

Note of the Senior Management Group Meeting held on 16 June 2010

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

Actions

1. The meeting opened at 09:30 with apologies from Niki Maclean, Director of Corporate Services.
2. The notes of the meetings held on 18 May 2010 were agreed with no amendments and action points held over from previous meetings were reviewed.

The Ombudsman discussed the method of formal reporting on the ISDR recommendations and requested clarification of ISDR recommendation 6 of case 200400906.

Action 1: SC will review the recommendation and seek clarity from the ISDR.

Action 2: SC will prepare the formal management response to the 2009-10 ISDR recommendations for the A&AC and ISDR.

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SC

3. Performance Update

The Group noted the current position of open investigations within the office, discussed the open caseload and the flow of cases from Early Resolution to Investigation in the first month of the new team structure. This is being monitored closely.

4. Corporate Services Update

The SMT congratulated Kelly O'Rourke and Grainne Byrne for successfully passing their respective academic courses.

The Ombudsman noted his concern regarding the amount of IT support available from CAS to enable the updates to WorkPro to be completed in a timely fashion.

5. Strategy Group Update

The SMT noted the plans in place to prepare the organisation for prison complaints.

The Ombudsman asked what feedback on the Away Day had been received so far and requested that as much feedback as possible is collated.

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6. Complaints and Investigations Group Update - KPIs for 2010-11

The Ombudsman requested that this paper be held for discussion with the Director of Corporate Services on her return.

7. AOCB

The Ombudsman requested that SMT and management summer holidays be coordinated carefully.

The meeting closed at 10:30