

Note of the Senior Management Group Meeting held on 25 January 2012

Present:	Jim Martin Emma Gray Niki Maclean	Ombudsman (Chair) Head of Policy and External Communications Director of Corporate Services
In attendance:	Paul McFadden, Gillian Lafferty Fiona Paterson	Complaints Standards Authority Manager Executive Casework Assistant Senior Personal Assistant (Secretary)
Guest	Carol Sinclair	Programme Director, Better Together, SG

Actions

1. The SMT met in private at 10:30 and the open meeting began at 11:30 with no apologies.
2. The note of the meeting held on 16 November 2011 was agreed with no amendments. The outstanding action was reviewed.

3. Policy Group Update

The Group noted the progress against the 2011-12 business plan and the paper recorded the objectives that were unlikely to be achieved by year end. This is due to the unforeseen difficulties experienced with the transfer of water complaints to the SPSO requiring significantly more resource to implement and the lack of transferred resource from Waterwatch to support the work.

The Group discussed making a response to the Police and Fire Reform (Scotland) Bill in regards to our position as third tier complaints handler.

The Group were informed that following the tender process, Champion IS have been appointed as of the new company who will be providing our design and web services support.

4. Corporate Services Update

The Group noted the progress against the 2011-12 business plan and were informed that the Communities of Practice objective would not be achieved by year-end and will be postponed to 2012-13.

The Group were given a detailed finance report in preparation for the year-end and the staff feedback from the November away day was tabled and noted. The risk exception report was reviewed and following discussion two of the risks were amended.

5. Casework Performance Update - DRAFT

The Group were provided an updated version of the draft paper at the meeting of the Q3 performance in casework. A finalised paper will be prepared for the February A&AC meeting.

The Group noted that all 2012-13 Operational Plans will be tabled at the March SMT meeting.

6. AOCB

The Group discussed the All Staff away day and proposed agenda.

The meeting closed at 12:30

7. Upgrade of Case Handling System to V3

The Group considered an extra-ordinary paper regarding the proposal to upgrade the case handling program to the more current version in line with most other Ombudsman's offices using this system. The increased functionality of the newer version will promote greater efficiencies in case handling and provide a system that will assist with the move to a more paper-light office working environment.

The SMT formally agreed to proceed with the upgrade given the current under spend in this financial year, pending discussion with the SPCB. The Director of Corporate Services will contact the SPCB in the coming week to update them and seek approval for the capital expenditure.