

Note of the Senior Management Team Meeting held on Wednesday 17 February 2016

Present:

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

In attendance:

Fiona Paterson	Senior Personal Assistant (Secretary)
----------------	---------------------------------------

1. The meeting opened at 10:30 with no apologies.
2. The note of the meeting held on 19 January 2016 was agreed with minor formatting changes and the outstanding actions list was reviewed. The SMT reviewed the SPSO Customer Surveying Pilot 2015-16 Report and approved it for publication.

The SMT reviewed the agenda for the AAC meeting and agreed to include a 25-minute SWF presentation.

3. Internal Audit

The SMT reviewed the final report on SPSO Payroll and Absence through Leave and noted that we had maintained a 'good' rating for the controls governing payroll and the management of absence through leave.

4. Financial Monitoring Report

The SMT noted the year-to-date financial expenditure against the budget for 2015-16, including the unbudgeted liabilities of which the SPCB have been notified and the SWF transition budget. The paper will be updated before issuing for the AAC meeting.

5. Risk Register 2015-16

The SMT reviewed the risk register for Q3, the risk interrogation paper addressing the impact on staff wellbeing through increased workloads and reduced budgets, and the final risk appetite document. These will be tabled for the AAC.

The SMT also reviewed the report of an incident involving a threatening telephone call from a Prisoner, which required police intervention. The Ombudsman asked the Director to review the recommendations made and update the SMT of what further precautions will be taken.

6. Performance Report – Corporate Services

The SMT noted the report for issuing to the Audit and Advisory Committee including the Q3 business performance summary. The SMT noted the additional information on the facilities projects, business planning, recruitment and resourcing.

7. Performance Report – Casework

The SMT noted the report for issuing to the Audit and Advisory Committee including the Q3 2014-15 casework performance summary. Additionally, the SMT noted the year-to-date performance paper and discussed the workflow and projections.

8. Performance Report – Policy Group

The SMT noted the update report for issuing to the Audit and Advisory Committee; including the update on activities in the policy, external communications, CSA and training areas of the business. The SMT discussed the draft analysis of responses to the SPSO's draft Strategic Plan consultation.

9. Performance Report – Service Improvement

The SMT noted the report for issuing to the Audit and Advisory Committee. The SMT suggested further explanation about timescales be included in the paper before issuing and publishing.

10. Performance Report – SWF

The SMT noted the update report for issuing to the Audit and Advisory Committee; outlining the preparation and development of the SPSO Scottish Welfare Fund Independent Review function, leading up to 1 April 2016.

The SMT agreed to review the SWF Case Handling Guidance and other significant documentation at the March meeting following the team members' input and review.

The meeting closed at 12:00

Note of Decisions

Tuesday 15 March

Following the two ITTs, the SMT agreed to continue with our current design provider and our current web services provider.

Following the SPCB approval for setting up a pilot Learning and Improvement Unit, the SMT approved the proposals for resourcing, the update for staff and the draft deliverables document.

Thursday 17 March

The SMT agreed the 2016-20 Strategic Plan for publication