

## Note of the Senior Management Group Meeting held on 15 July 2010

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Present: Jim Martin Ombudsman (Chair)  
 Steve Carney Director of Complaints and Investigations  
 Niki Maclean Director of Corporate Services.  
 Emma Gray Head of Policy and External Communications

In attendance: Fiona Paterson Senior Personal Assistant (Secretary)

### Actions

1. The meeting opened at 09:30 with no apologies.
2. The notes of the meetings held on 16 June 2010 were agreed with no amendments and action points held over from previous meetings were reviewed.

### 3. Quarter 1 Performance Update

The Group noted the final report against the existing Key Performance Indicators and the new measures for the 2010-11 Business Plan.

### 4. Corporate Services Update

The Group noted the finalised Business Plan for 2010-11 and quarter one performance against the Corporate Services operational plan. The Group were updated on the final accounts and audit for 2009-10.

**Action 1:** The Ombudsman requested a summary note of the queries that have been received following the issuing of the Annual Letters

**NM**

### 5. Strategy Group Update

The Group noted the quarter one performance against the Policy and External Communications operational plan.

### 6. Complaints and Investigations Group Update

The Group noted the quarter one performance against the Complaints and Investigations operational plan.

### 7. AOCB

Closed discussion of HR issues followed.

The meeting closed at 10:30