Note of the Senior Management Group Meeting held on 18 May 2011

Present:

Jim Martin Ombudsman
Niki Maclean Director of Corporate Services (Chair)
Emma Gray Head of Policy and External Communications

In attendance:

Gillian Lafferty Executive Casework Assistant
Fiona Paterson Senior Personal Assistant (Secretary)

Actions

1. The meeting opened at 14:00 with apologies from Paul McFadden, Complaints Standards Authority Manager.

2. The notes of the meetings held on 16 March 2011 were agreed with no amendments.

3. Financial Monitoring Report

The Group noted the current financial position and year-end under spend. The Group were informed that the relevant financial information for publication will be prepared for the June SMT meeting.

**Action 1:** Prepare and table the financial information for publication. **NM**

4. Risk Register and Exceptions

The Group noted the additional risks that have been included from the new Business Plan for 2011-12.

5. Performance information

   a. Corporate Services and casework

The Group noted the paper and supplementary documents outlining the annual performance for 2010-11 and the monthly performance for April.

The SMT approved:

(i) the annual statistics for use in the Annual Report;
(ii) the proposed KPIs for 2011-12;
(iii) the Time Bar, Unacceptable Actions and Service Delivery guidance;
(iv) the 2011-12 L&D plan

**Action 2:** The SMT are requested to review the HR annual stats. **SMT**
b. Policy and Communications
The Group noted the paper and supplementary documents outlining the annual performance for 2010-11 and the progress made on the transfer of new functions and duties to the SPSO.

The Group were informed of the agreement for a resource from Waterwatch to work within the SPSO from June to assist with the transfer of knowledge and casework.

**Decision Summaries:** The SMT agreed:

(i) the Compendium Officer would support the communications team in the publication

(ii) the layout of the new ‘Our findings’ section on the external website was appropriate

(iii) the proposed steps to publication on June 22 of digests of decisions made in April, including with the amount of information provided to BUJs about their right ‘to comment on the allegations in a complaint’

(iv) that CRs would be responsible for writing decision summaries from the end of May onwards

SMT

6. SMT Decisions taken outside of the monthly meeting

Thursday 26 May 2011

QA Process
It was agreed that the casework quality assurance process would continue on a two-monthly basis.