

Note of the Senior Management Group Meeting held on 17 March 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 24 February 2010 was agreed with no amendments and action points held over from previous meetings were reviewed.

3. Performance Update

The Group noted the monthly performance report and discussed the status of open investigations.

Action 1: The Ombudsman requested detailed breakdown of the increase in workload on desks since the beginning of the year.

NM

4. Corporate Services Update

The Group noted the tabled paper and were updated on the next steps that management were taking following the Investors in People interviews.

5. Strategy Group Update

The Group were provided a progress report on the Complaints Improvement Project and noted the areas currently under discussion with stakeholders.

The Group noted the 6-month update on the Training Service and projected income for the next 6 months. The Group discussed the various options for developing the service outlined in the paper.

Action 2: The Ombudsman requested a further discussion on the development of the training service with the Training Coordinator.

NM, DR

6. Business Review Update

The Director of Complaints and Investigations provided a progress report to the Group on the Business Review Project and clarified the timeline for a phased implementation during the month of April. The Board were informed that the Project Board had discussed the process map and provided feedback to the workstreams for implementation. The ongoing discussion around specialism vs generalism in the investigation process is currently with the Project Board.

The Group were informed that the new Challenge and SDC information leaflets had been finalised. The Group agreed that any new SDCs will be handled under the new process from Monday 22 March.

The Group noted the paper on quality assurance and gave approval to contract professional services to prepare an appropriate model of a quality management system for our complaint handling activities.

7. AOCB

7.1. Reporting options and legislation

The Group had an in-depth discussion on the all points raised by this paper. The Ombudsman requested that further consideration be given to the options outlined before the next SMT update meeting.

7.2. Covering the duties of departing Investigation Manager

The Ombudsman asked for confirmation of the plans in place to provide management cover for the team involved during the 6-week transfer period to the new process. The Director of Complaints and Investigations confirmed he would be providing the management cover required.

The meeting closed at 11:30