

Leadership Team Governance Meeting Notes

Meeting Date	Thursday 10 June 2021; 10:30 by video conference
Attendees	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Andrew Sheridan, Head of Improvement, Standards and Engagement Fiona Paterson, Corporate Services Manager
Observers	Adele Keddie, Executive Casework Officer
Apologies	Lily Malcolm-Watts, Executive Casework Officer

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Confirmation of governance decisions taken at LT operational meetings	<ul style="list-style-type: none"> Warm welcome to AS, new Head of Improvement, Standards and Engagement team 	<ul style="list-style-type: none"> Decisions confirmed. 			
2.	Minutes, action point updates and matters outstanding	<ul style="list-style-type: none"> Noted minutes as published. Action points reviewed:				



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		<ul style="list-style-type: none"> • Noted the resource time lost to C-19 will be broken down by team, role and FTE to be included in the Annual Report. • Noted the outstanding action for Omb to prepare the 2021-22 Risk Register • Supported the embedding of ongoing cyber-resilience training for staff 				
3.	Financial report	<ul style="list-style-type: none"> • Discussed in detail the year-end financial position, movements in year in excess of 10%, and preparations underway for the External Audit. • Noted the continuous improvement in payment performance during the year and the additional income tracker. • Noted the current financial position, which is in constant review by LT to address the impact of C-19 pandemic lockdown. • Gave a very warm thank you to the Legal and Policy Officer for taking the lead on the Legal Services tender which has now completed. • Discussed the ICCR tender due for renewal in 2021-22, and the need for early preparation. 		1. Provide to LT the previous ITT for ICCR contract for review and discussion.	1. 30 June	1. FP



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4.	External Audit report	<ul style="list-style-type: none"> Noted the progress against plan, preparation for External Audit field work, and timeline of significant activities. 		<ol style="list-style-type: none"> Issue disclosure letters to LT Contact previous HOISE to explain new disclosure requirements 	<ol style="list-style-type: none"> 25 June 25 June 	<ol style="list-style-type: none"> FP RA
5.	Internal Audit report	<ul style="list-style-type: none"> LT noted the strong outcome from the Internal Audit Annual Report and that the recommendations from all activities had been accepted. Further reviewed the 2021-22 Activity Plan as agreed with the AAB and are content with the plan as described. LT noted that the two Strategic risks this year's activity plan will address are resource capacity and reputation management. The value added by undertaking the performance management activity will be in the scrutiny of resources and efficiency savings achieved through strong performance management processes. 		<ol style="list-style-type: none"> Include a clear link to relevant risks in Activity Plan 	<ol style="list-style-type: none"> 23 Sep 	<ol style="list-style-type: none"> FP



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6.	Risk and Incident report	<ul style="list-style-type: none"> • Greatest strategic risk continues to be resources, extending beyond funding to include the well-being, health and safety of staff during C-19. • Reviewed the risk of leaving the European Union, and agreed that it is too early to have a clear picture of the impact on BUJs at this point. LT agreed to keep this risk score at its current level and under consideration. • Noted the reduction in amber risks and recognised the ongoing work to mitigate these. • Noted the incident relating to possible court action. 		1. Publication of the Q4 strategic risk register approved.	1. 30 Jun	1. CSM
7.	Customer Service Complaints report	<ul style="list-style-type: none"> • Noted the redesign of the paper including change to CSC case type outcomes in line with SPSO published service standards, further analysis of results aligned with service standards, recommendations and their implementation. • Noted the review and redesign of the case type in Workpro to enable further detailed reporting. 		1. Publication of the Q4 CSC report approved.	1. 30 Jun	1. CSM



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		<ul style="list-style-type: none"> Noted this report will be developed further by the new HOISE, including an explanation for missed time targets. 				
8.	Business plan report	<ul style="list-style-type: none"> Noted the year-end BP and good evidence of contribution of staff to continue business as usual. Recognised the whole organisation is continuing to perform very well under difficult circumstances. Requested that LT review of the quarterly plans as sooner after the end of the quarter 		<ol style="list-style-type: none"> Publication of the Q4 BP approved Move LT business plan reviews to within one month of the quarter end. 	<ol style="list-style-type: none"> 30 Jun 30 Jun 	<ol style="list-style-type: none"> FP FP
9.	Corporate Services Assurance report	<ul style="list-style-type: none"> Noted the comprehensive general report, and supporting Human Resources and Information Governance reports. In the HR report, particularly noted the large volume of recruitment undertaken by the HR team in year very successfully and gave warm thanks to all who were involved. Additionally, LT noted turnover levels closely related to the recruitment drives, and detailed equalities and diversity data. The equalities and diversity 		<ol style="list-style-type: none"> Comms to publish a summarised version of the HR report 	<ol style="list-style-type: none"> 31 Jul 	<ol style="list-style-type: none"> HOISE



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		<p>data, with associated action plan, will be shared with the IDEAs group.</p> <ul style="list-style-type: none">• Noted absence levels below public sector average, despite the higher than usual absence rates due to C-19 impact and circumstances. Requested Comms summarise and publish a version of this paper.• LT appreciated the new and comprehensive IPA annual report for this strategically important part of the business, and gave warm thanks to the member of staff for this initiative.				
10.	AOB	The Ombudsman acknowledged the performance of the office during what was a difficult year, and expressed her gratitude to everyone to ensure the SPSO was in a very good place under the continuing circumstances.				

Approved for publication on 6 July 2021

Rosemary Agnew, Scottish Public Services Ombudsman