

## Note of the Senior Management Group Meeting held on 5 October 2010

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

In attendance: Gillian Lafferty Executive Assistant  
Paul McFadden Complaints Improvement Project Manager  
Fiona Paterson Senior Personal Assistant (Secretary)  
Joseph Whittal Commonwealth Scholarship Work Placement

### Actions

1. The meeting opened at 10:30 with no apologies.
2. The notes of the meetings held on 14 September 2010 were agreed with a minor amendment and action points held over from previous meetings were reviewed.

### 3. Flexible Working

The tabled paper outlining the results of a review of the flexi-time policy was discussed in detail.

**Action 1:** Discuss the proposal for the introduction of core hours and adjustment to minimum cover requirements with staff representatives. **NM**

**Action 2:** Issue an all staff reminder about security when visiting off-site locations. **SC**

**Action 3:** Remind managers to ensure that when staff are on approved home-working assignments that clearly defined parameters are agreed. **SC/NM**

### 4. Strategy Group Update

The Group noted the Q2 summary of performance and congratulated the Policy Team on the quality of the recent response to the Petitions Committee. It was noted that this was a great job completed in an extremely busy and difficult month for the team.

### 5. Corporate Services Update

The Group noted the update on Services Team activities for Q2 with accompanying papers and Director of Corporate Services provided additional information on major activities for the coming quarter.

### 6. Performance Update

The Group noted the Q2 performance against business plan measures and specifically the casework performance for the first quarter under the new business process.

The SMT agreed that casework performance for the new jurisdiction (SPS) would not be reported in this statistical year, but existing performance measures would be used to monitor progress internally.

### 7. Complaints and Investigations Update

The Group noted the analysis of the performance figures for Q2 and the upcoming activities in the Complaints and Investigations group. The transfer of complaints between Early Resolution Team and Investigations Team remains a focus of current discussions with the managers.

The meeting closed at 11:40