

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

Present:

Jim Martin	Ombudsman (Chair)
Niki Maclean	Director
Emma Gray	Head of Policy and External Communications
Paul McFadden	Head of Complaints Standards

In attendance:

Rachel Hall	Executive Casework Officer
Fiona Paterson	Senior Personal Assistant (Secretary)

1. The meeting opened at 10:00 with no apologies. The Ombudsman welcomed the new Executive Casework Officer to her first SMT meeting.
2. The note of the meeting held on 5 October 2012 was agreed with minor amendments. There were no outstanding actions for review.

3. A&AC papers

The Group reviewed the A&AC papers ahead of the meeting scheduled for December 6.

4. Corporate Services Update

The Group noted the staffing changes and planned recruitment as noted for Q2.

The Group approved the proposal to align outcomes across all cases, decision reports and investigation reports. Therefore, from 1 April 2013 the outcome 'partly upheld' will become 'some upheld'.

The Group approved the proposal to cease publishing redacted SDC and decision review letters, but requested a quarterly paper on SDCs closed for publishing in line with CSA best practice recommendations.

Action 1: NM and DA to discuss and finalise the strategy for professional adviser roles.

5. Casework Performance Update

In addition to the quarterly performance noted in the A&AC papers, the Group noted the supplementary casework performance for November and the QA summaries for Q1 and Q2..

6. Policy Group Update

In addition to the paper tabled for the A&AC, the group noted the supplementary information relating to the Training Unit and Communications. The Group discussed in detail the proposals and the next steps required for taking them forward.

The meeting closed at 12:15

Note of the Senior Management Group Meeting held on 15 January 2013

Intranet Proposal

The SMT approved the proposal for a new intranet provided by ChampionIS as per the proposed budget and timescale.