

**Scottish Children's Reporter Administration
Executive Management Team
Minute of Meeting held on Tuesday 4 May 2010**

Present: Netta Maciver (Chair), Eddie McConnell, Ed Morrison, Maggie McManus, Malcolm Schaffer, Brian Lister, Tom Philliben

In attendance: Janis McDougall (Minutes)

Apologies: Evelyn Grant

		Timescale	Action
1.	<p>Minute of meeting held on 6 April 2010</p> <p>The minute was agreed as correct record.</p> <p>Matters Arising Practice Training Noted: The calendar of practice training events will be issued shortly.</p>	May 10	MS
2.	<p>Case Management Implications</p> <p>Noted:</p> <p>(1) Verbal update from Director of HR on progress with case management – this will have implications for staff but opportunities will arise via the business model for working differently and in different roles.</p> <p>(2) The Project Board has now been established.</p> <p>(3) The timescale is June for the Business Case from Stage 2.</p> <p>(4) The recruitment process for a replacement Project Manager is now underway – in the meantime the IS Manager will fill this role.</p> <p>Agreed:</p> <p>(1) Programme of visits to be organised to catch staff who have, to date, not seen the presentation.</p> <p>(2) Further work to be undertaken on process maps – to be scheduled for next Operational meeting.</p>	<p>June 10</p> <p>June 10</p>	<p>EMcC</p> <p>EMcC</p>
3.	<p>Regional/HQ Plans</p> <p>Noted:</p> <p>(1) Regional Plan/HQ Plans for North, East and HQ were circulated to Partnership Forums.</p> <p>Agreed:</p> <p>(1) The Regional/HQ Plans subject to minor amendment.</p> <p>(2) Final versions of Plans to be circulated.</p>	May 10	EMcC

		Timescale	Action
4.	<p>Organisational Change</p> <p>Noted:</p> <p>(1) The planning work ongoing in terms of the organisation going forward over the next three years – based on “from the ground up” approach (how teams and communities are supported).</p> <p>(2) The paper on arrangements for Head Office going forward.</p> <p>(3) Work ongoing in relation to Trainee and Assistant Reporter posts with these scheduled for internal advertisement within the next few weeks.</p> <p>(4) Dates being finalised for the West and East Partnership Forums.</p> <p>Agreed:</p> <p>(1) Any comments on the Head Office paper to be emailed to Director of HR. (Director of HR to arrange for copies of the paper to be circulated to the North and West Regions).</p>	<p>May 10</p> <p>asap</p>	<p>JMcD</p> <p>MMcM</p>
5.	<p>Benchmarking of Corporate Services</p> <p>Noted:</p> <p>(1) SCRA’s response to the Benchmarking of Corporate Services Report 30 April 2010.</p> <p>(2) There is work ongoing in relation to the shared services agenda via the NDPB Chief Executive’s Forum.</p> <p>Agreed:</p> <p>(1) To give visibility of the report at Partnership Forums.</p> <p>(2) To alert the Communications Team to the report.</p>	<p>May 10</p> <p>May 10</p>	<p>MMcM</p> <p>EMcC</p>
6.	<p>Complaints Process</p> <p>Noted:</p> <p>A recent issue identified via a complaint about the ease of access to a reporter and request for email contact.</p> <p>Agreed:</p> <p>(1) To progress arrangements with IS for a public email box to be set up for each team.</p> <p>(2) Teams to be advised of the new arrangements once in place.</p> <p>(3) To liaise with the Comms Team on publicising this service.</p>	<p>June 10</p> <p>June 10</p> <p>June 10</p>	<p>EG/EMcC</p> <p>EG/EMcC</p> <p>EG/EMcC</p>