

Note of the Senior Management Group Meeting held on 26 March 2013

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.
2. The note of the meeting held on 5 February 2013 was agreed with no amendments. There were no outstanding actions for review.

3. Policy Group Update

The Group noted the current position on policy and communications projects and were updated on the work of the CSA Unit. The Group requested a walk-through of the training unit e-learning modules.

Action 1: *FP to organise a demonstration of the e-learning units of work with the Training Unit Coordinator.*

The Group approved the BUJ Project Proposal for implementation.

4. Corporate Services Update

The Group noted the financial position, including draw-down and bank balance, as the year-end approaches. The Group were informed of the agreed audit timetable and were pleased to note the 2013-14 budget had received SPCB approval.

The Group noted the progress for business planning for 2013-14.

The Group were informed of two minor risk incidents, power outage and access to WorkPro, that occurred in February and were resolved by the Corporate Services Team working with the contractors on the day they occurred.

5. Casework Performance Update

The Group noted the casework performance for Q3 and the impact of the adjusted KPIs.

The meeting closed at 12:00