

OCTOBER 2022 SMT MINUTES

MEETING: 13th October 2022, Progressive House, Belfast

In Attendance:

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

Agenda Item	Minutes
1.	<p>Apologies and Conflicts of Interest</p> <p>No Apologies</p> <p>MK invited those present to register any actual or perceived conflicts of interest relevant to the agenda. No conflicts were noted.</p>
2.	<p>Minutes of the last meeting</p> <p>Minutes from 8th September 2022 were agreed as a true and accurate record</p>
3.	<p>Outstanding Actions</p> <p><i>Business Plan 22/23</i> – To be issued before next meeting</p> <p><i>Policy Database</i> – To be included in November Agenda</p>
4	<p>Policies</p> <p><i>Social Media Policy</i> – AR to circulate the draft of social media to SMT for approval</p> <p><i>Probation Policies</i> – SS to arrange a meeting with CN/MK/SM and YK. SM to send out draft policies to CN and MK.</p>
5	<p>CARE Framework</p> <p>The new framework was agreed.</p> <p>MK advised that the quarterly meetings be completed by end of December. MK to send out an email to all staff.</p>
6	<p>NIPSO Business Plan 22/23</p> <p>SMT to breakdown the deliverables in each team – and provide a reasonable timescale of</p>

	<p>delivery.</p> <p>JH suggested a different format – to make it easier to read. SS to format the plan</p>
7	<p>NIPSO Risk Register</p> <p>Discussion took place regarding the main risks to NIPSO.</p> <p>AR going to lead on information governance.</p> <p>It was agreed that a member of SMT to have ownership of risks under each strategic objective. The member of SMT to review and keep up-to-date the area allocated to them.</p>
8	<p>MAL and OI Update</p> <p><u>Assist</u></p> <p>CN highlighted that the complaints received to date are 607. An average of 22 complaints per week continue to be received. An extrapolation of the current position would lead to a projection of approximately 1170 complaints by the end of the year.</p> <p><i>Recruitment</i> –3 IOs have been recruited</p> <p><i>Office Open to Public</i> – further discussion to take place with CN/MK and SM</p> <p><u>Own Initiative</u></p> <p><i>Waiting List Communications</i> – the main focus is on the additional evidence required for case studies.</p> <p><i>PIP</i> – further evidence received from DfC – work ongoing on reviewing sample material</p>
9	<p>LGES Update</p> <p>JS reported on numbers of complaints and progress against KPIs.</p>
10	<p>Complaints Standards Update</p> <p>SM reported that the CS team met with Local Government stakeholders to embed accessibility criteria in the MCHP during strategic and operational network meetings. The 1st meetings of both groups were positive and a detailed timeline for progressing to the publication of the model CHP has been set.</p>
11	<p>Financial and Corporate Services Update</p> <p>SM highlighted the following from the report.</p> <p><i>Hybrid Working</i> – No major concerns have been raised following staff return to the office.</p> <p><i>Workpro records management</i> – meeting has been set up with CAS for progress</p> <p><i>Finance</i> – Special SMT meeting has been set up for further discussion</p>
12	<p>Communications & External Engagement Update</p> <p><i>New website</i> - AR reported that the procurement is ready to commence.</p> <p><i>Media Planning</i> – a draft media planning timetable has been produced to help co-ordinate the release of a number of forthcoming publications</p> <p><i>Commissioner for Standards</i> – JS to look at the revised guidance on the use of social media for councilors – any comments to AR</p>
13	<p>Improvement, Engagement and Impact Report</p> <p>JH asked for feedback on the Impact Plan</p>

	<p><i>Stakeholder Engagement Strategy Update</i> - The team have held two pop up events in Magherafelt and Craigavon – which were positively received.</p> <p><i>Assembly Engagement</i> limited at present but in past month the team attended All Party Group for Minority Ethnic Communities, APG Neurology Inquiry and Cross-Party Working Group on Contingency Accommodation strictly in an observer capacity. They will also attend the APG on Learning Disability, APG on Carers and APG for Older People.</p> <p>Two new case digests are being prepared.</p>
14.	<p>AOB</p> <p>No further business</p>
20	<p>DATE OF NEXT MEETING – Thursday 10th November at 2 pm at Progressive House</p>