

Leadership Team Governance Meeting Notes

Meeting Date	Thursday 17 February 2022; 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
Apology - Observer	Adele Keddie, Executive Casework Officer

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Minutes, action point updates and matters outstanding	LT noted minutes as published and reviewed action points.				
2.	Confirmation of governance decisions taken at LT operational meetings	LT confirmed the governance decisions taken at LT operational meetings during Q3.	<ul style="list-style-type: none"> Decisions confirmed. 			
3.	Confirmation of the quarterly Casework Performance Dashboard	LT confirmed the quarterly Casework Performance Dashboard as presented at the quarterly Casework Performance Management Meeting	<ul style="list-style-type: none"> Performance report confirmed. 			



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		<ul style="list-style-type: none"> • LT noted the Q3 dashboard had been tabled and discussed at the PSC managers' meeting. • LT noted the high backlog of public service complaints cases, the mitigating actions being taken, and the communication measures in place. 				
4.	Confirmation of the Customer Service Complaints report	<p>LT confirmed the Customer Service Complaints report as presented at the quarterly Casework Performance Management Meeting</p> <ul style="list-style-type: none"> • LT noted the Q3 report had been tabled and discussed at the PSC managers' meeting. 	<ul style="list-style-type: none"> • Report confirmed and outcomes noted. 	1. Publication of the Q3 CSC report approved.	1. 28 Feb	1. CSM
5.	Financial report	<p>LT noted the current financial position, and predicted year-end position. Areas to note included:</p> <ul style="list-style-type: none"> • LT were updated on the recruitment position and, therefore, not all the approved budget will be drawn down this financial year due to the level of vacancies. 				



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6.	External Audit report	<ul style="list-style-type: none"> LT noted the programme of activities for the 2021-22 External Audit work, and confirmed the week for the Contributor Workshop. LT will discuss key messages at the operations meeting. The Director confirmed that she will be on leave for the field-work closure meeting, therefore, the Ombudsman will attend. 	<ul style="list-style-type: none"> Ombudsman will attend fieldwork closure meeting. 	<ol style="list-style-type: none"> Add to LT operational meeting agenda Attend meeting 	<ol style="list-style-type: none"> 02 Mar 01 Jul 	<ol style="list-style-type: none"> Dir Omb
7.	Internal Audit report	<ul style="list-style-type: none"> LT noted the three final reports for 2021-22 activities, and passed on their sincere thanks to the Corporate Services team for all the work that contributes to the excellent outcomes. 				
8.	Risk and Incident report	<ul style="list-style-type: none"> LT approved the addition of a new strategic risk regarding climate change as proposed by the SPSO Climate Change and Green Group for Q4. LT considered the Q3 review of the operational risk register with no changes. LT noted the increased operational risk in Q4 relating to vacant positions across the 	<ul style="list-style-type: none"> Approved the addition of a new strategic risk regarding climate change for Q4 	<ol style="list-style-type: none"> Publication of the Q3 strategic risk register approved. 	<ol style="list-style-type: none"> 28 Feb 	<ol style="list-style-type: none"> CSM



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		<p>organisation and current recruitment difficulties and agreed for the coming quarter to increase the likelihood and impact of the operational risk relating to level of Human Resources.</p>				
9.	Business plan report	<ul style="list-style-type: none"> • LT noted the Q3 BP performance, and recognised the reasons for activities that had not been completed in time, including current vacancies, and in some cases due to the impact of LT taking the decision to focus resources on progressing casework • Document approved for publication. 		1. Publication of the Q3 BP approved	1. 28 Feb	1. CSM
10.	Corporate Services Assurance report	<ul style="list-style-type: none"> • LT noted the comprehensive general report, and supporting Human Resources, Internal Professional Advice and Information Governance reports. • LT noted the vacancies, recruitment and high levels of absences generated additional work in all areas of the Corporate Services team, and offered 				



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		<p>their thanks to the team for their continued support.</p> <ul style="list-style-type: none">• LT acknowledged that the strong result in the internal report on governance and accountability reflected well on the team's processes.• Ombudsman passed on her appreciation of the comprehensive Incident Register, and note the quality of maintenance which made it an excellent and up-to-date reference.• LT noted the position on outstanding actions for the Workpro application and offered support if required.				

Approved for publication on 22 February 2022

Rosemary Agnew, Scottish Public Services Ombudsman