

Note of the Senior Management Group Meeting held on 30 April 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)

Invitees:

Carol Neil	Advice Team Manager
Kathleen Steindl	Early Resolution Manager
Judy Saddler	Investigations Manager

1. The meeting opened at 15:45 with no apologies.
2. The note of the meeting held on 26 March 2013 was agreed with no amendments. There were no outstanding actions for review.

3. Team Managers' Updates

Advice Team

Carol Neill, Advice Team Manager, was invited to the meeting to provide an update on her area of the organisation. CN shared progress on the implementation of the Duty CR Group expected to begin in June. This is one of the actions arising from the Business Review. She updated the Group on the Ombudsman Association First Contact Group meeting at the SPSO in May.

The Ombudsman thanked CN for providing the update to the senior management team.

Early Resolution Team

Kathleen Steindl, Early Resolution Team Manager, was invited to the meeting to provide an update on her area of the organisation. KS informed the Group that the additional resources available in Q4 greatly improved her flexibility when allocating cases and allowed her time to focus on performance improvement initiatives with her team. She updated the Group on consideration being given to further criteria for fast-tracking complaints, to cut down on duplication of enquiries of BUJs.

The Ombudsman thanked KS for providing the update to the senior management team.

Investigations Team

Judy Saddler, Investigations Team Manager, was invited to the meeting to provide an update on her area of the organisation. JS informed the group of issues the investigations team is currently facing. She shared with the group the initial findings of the pilot project focussing on phone contact, which may possibly indicate a reduction in requests for reviews of decisions and service delivery complaints. Participants in the project had noted benefits and have shared their experiences with team members.

The Ombudsman thanked JS for providing the update to the senior management team.

4. A&AC Papers for meeting on 2 May

The Group discussed points of note in the prepared papers for the A&AC meeting.

5. Policy Group Update

The Group were provided with the annual update of the status of Memorandums of Understanding to review.

The Group welcomed the Stakeholder Engagement Strategy 2013-14 and noted the new areas of focus for the year.

6. Corporate Services Update

The Group noted the performance against the 2012-13 Business Plan and the draft business plan for 2013-14. The Group approved the draft business plan for circulating to teams for final comment.

The Group were informed of three data-protection incidents by stakeholders and the actions taken to mitigate these risks in the future.

7. Casework Performance Update

The Group noted the casework performance for Q4 and the annual performance for 2012-13. The Group discussed the draft projections for 2013-14 and agreed the assumptions.

8. Service Improvement Report

The Board noted the Q4 and annual figures for requests for reviews and service delivery complaints.

The meeting closed at 17:00