

Leadership Team Governance Meeting Notes

Meeting Date	Thursday 9 March 2023; 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 Scott Ramsay, Executive Casework Officer
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.	Decisions confirmed.			



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3.	Confirmation of the quarterly Casework Performance Dashboard	LT confirmed the quarterly Casework Performance Dashboard as presented at the quarterly Casework Performance Management Meeting	Performance report confirmed.			
4.	Confirmation of the Customer Service Complaints report	LT confirmed the Customer Service Complaints report as presented at the quarterly Casework Performance Management Meeting	Report confirmed and outcomes noted.	Publication of the Q3 CSC report approved.	31 Mar 2023	CSM
5.	Financial report	<p>LT noted the financial position to the end of January. The position to the end of February will be brought to the LT operational meeting when the Management Report has been prepared, including the income received via the Training Unit.</p> <p>The Director informed the meeting that the request for contingency funds submitted to the SPCB for legal costs had been approved, therefore, the year-end cash in bank position was expected to be in line with requirements.</p> <p>At this point in the year the budget is expected to show a small underspend, primarily due to an</p>				



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		underspend on professional casework advisers against budget.				
6.	External Audit report	The LT noted the External Auditor's will be submitting their plan to the AAB meeting on 27 March 2023, and that the Contributors' workshop will be held in April.				
7.	Internal Audit report	LT noted the completion of 2022-23 activities and that the tender for the next contract was underway. The Director reviewed the activities planned for 2023-24, and discussed the possible additional activity as reiving the calculation of the casework performance PIs and the effectiveness of the current PIs for managing case workflow.				
8.	Risk and Incident report	The strategic and operational risk registers were reviewed for Q3 with no changes required. The draft 2023-24 risk registers will be finalised after the Business Plans have been confirmed. The Ombudsman requested the register format be cross-checked against the Scottish Government template.		<ol style="list-style-type: none"> 1. Publication of the Q3 strategic risk register approved. 2. Cross check register format with SG template 	31 Mar 2023	CSM



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9.	Business plan report	LT noted the Q3 BP performance, and that the slippages were due to resourcing restrictions. The LT noted the number of activities listed under the Corporate Services section of the business plan and suggested it may add clarity to separate some functions into their own business plan for the new year.		1. Publication of the Q3 BP approved	31 Mar 2023	CSM
10.	Corporate Services Assurance report	LT noted the assurance provided by the general report, and the supporting reports for Human Resources, Information Communications Technology, Internal Professional Advice and Information Governance. The LT passed on their thanks for these comprehensive reports.				
11.	Any other business					

Approved for publication on 22 March 2023

Rosemary Agnew

Rosemary Agnew, Scottish Public Services Ombudsman