

## Leadership Team Governance Meeting Notes

<b>Meeting Date</b>	Thursday 12 May 2022; 10:30 by video conference
<b>Attendees</b>	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Andrew Sheridan, Head of Improvement, Standards and Engagement Fiona Paterson, Corporate Services Manager
<b>Apology - Observer</b>	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 <b>governance decisions</b> taken at LT operational meetings	LT confirmed the governance decisions taken at LT operational meetings during Q4.	<ul style="list-style-type: none"> <li>Decisions confirmed.</li> </ul>			
3.	Confirmation of the quarterly <b>Casework Performance Dashboard</b>	LT confirmed the quarterly Casework Performance Dashboard as presented at the quarterly Casework Performance Management Meeting	<ul style="list-style-type: none"> <li>Performance report confirmed.</li> </ul>			



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4.	Confirmation of the <b>Customer Service Complaints report</b>	LT confirmed the Customer Service Complaints report as presented at the quarterly Casework Performance Management Meeting	<ul style="list-style-type: none"> <li>Report confirmed and outcomes noted.</li> </ul>	1. Publication of the Q4 CSC report approved.	1. 30 Jun 2022	1. CSM
5.	Financial report	<p>LT noted the financial position, in particular, the year-end budget against expenditure, and bank and cash positions. Areas to note included:</p> <ul style="list-style-type: none"> <li>Prepayments in line with previous years</li> <li>Accruals unknown until the holiday and flexi-time calculations are completed in June, but expected to be much less than the previous year</li> </ul>				
6.	External Audit report	<ul style="list-style-type: none"> <li>LT noted the Auditors had requested an impromptu meeting, and the agenda included the timing of the fieldwork.</li> <li>LT noted the progress on drafting the performance report, and were informed that the first drafts were all received by the Communications Officer on time.</li> </ul>				



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7.	Internal Audit report	<ul style="list-style-type: none"> <li>LT noted the good performance result in the Internal Audit Annual Report for 2021-22. This will be shared with the AAB and External Auditors.</li> </ul>				
8.	Risk and Incident report	<ul style="list-style-type: none"> <li>LT noted the whistle-blowing policy will be reviewed and updated this year.</li> <li>LT considered the Q4 review of the strategic and operational risk register with no changes.</li> <li>Ombudsman updated the LT on the planned management group training event for risk appetite. In line with this, the sections relating to process and guidance for risk management in the policy will be separated into a standalone document, with a link in the policy.</li> </ul>		<ol style="list-style-type: none"> <li>Publication of the Q4 strategic risk register approved.</li> <li>Remove the guidance and process sections of Risk from the policy handbook</li> </ol>	<ol style="list-style-type: none"> <li>30 Jun 2022</li> <li>TBC by RA</li> </ol>	<ol style="list-style-type: none"> <li>CSM</li> <li>CSM</li> </ol>
9.	Business plan report	<ul style="list-style-type: none"> <li>LT noted the year-end BP performance, and the Ombudsman shared her appreciation to managers and staff for delivering a strong business plan despite the staff recruitment and resourcing</li> </ul>		<ol style="list-style-type: none"> <li>Publication of the Q4 BP approved</li> </ol>	<ol style="list-style-type: none"> <li>30 Jun 2022</li> </ol>	<ol style="list-style-type: none"> <li>CSM</li> </ol>



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		challenges. The mitigating actions put in place proved to be effective.				
10.	Corporate Services Assurance report	<ul style="list-style-type: none"><li>• LT noted the comprehensive general report, and supporting Human Resources, Internal Professional Advice and Information Governance reports.</li><li>• LT noted the high level of vacancies and requested benchmarking for these figures, then recirculate to the LT.</li><li>• LT noted that the long-term absence figures were for reasons not related to work. The remaining absence levels were below ½ the national public sector figures.</li></ul>		1. Add benchmarking figures for staff turn-over	1. 30 Jun 2022	HRM

Approved for publication on 30 May 2022

Rosemary Agnew, Scottish Public Services Ombudsman