

## Leadership Team Governance Meeting Notes

<b>Meeting Date</b>	Tuesday 10 March 2020; 13:00 – 13:30
<b>Attendees</b>	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Fiona Paterson, Corporate Services Manager John Stevenson, Head of Improvement, Standards and Engagement
<b>Observers</b>	None
<b>Apologies</b>	None

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Minutes, action point updates and matters outstanding	<ul style="list-style-type: none"> <li>Reviewed outstanding actions and discussed next steps and timelines.</li> </ul>				
2.	Confirmation of governance decisions taken at LT operational meetings		<ul style="list-style-type: none"> <li>Decisions confirmed.</li> </ul>			
3.	Financial report	<ul style="list-style-type: none"> <li>Discussed in detail contingency funding, cash budget and INWO</li> </ul>				



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		set-up costs as we approach year-end.				
4.	External Audit report	<ul style="list-style-type: none"> <li>External Audit Plan noted.</li> </ul>				
5.	Internal Audit report	<ul style="list-style-type: none"> <li>Audit outcomes show good performance and a good degree of assurance.</li> <li>Noted the annual assurance for 2019-20 following completion of internal audit activities.</li> <li>Noted the active tender for Internal Audit Services.</li> </ul>				
6.	Risk and Incident report	<ul style="list-style-type: none"> <li>Greatest risk continues to be funding for resources.</li> <li>Noted additional risks for Q3 and Q4 and discussed current pandemic and business planning. Acknowledged need to continue to monitor global coronavirus.</li> </ul>	<ul style="list-style-type: none"> <li>Strategic risk register approved for publication for Q3</li> </ul>	1. Publish Q3 strategic risk register	1. 31 Mar 20	1. FP
7.	Customer Service Complaints report	<ul style="list-style-type: none"> <li>Noted the delay to performance statistics caused by the Workpro migration project.</li> </ul>				



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8.	Business plan report		<ul style="list-style-type: none"><li>• BPQ3 approved for publication</li><li>• Draft 2020-21 BP to be discussed and finalised on Tuesday 31 March 20.</li></ul>	<ol style="list-style-type: none"><li>1. Publish Q3 business plan.</li><li>2. Finalise 2020-21 BP for baseline publication</li></ol>	<ol style="list-style-type: none"><li>1. 31 Mar 20</li><li>2. 31 Mar 20</li></ol>	<ol style="list-style-type: none"><li>1. FP</li><li>2. All</li></ol>
9.	Corporate Services Assurance report	<ul style="list-style-type: none"><li>• LT noted the update from all areas.</li></ul>				
10.	Information Governance report	<ul style="list-style-type: none"><li>• Noted the delay to performance statistics caused by the Workpro migration project.</li></ul>				
11.	Human Resources Report	<ul style="list-style-type: none"><li>• Noted the increase in absences between Q2 and Q3.</li></ul>				
10.	AOB	None				

Approved for publication on 14 April 2020

**Rosemary Agnew**, Scottish Public Services Ombudsman