotland, and approved the current register for sharing, noting that the policy was published on the website.

5. Performance Report – Corporate Services

Information Governance: The SMT reviewed and approved the tabled policies for publication and noted the invitation for submission date would be December 2014.

Human Resources: The SMT noted the staff survey findings will be presented to all staff on Tuesday 24 June . The SMT were informed that the annual HR stats report will be present to SMT in July.

ICT: The SMT asked the Information Analyst to present her report on the scanning project. The SMT discussed the recommendations and next steps. The SMT agreed the recommendations.

The SMT noted the progress on the other ICT projects including 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 steps being undertaken to achieve the Personal Information Promise as recommended by the Information Commissioner's Office.

6. Performance Report – Casework

The SMT discussed the casework performance for the first two months of the year, noting the positive impact the new staff are already having on case closures.

7. Performance Report – Policy Group

CSA: The SMT were updated on developments in each sector and other stakeholders. The SMT were updated on the most recent developments for the Social Welfare Fund Scotland bill.

Policy and Communications: The SMT were given a verbal update on developments including the redress research, BUJ update meetings, annual report and sectoral report preparation, work placement project and new team member.

8. Service Improvement Report

The SMT noted the paper summarising the developments in service improvement activities as follows:

- *SDC:* The Q4 and year-end summary reports for Organisational Learning from SDCs were noted. These will be published on the website in line with CSA requirements.
- *QA:* The Q3 QA report was noted and the SMT were informed that the reports are now circulated to all complaints reviewers each quarter to note key findings. The SMT noted the QA on information sharing and will consider the option to repeat this QA on a regular basis.
- *Reviews of decisions:* The annual summary of requests for decision reviews for 2013-14 was noted and the five cases which were reopened due to the original decision being revised were discussed.
- *SIG:* The SMT noted the Service Improvement Group project updates.

The meeting closed at 12:30