

Note of the Senior Management Group Meeting held on 4 July 2012

Present:

Jim Martin	Ombudsman (Chair)
Niki Maclean	Director
Paul McFadden	Head of Complaints Standards

In attendance:

Fiona Paterson	Senior Personal Assistant (Secretary)
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1. The meeting opened at 10:00 with apologies from Emma Gray, Head of Policy and External Communications and Gillian Lafferty, Executive Casework Assistant.
2. The note of the meeting held on 13 June 2012 was agreed with no amendments. There were no outstanding actions for review.

3. Policy Group Update

The Group noted the good progress made against Q1 objectives for policy, CSA, communications and training. The Group were updated on recent developments and progress on the annual communications about the SPSO.

Action 1: Review the publicity budget for next SMT meeting.

4. Corporate Service Update

Finance

The Group noted the 2011-12 expenditure against budget to year-end March 2012 and the end of year cash bank balance.

The Group were informed that formal approval for the 2012-13 budget had been received. Known unbudgeted liabilities have been notified to the SPCB and agreement sought if an application for contingency funds is required.

HR

The Group were notified that we are recruiting for temporary cover for pending maternity and paternity leave.

Risk Register

The Group reviewed the Risk Register and agreed amendments as required for Q1 2012-13.

The Group noted the results of the annual file location audit and discussed the position within the office. The Group were disappointed to note the number of files with incorrect file locations and the effort required to locate them. The Ombudsman requested a detailed list of any files that cannot be located.

The Group approved the recommendations from the file audit for implementation.

Action 2: Provide the Ombudsman with a detailed list of any files that cannot be located for next meeting.

Upgrade of WorkPro to version 3

The Group were updated on the project initiation meeting and the recommended format for the user testing group. The next technical specification meeting will take place on 24 July with all stakeholders present.

MS Office 10 Upgrade

The Group approved the use of the recommended training company to provide MS Office upgrade training to all staff up to a maximum of £2,500.

5. Casework Performance Update

The Group noted the casework performance for Q1, including the greater than predicted cases received. This will continue to be monitored closely by the management team.

The meeting closed at 11:30