

AUGUST 2022 SMT MINUTES

MEETING: 11TH August 2022, Progressive House, Belfast

In Attendance:

Margaret Kelly – Ombudsman; MK
 Sean Martin – Acting Deputy Ombudsman; SM
 Corinne Nelson – Director of Investigations; CN
 Andrew Ruston - Head of Communications; AR
 Julie Healy - Head of Improvement, Engagement & Impact, JH
 Jeff Smyth – Director of Investigations, LGES; JS
 Sarah Sherry – Secretariat; SS

Agenda Item	Minutes
1.	<p>Apologies and Conflicts of Interest</p> <p>Apologies – Michaela McAleer – Acting Deputy Commissioner</p> <p>MK invited those present to register any actual or perceived conflicts of interest relevant to the agenda. No conflicts were noted.</p> <p>MK welcomed Jeff Smyth to his first SMT Meeting</p>
2.	<p>Minutes of the last meeting</p> <p>Minutes from 7th June 2022 were agreed as a true and accurate record</p>
3.	<p>Outstanding Actions</p> <p><i>Resourcing the Requests for review</i> – CN to forward a paper to SM and MK</p> <p><i>OI Update</i> – <i>OI Draft Information Leaflet</i> – further consideration required.</p> <p><i>LGES Update</i> – MMcA to provide information on how many cases at KPI4</p>
4	<p>2022/23 Business/Operational Plan</p> <p>SMT to provide a progress update for Q1 and realistic dates to be set.</p>
5	<p>NIPSO Risk Register</p> <p>There was discussion about the ongoing risk of no Assembly.</p>
6	<p>Annual report and Accounts Update</p> <p>SM advised that the Annual Report is nearly complete. SMT to look at the Annual Report and provide comments to SS.</p>

	<p>JH to provide proofreading company details to SM.</p> <p>MK expressed her thanks to SM for his hard work on the annual report</p>
7	<p>Internal Audit review of Compliance with GDPR and Audit recommendations Database</p> <p>SM reported the GDPR audit was the last of the 3 outstanding audits from last year. SB and GS have done a large amount of work to ensure GDPR is appropriately addressed.</p> <p>SM to speak to the managers listed in the audit recommendations.</p>
8	<p>Services Standards Document</p> <p>CN tabled details on a new process for complaints about NIPSO. SS has accepted the role of Services Standards Administrator who will co-ordinate the process and be the central point administrator.</p> <p>CN to arrange an awareness session for staff.</p> <p>MK asked CN to express thanks to JMcG</p>
9	<p>Away Day</p> <p>Staff Away day has been confirmed for Tuesday 27th September at Kingspan Stadium. MK to design a programme.</p>
10	<p>Corporate Office Policy Database</p> <p>SM tabled the database for information for SMT. He advised that a lot of work has been undertaken on the HR Policies. Corporate Policies still need to be updated – SM to look at these with KC. He would like this database to be tabled every 6 months for SMT to take responsibility for policies that need to be renewed.</p> <p>AR to suggest a list of what should be included on the website</p>
11	<p>FAQ – return to work document</p> <p>CN advised that the draft FAQ, to complement the Hybrid Policy, has been drafted by the working group and approval was sought from SMT on a number of proposals.</p>
12	<p>HR System Update</p> <p>MK deferred this item.</p>
13	<p>Updates from team.</p> <p>Directors provided updates on work within their teams.</p>
19.	<p>AOB</p> <p>No further business</p>
20	<p>DATE OF NEXT MEETING – Thursday 8th September at 10.00 am at Progressive House</p>