

Note of the Senior Management Team (SMT) Meeting held on 26 September 2013

Present:

Jim Martin	Ombudsman (Chair)
Niki Maclean	Director
Emma Gray	Head of Policy and External Communications
Paul McFadden	Head of Complaints Standards

In attendance:

Fiona Paterson	Senior Personal Assistant (Secretary)
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1. The meeting opened at 15:00 with apologies from Rachel Hall, Executive Casework Officer.
2. The note of the meeting held on 15 August 2013 was agreed with minor amendments. The SMT reviewed the outstanding actions list and associated papers, including the draft Anti-fraud Policy.

3. A&AC Papers for meeting on 1 October

The Group discussed points of note in the prepared papers for the A&AC meeting, including the External Audit of the accounts and the Q1 SDC report for publication.

4. Corporate Services Update

Finance: The SMT noted expenditure against budget year-to-date. The Ombudsman and Director will discuss the forecasted underspend and resourcing needs for the coming 6-month period.

Human Resources: The SMT noted the successful HR recruitment exercise and the discussed the progress of the on-going pay award discussions.

The SMT also noted the staff responses to the All Staff Away Day survey, which were very positive and informative.

ICT: The SMT were informed of various IT projects that are now underway, including replacing laptops, scanning cases, HR IT system and electronic records management.

FOI/DPA: The SMT noted the continuing rise in requests for information received.

5. Complaints and Investigations Monthly Performance Update

The SMT noted the casework performance for August and discussed progress against the performance indicators.

The meeting closed at 16:30