

Note of the Senior Management Team Meeting held on Wednesday 20 May 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 15:00 with apologies from Emma Gray, Head of Policy and External Communications.
2. The note of the meeting held on 16 April 2015 was agreed with no amendments 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 a Q4 update on her area of the organisation. CN updated the SMT on the recent Team Away Day and the actions and outcomes from the discussions.

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

Investigations Team

Judy Saddler, Investigations Team Manager, was invited to the meeting to provide a Q4 update on her area of the organisation. JS noted the emerging issues of continuing care and consent in the current caseload. The SMT discussed how we can further share our learning from these complaints through the professional bodies and Scottish Parliament Health Committee. JS noted that 70% of health cases required advice and would be looking at internal mechanisms to reduce our reliance on advice. JS shared the current team development activities and passed on the team's request for the SMT to attend some future team meetings.

The Ombudsman thanked JS 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 a Q4 update on her area of the organisation. KS highlighted the strong performance for Q4. KS went on to express her concern for the impact the high caseloads were having on team members. To alleviate some of the pressure, KS explained she will be introducing an in-team holding bay to reduce on desk caseloads. KS requested that the SMT further discuss the possible redeployment of staff and / or increased flexibility between teams to alleviate times of high volumes.

KS shared emerging issues including abuse of rechargeable repairs, complaint handling for pain medication in the SPS estate and water complaints.

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

4. Financial Monitoring Report

The SMT noted the year-end financial expenditure against budget for 2014-15, including the approved contingency funding and the year-end cash and bank balance position. The SMT noted the first month's expenditure against budget for 2014-15.

5. Risk Register 2015-16

The SMT noted the risk register for submission to the Audit and Advisory Committee.

6. Performance Report – Corporate Services

The SMT noted the report for issuing to the Audit and Advisory Committee including the 2014-15 performance summary and the 2015-16 business plan.

7. Performance Report – Casework

The SMT noted the annual statistics had been published and the statistics for the annual letters to individual bodies were currently being prepared. The SMT noted the projections for 2015-16 were 10% for both received and closed cases.

8. Performance Report – Policy Group

The SMT noted the report for issuing to the Audit and Advisory Committee. The SMT discussed in detail the Scottish Welfare Fund Review – Rights analysis – approach paper and the accompanying draft consultation document.

9. Performance Report – Service Improvement

The SMT noted the report for issuing to the Audit and Advisory Committee, including the Organisational Learning from Complaints Annual Report. The SMT discussed the review of the casework management of investigation decisions report and the findings and next steps.

10. AOCB

The SMT discussed resourcing for policy and communications for the upcoming tasks and projects.

The meeting closed at 16:30