

Note of the Senior Management Group Meeting held on 28 April 2010

Present:	Jim Martin Niki Maclean Steve Carney Emma Gray	Ombudsman (Chair) Director of Corporate Services Director of Complaints and Investigations Head of Policy and External Communications
In attendance:	Gillian Lafferty Paul McFadden Fiona Paterson	Executive Assistant Complaints Improvement Project Manager Senior Personal Assistant (Secretary)

Actions

- The meeting opened at 09:30 with no apologies.
- The notes of the meetings held on 17 March and 31 March 2010 were agreed with no amendments and action points held over from previous meetings were reviewed.
- Performance Update – a. Statistics and b. Business Plan**
The Group noted the year-end performance report and the good progress made in this period.

3.1 Service Delivery Complaints – 2009-10 Annual Report

Action 1: The Group noted the recommendations made in the report and requested an update on their implementation.

SC, NM

Action 2: The Director of Corporate Services requested that the ISDR recommendations be included in the actions list.

FP

4. Corporate Services Update

The Group noted the tabled paper which included the year-end budget position, the updated risk register and the exception log from testing the Business Continuity Plan. The Director of Corporate Services provided an update on the WorkPro development timetable which will incorporate changes from the Business Review.

Action 3: The Ombudsman requested information confirming the flexi-scheme was still fit for purpose.

NM

Action 4: The Director of Corporate Services requested that the Whistle-blowing policy be reviewed as soon as possible to ensure it is fit for purpose.

NM

5. Strategy Group Update

The Group noted the tabled paper which included media analysis for 2009 and Equalities and Diversity Group update and statistics.

Action 5: The Group agreed to issuing the User Satisfaction Survey in Q1 in order to benchmark results with Q1 last year.

EG

6. Business Review Update

The Director of Complaints and Investigations provided a progress report to the Group on the implementation of the Business Review Project and confirmed that the training pack was being finalised for May 4 & 5 training sessions.

Action 6: The Group requested that a paper be tabled for the monthly SMT Group meetings providing an update on the complaints and investigations part of the business. **SC**

Action 7: The Ombudsman requested that the telephone policy currently under review ensures that phones are answered at all times. **SC**

The meeting closed at 11:30