

## **Note of the Senior Management Team Meeting held on Thursday 16 April 2015**

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Present:

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

In attendance:

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

1. The meeting opened at 14:00 with apologies from Emma Gray, Head of Policy and External Communications.
2. The note of the meeting held on 24 March 2015 was agreed with no amendments and the outstanding actions list was reviewed.

### **3. Financial Monitoring Report**

The SMT noted the financial expenditure against budget for 2014-15, including the approved contingency funding for judicial review costs, long-term absence cover and lift repair works; and the additional funding for SWF complaints. In particular, the SMT noted the year-end cash and bank balance position. In 2015-16 the SMT will monitor closely the costs for professional advice.

### **4. Risk Register 2015-16**

The SMT reviewed the draft risk register and comments will be collated for finalising at the next meeting.

### **5. Performance Report – Corporate Services**

The SMT noted the annual statistics and approved them for publishing. The SMT were pleased to note that the data was recorded more accurately this year and going forward a further enhancement to the case-handling application will improve this further.

The SMT noted the new licencing arrangements with IT supplier and the planned upgrade of the case-handling system for Q3.

The SMT noted the resourcing updates following notices of retirements and resignations. A further recruitment exercise will be undertaken to back-fill a 1-year fixed term contract.

### **6. Performance Report – Casework**

The SMT noted the year-end performance against measures. The SMT discussed individual caseloads and methods for assisting workflow.

### **7. Performance Report – Policy Group**

The SMT noted the progress of the significant policy projects, in particular, discussed the tabled project plan for the Scottish Welfare Fund project. The SMT discussed resourcing of the team for these ongoing projects and annual reporting process.

The SMT noted the tabled financial redress paper and requested that it be held over to the next meeting.

**8. AOCB**

The SMT discussed the SPCB consultation on SCCYP's new powers. The SMT were updated on the first meeting of Ombudsman's groups to discuss the proposed service standard framework; they were informed of the Customer Survey Group's first review of the initial pilot results. Outcomes from this review meeting will be implemented for testing in the third month of the pilot.

***The meeting closed at 15:30***