

MINUTE

Customer Forum

Thursday 29 June 2017

Attendees

A Customer Forum Member
Dorothy Armstrong - SPSO Facilitator
Lindsay Brown – SPSO Communications Officer
Laura Carswell - Secretary / SPSO Advice and Outreach Officer
Ms F Douglas - Customer Forum Member
Mr J Dowson - Customer Forum Member
Gary Elliott - SPSO Complaints Reviewer
Kerry Flinn – SPSO Learning and Improvement Unit
Emma Gray - SPSO Head of Communications and Engagement (Chair)
Megan Lackie – SPSO Communications Officer
Angela Monteith - Patient Advice and Support Service – CAB Leith
Mrs E Selkirk - Customer Forum Member
Fiona Sherry - Patient Advice and Support Service – CAB East Dunbartonshire
Ms L Watson - Customer Forum Member

Rosemary Agnew (SPSO Ombudsman) attended the pre-meeting only

Minutes

1. Welcome by Emma Gray
Apologies: Dr S Harding – Customer Forum Member
Minute of February meeting agreed.
Members agreed that they were content to receive group emails that contained each individual's email address.
2. Introductions, brief reminder of ground rules agreed at previous meeting
3. Customer Survey (Gary Elliott). Members fed back that they would like SPSO to say upfront what their likely timescales are and the range of uphold rates. They also said the language of 'upheld/not upheld' and 'maladministration' can be confusing and that it was difficult to find decisions on the SPSO website.
4. New approach to recommendations (Kerry Flinn). Members fed back positively on the aim of recommendations to increase impact and consistency and to prevent repeat failings. The group discussed the barriers to implementation (such as council staff being unaware of policies due to a lack of budget or overwork). The group also agreed that some complainants wanted to draw a line once they received their decision, whereas others would want to know in detail what had changed at the authority as a result of their complaint.
5. Refresh of SPSO's Website (Lindsay Brown and Megan Lackie) – an exercise was carried out to identify the main purpose of the website and improvements to key sections ('making a complaint' and 'our findings'). The feedback will inform the ongoing work to refresh the SPSO website and in particular to make the learning from complaints section more user-friendly.

6. Next Meeting and AOB – Emma Gray told members that this was her last meeting as she was moving on from SPSO in July. Members would be updated with the name of the new Chair as soon as SPSO knew who this would be.

7. Actions:

7.1 Members were given draft leaflets and invited to provide feedback to SPSO comms on their content and layout, particularly the language used.