

# JANUARY SMT MINUTES

## MEETING: 14<sup>th</sup> January 2022, Zoom, 10 am

**In Attendance:**

Margaret Kelly – Ombudsman; MK  
 Sean Martin – Acting Deputy Ombudsman; SM  
 Michaela McAleer – Acting Deputy Commissioner; MMcA  
 Andrew Ruston - Head of Communications; AR  
 Corinne Nelson – Director of Investigations; CN  
 John McGinnity – Director of Finance and Corporate Services, JMcG  
 Julie Healy - Head of Improvement, Engagement & Impact, JH  
 Sarah Sherry – Secretariat; SS

Agenda Item	Minutes	Action Required/ By Whom
1.	<p><b>Apologies and Conflicts of Interest</b></p> <p>MK opened the meeting with a welcome to JH, a new SMT member who commenced her role on 4/1/22</p> <p>Apologies – Andrea Hegarty</p> <p>No Conflicts were noted.</p>	
2.	<p><b>Minutes of the last meeting</b></p> <p>The minutes of the December 2021 meeting were approved.</p>	
3.	<p><b>Outstanding Actions</b></p> <p><i>HR Policies</i> – MK confirmed that these are well underway.</p> <p><i>Telephone Recording</i> – CN to ask ML to set up a meeting with CN/DT/JMcG and ML to discuss time frame.</p> <p><i>Wellbeing Survey</i> – Ongoing – MK to speak to JW before her departure</p> <p><i>HR System</i> – Ongoing – aim to be operational by end of January. JMcG to provide MK with a list of what PW specifically requires from JW</p>	<p>CN – set up a meeting</p> <p>JMcG – HR list requirements to MK</p>
4	<p><b>Information Governance</b></p> <p>For the benefit of JH, SM provided background information on how NIPSO stores corporate data and the role of SB.</p>	

	SM advised that SB would be sending out an email to all staff to issue instructions regarding H Drive, L Drive folders and ex-staff folders.	Corporate Services – Induction
<b>5</b>	<b>Contract Renewal Database</b> SMT to go back to JMcG or DT regarding contract ownership before the next SMT, so PW can provide notification to managers in advance of contracts ending.	SMT to confirm with JMcG or DT
<b>6</b>	<b>21/22 Business/Operational Plan</b> JMcG clarified the colour coding. SMT members to update business plan (including the appropriate shading) before <b>18<sup>th</sup> January 22</b>	SMT – Update Business Plan before 18/1/22
<b>7</b>	<b>NIPSO Risk Register</b> It was agreed for SMT to update the Risk Register with minimal change by <b>18<sup>th</sup> January 22</b> . SS to arrange a special SMT in March to discuss Risk Register.	SMT – Update Risk Register before 18/1/22
<b>8</b>	<b>SO1 Complaints and Investigations</b> CN provided a summary of complaints based on figures up to week 36 as a reminder to SMT. Numbers are up significantly on the corresponding period the previous year.  MMcA asked that Quarterly Own Initiative Report be taken as read. A meeting is to take in February place with the Department of Communities to discuss recommendations from the PIP report.	
<b>9</b>	<b>SO2 - LGES</b> MMcA provided the highlights of the LGES report. Brought forward complaints increased by 47%.	
<b>10</b>	<b>Complaints Standards Update</b> MK confirmed that 18 <sup>th</sup> January has been set for the approval of the draft Statement of Principles. SM advised that interviews for CS Engagement and Support officer has taken place, and the successful candidate starts on 1/2/22. Post for a 'Training and Support Officer' will be re-advertised. Liaison with the Department of Health needed regarding timing of CPEA report.	SM – Forward Job Advert breakdown
<b>11</b>	<b>SO4 (a) Monthly Corporate Services Update</b> The report was taken as read. <i>Case Handling System/Data Issues</i> – SMT agreed that Script could be written based on the current R+D schedule. JMcG to instruct DT to proceed. JMcG to discuss with SM the audit of the paper files kept in Oasis.	JMcG – Advise DT to proceed  JMcG – discussion

	<p><i>Recruitment</i> – Legal Officer Post – an approach has been made for agency support. The post of Policy and Engagement officers – MAL and LGES have closed and are at the shortlisting stage</p> <p><b>SO4 (b) Monthly Financial Update</b></p> <p>The report was taken as read</p>	with SM re Paper files stored in Oasis
12	<p><b>SO5 – Communications &amp; External Engagement</b></p> <p>AR is setting up a Communications Strategy Working group to agree on the office’s medium-term communications objectives.</p> <p>Invites have been sent out to participants of the Regulation and Oversight Forum, with a meeting taking place in February.</p> <p>An update on an investigation into the Western Health Trust done a few years ago is due to be released on the BBC website on the 14<sup>th</sup> January.</p> <p><i>Social Media Activity Report</i> – the report was shared for information.</p> <p><i>Customer and Public Satisfaction Surveys</i> – SS/AR set up a special SMT meeting once both surveys have been completed.</p>	SS/AR – Special SMT Meeting
13.	<p><b>AOB –</b></p> <p>No AOB</p>	
	<b>DATE OF NEXT MEETING</b> – Thursday 10 <sup>th</sup> February at 10 am	