

## Leadership Team Governance Meeting Notes

<b>Meeting Date</b>	Wednesday 10 August 2022; 13:00 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 Robin Davidson, Data Protection Officer Helen Littlemore, Corporate Information Governance Officer
<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 Q1.	Decisions confirmed.			



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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	Performance report confirmed.			
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	Report confirmed and outcomes noted.	Publication of the Q1 CSC report approved.	30 Aug 22	CSM
4.	DPO and Information Governance Report	<p>The Ombudsman welcomed the DPO to the meeting.</p> <p>The DPO updated the LT on matters pertaining to:</p> <ul style="list-style-type: none"> <li>• the ICO, who are providing training modules that could be accessed by all staff,</li> <li>• the Data Protection and Digital Information Bill, which is into its second reading in Westminster, and includes changes to the definition of personal data, reforms to the accountability framework, and an expansion of legitimate interest; and</li> <li>• the changes to the Information Governance team at the Scottish Parliament and the impact for SPSO.</li> </ul>				



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		<p>The DPO noted to the LT that he was assured by the SPSO approach to Information Governance, demonstrated by ensuring that he, as DPO, was appraised of any potential breach very early on in the process, and the engagement of the whole organisation in DP matters. There were many examples of the willingness of the organisation to learn and improve when circumstances present themselves.</p> <p>The Ombudsman thanked the DPO for the level of assurance and external assessment of our information governance systems and processes. The Ombudsman noted that the ICO modules would make a great resource for the Office-holder induction provided by the SPCB.</p> <p>The Ombudsman requested the CIGO to present to the meeting the notable risks and highlights from her Information Governance report, which was noted by the LT.</p>				
5.	Financial report	<p>LT noted the financial position, in particular, the known unbudgeted liabilities that will be absorbed where possible and the estimated lost income from the Training Unit. The potential overspend is noted, but is considered a low risk at this point in the financial year.</p>				



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6.	External Audit report	LT noted the reordered timetable of events due to the delay in audit fieldwork. Although this was a concern, it was recognised as unavoidable, and the risk to meeting statutory timescales is being managed.				
7.	Internal Audit report	<ul style="list-style-type: none"> <li>LT noted the strong performance result in the Payroll internal audit report, the first activity for 2022-23.</li> <li>The Ombudsman suggested she would write to office-holders to see if anyone would like to be included in the tender for services in Q4.</li> </ul>		Invite Office-holders to participate in the SPSO tender for Internal Audit services	Jan 2023	Omb
8.	Risk and Incident report	<ul style="list-style-type: none"> <li>LT considered the Q1 review of the strategic and operational risk register with no changes.</li> <li>LT noted that those risks relating to staff resources will be reviewed in Q2 following the completion of the recent CR recruitment drives.</li> </ul>		Publication of the Q1 strategic risk register approved.	30 Aug 2022	CSM
9.	Business plan report	<ul style="list-style-type: none"> <li>LT noted the Q1 BP performance, and that the slippages were due to resourcing and capacity, which are being addressed.</li> </ul>		Publication of the Q1 BP approved	30 Aug 2022	CSM



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		<ul style="list-style-type: none"><li>The Ombudsman recognised that priorities may change when the impact of the additional staff, hybrid working, and winter illness is assessed.</li></ul>				
10.	Corporate Services Assurance report	LT noted the assurance provided by the comprehensive general report, and supporting Human Resources, Internal Professional Advice and Information Governance reports.				
11.	Any other business	<p>The Ombudsman updated the meeting on the application for judicial review had been granted and is timetabled to be heard on 3 and 4 November 2022.</p> <p>The LT noted the two legal cases and potential financial risks.</p>				

Approved for publication on 19 August 2022

**Rosemary Agnew**, Scottish Public Services Ombudsman