

Note of the Senior Management Group Meeting held on 14 December 2010

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

In attendance: Gillian Lafferty Executive Casework Assistant
Paul McFadden Complaints Improvement Project Manager
Fiona Paterson Senior Personal Assistant (Secretary)

Actions

1. The meeting opened at 10:30 with no apologies.
2. The notes of the meetings held on 17 November 2010 were agreed with no amendments and action points held over from previous meetings were reviewed.

3. Strategy Group Update

The Group noted the update on activities in the Policy, External Communications and Outreach areas. The Group were informed that the Local Government Committee will be discussing the responses received to the statement of Principles in a private meeting on 15 December.

The Group were informed that a large response was received to consultation on the draft Model CHP guidance. The guidance would be finalised following an analysis of the response has been completed. A report for the SMT summarising the comments and changes to the guidance was hoped to be completed by end December but due to the large and detailed response it will be ready in January.

Action 1: The Ombudsman requested a message will be published explaining the delay in response to the comments received. **PM**

The Group noted the predicted annual underspend on the Outreach budget and approved in principle the proposed web-based signposting project.

4. Corporate Services Update

The Group were updated on the Corporate Services activities and informed that the CR secondment position is advertised and will close in mid-January. The current predicted underspend as a result of the delayed IT project was discussed. The Group noted the new critical risks identified in December.

5. Performance Update

The Group noted the performance for November and discussed in detail the current on-desk workload.

Action 2: The Ombudsman requested that the imbalance in resourcing between the ER and Investigations team be addressed as soon as possible. **NM**

The Group noted the progress made on completing casework recommendations and discussed the outstanding overdue recommendations.

6. Complaints and Investigations Update

The Group noted the activities undertaken in the Complaints and Investigations Group.

Action 3: The Ombudsman requested that this paper and the performance paper be combined for future meetings.

FP

The meeting closed at 11:00 and was followed by a closed meeting of the SMT.

SMT Decisions taken outside of the monthly meeting

23 December 2010

Revised Archiving Policy

The SMT agreed the changes to retention periods for casework files and the additional destruction of personal data (not surname or postcode) from WorkPro fields to ensure we are not in breach of DPA requirements.