

Note of the Senior Management Team Meeting held on Tuesday 24 March 2015

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 10 February 2015 was agreed with no amendments and the outstanding actions list was reviewed.

3. Financial Monitoring Report

The SMT noted the February financial position which includes an assumption of SPCB contingency funding, additional funding for SWF complaints handling and legal costs in 2014-15 and the predicted year-end bank position.

4. Performance Report – Corporate Services

The SMT discussed the draft operations plan for 2015-16. Comments will be collated and the plan will be finalised for the next meeting.

The SMT discussed the membership of the PSIF network and the benefits to the SPSO.

The SMT were updated on the initial outcomes and next steps for the Customer Survey pilot.

The SMT noted the good results from the 2015 physical case file audit.

The SMT were updated on preparations for the 2015 Staff Away Day.

5. Performance Report – Casework

The SMT noted the performance to the end of February and the year-end predicted finishing position. The SMT discussed individual caseloads and methods for assisting workflow. The SMT were updated on the forthcoming staffing changes and plans for further recruitment.

6. Performance Report – Policy Group

The SMT noted the project plan for Scottish Welfare Fund is under development and discussed how the timing of milestones may align with significant milestones on the NES project and resource considerations for the Policy team.

The SMT considered the Joint Project Agreement between the Scottish Public Services Ombudsman (SPSO) and the School of Forensic Mental Health (SoFMH) and suggested strengthening the reasons for participating and discussed the sample size.

The SMT discussed who is responsible for GP education in complaint handling, where there seems to be a training gap. Governance for tracking and mapping implementation and ownership of recommendations from the Health Council report is not clear.

7. Service Improvement Report

The SMT noted the QA summary for Q3 2014-15 and were informed that the new process and report format had been well received, making the learning from the QA process more clearly understood.

The SMT noted the requests for reviews had increased in the winter months but YTD continued to be less, both in real numbers and as a percentage of all cases closed, than the previous year.

8. Risk Register 2015-16

The SMT reviewed the draft risk register and discussed in detail the individual risks for the coming business plan year. The comments will be collated and the Risk Register will be finalised at the next meeting.

9. AOCB

The Head of Complaints Standards and Legal and Policy officer updated the SMT on their meeting with Scotland's Commissioner for Children and Young People to discuss the SCCYP's new powers.

The meeting closed at 12:00