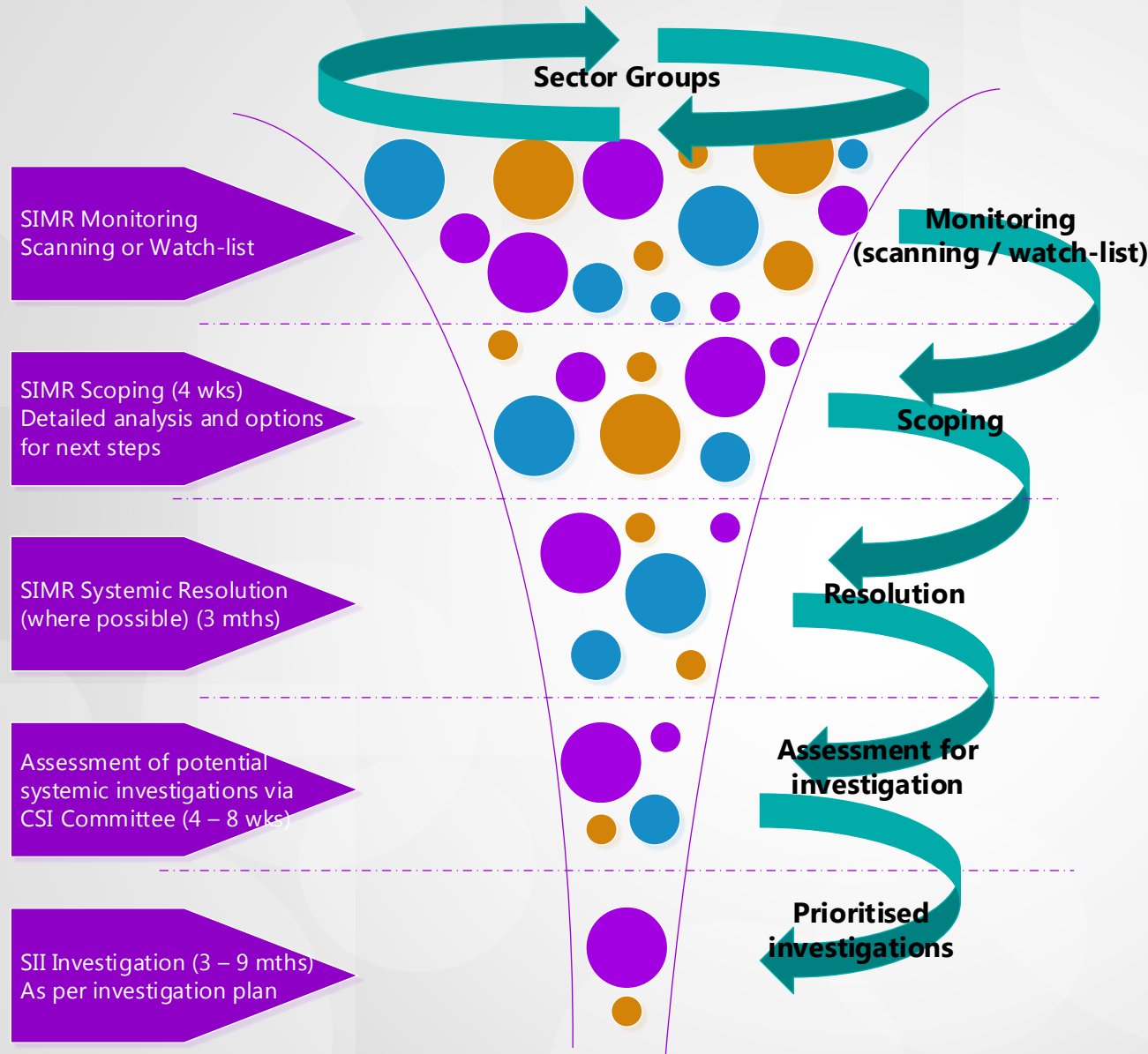


Systemic Monitoring, Resolution and Investigations Funnel



- Matters monitored by SIMR such as Deaths In Custody; Serious Incidents or issues from other sectors.
- Decisions made as to do nothing, continue scanning, add to watch-list, or refer for scoping.
- Feedback loops for matters referred by staff.
- Matters which progress to the watch-list may be referred to another business area, an agency, or continue to be monitored.
- Others may progress to Systemic Resolution or Investigation.
- SIMR will work with an agency to resolve the identified systemic issue.
- If this is not possible matters may progress to be assessed for investigation.
- Matters identified for potential investigation will be detailed in a "Assessment of Potential Systemic Investigations" form.
- These will then be reviewed by the Consideration of Systemic Investigations (CSI) Committee to prioritise for investigation.
- Matters agreed as meeting set criteria, and as Ombudsman priorities will be progressed as investigations.