

Note of the Senior Management Team Meeting held on Wednesday 22 November 2017

Present:

Rosemary Agnew	Ombudsman (Chair)
Niki Maclean	Director
John Stevenson	Head of Complaints Standards

In attendance:

Fiona Paterson	Corporate Services Manager (Secretary)
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1. The meeting opened at 11:00 with no apologies. The note of the meeting held on Friday 3 November 2017 was approved for publication. The actions held over from previous meetings, including AAC, internal audit and external audit, were reviewed and progress noted.

2. Internal Audit report

The SMT noted the audit report on IS installation, with the 'good' rating for controls governing the SPSO IS Installation. The SMT will take additional time to review the scoping document for the performance reporting consultancy before this piece of work begins.

Action 1: The Ombudsman requested that the SMT have sight of all draft audit reports and proposed management actions before responding to the auditors (FP).

3. Financial Monitoring Report

The SMT reviewed the current expenditure against budget and discussed in general terms the additional expenditure and contingency requirements for planning for year-end.

4. Risk, Incidents and Issues Management Report

The SMT noted that there continued to be no critical risks identified on the Risk Register that might affect the SPSO's ability to achieve its agreed Business Plan. It was also noted that no reports in relation to fraud or control failures been identified since the last meeting.

The SMT adjusted the scores for those risks where there had been movement. The risk associated with the identification of a new office space was increased due to the delay in identifying appropriate accommodation in time to begin preparations for the move. The SMT reviewed the interrogation of a new risk for the INWO project, and approved the additional risk.

5. Performance report

The SMT were updated on significant actions undertaken since the previous update. In particular, the following was noted:

SO1: Complaints and investigations

The SMT approved the Q2 report on customer service complaints for publication and noted the quality assurance reports for professional advice, the SWF and Q1 casework. The recommendations paper will be discussed at a separate meeting.

SO2: SWF

The SMT noted the paper, showing improvement in both the time and quality measures, and thanked the team for their contribution to the office through the Big Breakfast morning.

SO3 Simplification

The SMT noted the benchmarking key findings shared at the September Complaints Handler's network meeting.

SO4: Good Practice

The SMT noted the table showing reasons for contacts to the CSA team, which was very helpful.

SO5: Accountability and Best Value

The SMT reviewed the proposed changes to the Travel and Expenses Policy, and approved in principle the proposal to remove the in/out boards in the coming year.

SO6: Engagement, learning and improvement

The SMT noted the paper.

6. AOCB

The strategic plan 2018-2020 will be prepared for publication in January, followed quickly by the business planning process.

7. The meeting closed at 13:00