

## October 2023 SMT Minutes MEETING: Wednesday 11<sup>th</sup> October 2023, Progressive House

## In Attendance:

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

Agend a Item	Minutes	Action Required/ By Whom
1.	Apologies and Conflicts of Interest	
	No Apologies	
	MK invited those present to register any actual or perceived conflicts of interest relevant to the agenda. No conflicts were noted.	
2.	Minutes of the last meeting	
	Minutes from 14 <sup>th</sup> September 2023 were agreed as a true and accurate record.	
3.	Outstanding Actions	MK Foreword
	Commissioner for Standards Annual Report – MK to write Foreword.	MK Foreword to be written
	Service Standard Complaints – Those making SSCs need to give consent for their case records to be accessed by the independent reviewer.	
4	Training Priorities	
	YK joined the meeting.	
	YK advised that there is a budget available to spend for training (between Mal and LGES). The following courses were discussed:	
	<b>Investigation Training</b> – agreement was made for YK to speak to RB and SSt to discuss format and delegate list	
	<b>Middle Management Training</b> - YK to speak to the team managers and SIOs for their input into the type of training they would like to receive.	
	Dignity at Work training - to be undertaken by all staff every 2 years	

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	Recruitment and Selection Training - agreed	
	Health and Safety Training – approved	
	Social Media Training – online course – approved	SS – November
	Disability Awareness Course – agreed for a remote course	Agenda
	Through CARE reviews some personal development courses need to be considered – further discussion is required. YK to provide discussion points. SS to put on November agenda	YK – Further research on Menopause Awareness
	Menopause Awareness Training for Managers – YK to research further	Training
5	Policies for Approval	
	The following were discussed: Anti-Fraud Policy, Gifts Hospitality Policy, Information Security Policy	SS – minor amendments and send to YK
6	Workpro Report Discussion	
	SSt and CN to liaise to provide a list of Workpro reporting requirements for the quarterly report for SMT and liaise with KC and MMcG.	SST + CN – Workpro Report to SMT
7	2023/24 Business/Operational Plan	
	SMT to onouro business plan is undeted before over the Overtarius SMT months	
8	SMT to ensure business plan is updated before every Quarterly SMT meeting. <b>NIPSO Risk Register</b>	
	SM advised the main risks are still relevant	
9	Corporate Policy Database	
	The Data Protection and Confidentiality and Access Control Policy is to be removed as it is addressed in other policies.	SS to update the register
10	Quarterly Sickness Absence Report	
11	Quarterly Audit Recommendation Update	
	The outstanding audit requirements were discussed.	SM – Procurement of Finance Manual
12	Complaints Standards and ASSIST Update	
	<u>Assist</u>	
	Complaints received year to date: 591 a rate of 21.9 per week – an increase of 9% KPI 1 Performance 95% KPI 2 performance 87%	

	Complaints Standards	
	The local government Best Practice Network Meetings continue to provide support to local government organisations during the MCHP implementation period.	
	<i>Provision of training and further guidance</i> – A specification is being finalised to procure external support in the development of NIPSO owned trained materials. To be circulated to SMT for approval.	SSt – forward procurement document
	<i>Engagement</i> – SSt and JM met with CPLG and engaged with the DoH, Trusts, PHA and BSO answering queries on NIPSO's CS plans and MCHP development with the Trusts.	around SMT
12	MAL and LGES Update	
	Investigations	
	The number of cases progressed to further investigation so far is 45.	SS – to arrange a QA
	MK explained the need to maintain a note of existing work pressures.	meeting
	Quality Assurance report – SS to arrange a meeting with SSt, CN, MK, and SM	
	LGES Update	
	Paper taken as read.	
	KPI4 12/13 (92%). KPI 5 5/6 (83%)	
	<i>Adjudications</i> – 3 cases may be referred for consideration of adjudication, and 1 adjudication is completed YTD.	
13	Finance and Corporate Services Update	
	No clarity yet on the staff pay award.	MK – Costings to
	JH and AR to provide KC with design/printing projections.	KC
	MK to meet with Michael Wilson regarding LGES Adjudication Procedures. MK to provide KC with a PO regarding costs.	SS – SMT finance meeting
	SS to set up a finance meeting with SMT.	MK – letter to DoF
11	Communications	201
	Report taken as read.	AR – External Engagement to Staff
	External engagement is to be added to the SMT monthly update for staff.	
	AR stressed the importance of a contingency plan if information governance completion dates are not met before the end of the Project Officer contract. SM	
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	suggested that resources should be looked at once the Director of Governance and Support Services has been appointed.	SM – Information Governance Resources
12	OI and Improvement, Engagement, and Impact Report	
	Own Initiative Update	
	JH provided a summary of her update.	
	<i>Tree Protection Orders</i> – Helpful feedback received from the Department of Infrastructure.	
	Transition Planning – Child to Adult Services – JH to meet with SPPG	
	Waiting List Communications – reviewing current response.	
	Improvement, Engagement, and Impact Update	
	<i>Stakeholder Engagement Strategy Update</i> – The team attended the fresher weeks to engage with new students.	
	Roundtable with Party Health Spokespeople organised for the 7 <sup>th</sup> November, all 5 have confirmed attendance	
	<i>Asylum Seekers</i> – research proposal submitted for a partnership project with Prof. Gill looking at the Ombudsman role locally and internationally as a way of accessing justice for asylum seekers/refugees	
	Compliance – Meeting with CN to discuss the possibility of a short impact report.	
	<i>NIPSO Patient Safety Conference</i> – one day event, provisional dates of 27 <sup>th</sup> -29 <sup>th</sup> Feb. Speaker to be confirmed.	
13	AOB	CN – to
	<i>Telephone Recording</i> – CN reported the costs of the telephone recording. CN to check with KC whether these costs could be capital costs.	check lf capital costs.
	Staff Briefing – SS to arrange Quarterly Staff Briefings – October – January – April and August	SS to arrange briefings
14	<b>DATE OF NEXT MEETING</b> – Wednesday 8 <sup>th</sup> November at 10 am, Progressive House	5

Key of those not in attendance but listed.

MMcG – Matthew McGaughey SB – Stephen Black JM – Joanne Matthews RB – Robert Bannon