

Note of the Senior Management Group Meeting held on 20 January 2010

Present:	Jim Martin Niki Maclean David Robb Steve Carney Emma Gray	Ombudsman (Chair) Head of Services Director of Policy and Development Director of Complaints and Investigations Communications & Outreach Manager
In attendance:	Gillian Lafferty Paul McFadden Fiona Paterson	Business Review Project Manager Complaints Improvement Project Manager Senior Personal Assistant (Secretary)

Actions

1. The meeting opened at 09:30 with no apologies.
2. The note of the meeting held on 17 January 2010 was agreed with minor amendments and action points held over from previous meetings were reviewed.

3. Business Review Update

The Director of Complaints and Investigations updated the Group on the Business Review Project, which had the first Project meeting on Monday 18 January 2010. Items discussed at this meeting included making the links between the two projects and any issues that may arise, and expressing clear expectations for Workstream Leaders.

Resourcing for the project workstreams has been addressed and general support for the projects has been received from all quarters. Those areas of the business requiring additional support during the project have been identified to ensure on-going business is not affected.

Action 1: Provide regular updates to all staff on progress of the project.

SC, GL

4. Performance Update

The Group noted the quarterly performance report and discussed casework performance against KPIs.

The Group discussed the need to ensure performance measures are reviewed following the implementation of the Business Review Project and that they are in line with any proposals made in the Complaints Standards Authority project.

Action 2: Review the data captured for measuring and reporting the performance of the business to ensure it is fit for purpose, and implement revised measures for 2010-2011.

**SC, NM,
FP**

5. Corporate Services Update

The Group noted the paper with attached year-to-date expenditure against budget report and the revised Risk Register and discussed the Telephone Call Chain Message Procedure that will be tested this quarter.

The Ombudsman agreed the additional areas of spend as listed.

6. Strategy Group Update

The Group noted the paper containing an update on progress made by the Complaints Improvement Project and upcoming training and communications events.

The meeting closed at 11:00