

Note of the Senior Management Group Meeting held on 18 May 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

1. The meeting opened at 09:30 with no apologies.
2. The notes of the meetings held on 28 April and 12 May 2010 were agreed with no amendments and action points held over from previous meetings were reviewed.

3. Performance Update

The Group noted the current position of open investigations within the office and discussed the flow of cases from Early Resolution to Investigation in the first weeks of the new team structure.

4. Corporate Services Update

NM provided the Group with a verbal update from the Shared Services Working Party and the HR Group meeting. The Ombudsman supplemented this update with impressions from the Officer Holders' meeting and implications for the coming years were discussed.

5. Strategy Group Update

EG and PM provided a verbal update on the outcomes of Complaints Improvement Project Board meeting held on 13 May, the consultation process for the draft principles and the upcoming preparation for the Ombudsman's appearance before the Local Government Committee and Scrutiny Improvement event.

6. Complaints and Investigations Group Update

Business Review

The Group noted the Business Review update and were provided with initial anecdotal feedback from the teams.

KPIs for 2010-11

The Group had an initial discussion regarding the rationale for the proposed KPIs contained in the tabled paper. The Ombudsman requested that an agreed set of KPIs be prepared for the next meeting, taking into account the discussion points.

SC

7. Business Plan 2010-11

The Group approved the draft Business Plan, including projected figures, and requested that staff are fully aware of the relevant operational plan for their section of the business. The objectives from the operational plans will be linked into the personal development plans for the year.

8. AOCB

The Ombudsman informed the Group that he will be speaking with all members of staff informally, following up from his conversations at this time last year.

The meeting closed at 11:30