

## **Note of the Senior Management Group Meeting held on 2 May 2012**

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Present: Jim Martin Ombudsman (Chair)  
Emma Gray Head of Policy and External Communications  
Paul McFadden Complaints Standards Authority Manager  
Gillian Lafferty Executive Casework Assistant

In attendance: Fiona Paterson Senior Personal Assistant (Secretary)

### **Actions**

1. The meeting opened at 14:00 with apologies from Niki Maclean, Director of Corporate Services.
2. The note of the meeting held on 18 April 2012 was agreed with no amendments and the outstanding actions were reviewed.
3. **Audit and Advisory Committee Meeting papers**  
The Group reviewed the papers prepared for the meeting on Friday 4 May and noted any progress against points raised. The Ombudsman informed the group of the points he would be discussing with the Committee.
4. **Casework Performance Update**  
The Group approved the new recommended SDC and Review outcomes for use in 2012-13.  
  
The Group noted the monthly update on casework performance for April.
5. **Stakeholder Engagement Strategy**  
The Group discussed the 2012-13 strategy and the major events noted for the year.

***The meeting closed at 15:00***

## **Note of the Senior Management Group Meeting held on 23 May 2012**

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1. The SMT finalised the 2012-13 Risk Register for circulating to staff. All comments received will be submitted to the SMT meeting on June 13 for consideration.
2. **HR Matters – confidential**