

## Leadership Team Governance Meeting Notes

<b>Meeting Date</b>	Wednesday 10 May; 10:30 by video conference
<b>Attendees</b>	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Andrew Sheridan, Head of Improvement, Standards and Engagement Scott Ramsay, Executive Casework Officer
<b>Apology - Observer</b>	Adele Keddie, Executive Casework Officer Fiona Paterson, Corporate Services Manager

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Minutes, action point updates and matters outstanding	<p>LT noted minutes as published and reviewed action points.</p> <p>Outstanding actions discussed included:-</p> <ol style="list-style-type: none"> <li>1. Succession planning</li> <li>2. Tracking building occupancy – note that the 12-month hybrid working trail ends on 30 June 2023. This information will be needed for then.</li> <li>3. Risk register update</li> </ol>		<ol style="list-style-type: none"> <li>1. HR identifying training options for LT/HR/Heads of for Q4 – extended to end Q2</li> <li>2. LT to discuss at a weekly meeting how we report on the end of the</li> </ol>	<ol style="list-style-type: none"> <li>1. September 2023</li> <li>2. End June 2023</li> <li>3. End May 2023</li> </ol>	<ol style="list-style-type: none"> <li>1. Director</li> <li>2. LT</li> <li>3. HR (L&amp;D Officer)</li> </ol>



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				trial (discussion to include HRM) 3. Book session with managers & ECOs and include review of risk register for 2023-24		
2.	Confirmation of <b>governance decisions</b> taken at LT operational meetings	LT confirmed the governance decisions taken at LT operational meetings during Q4.	Decisions confirmed.			
3.	Confirmation of the quarterly <b>Casework Performance Dashboard</b>	LT confirmed the quarterly Q4 Casework Performance Dashboard as presented at the quarterly Casework Performance Management Meeting	Performance report confirmed.			



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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	Report confirmed and outcomes noted.	Publication of the Q4 CSC report approved.	15 May 2023	CSM
5.	Financial report	<p>LT noted the financial position to the end of March.</p> <p>The Director informed the meeting that the year-end cash in bank position was in line with requirements.</p> <p>At this point in the year the 2022-23 budget is expected to show a small underspend, once accruals for the Feb and March cost of living increases are included.</p> <p>The end year position will be submitted to a weekly LT by end May.</p> <p>The strong payment performance was noted.</p>		Submission of 2022-23 management report to weekly LT by end May	31 May 2023	Dir
6.	External Audit report	The LT noted progress in line with the agreed Audit Plan to date				
7.	Internal Audit report	LT reviewed and agreed the proposed 2023-24 plan	Agreed annual plan			



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8.	Risk and Incident report	<p>It was noted that the strategic and operational risk registers were reviewed for Q4 at a weekly LT (as reflected within the decisions list), with one change to the operational risk G10 relating to SWF caseloads rising towards the end of the financial year.</p> <p>The draft 2023-24 strategic and operational risk registers will be finalised now that the Business Plans have been confirmed, including for INWO</p> <p>LT noted the incidents recorded.</p>		<ol style="list-style-type: none"> <li>1. Publication of the Q4 strategic risk register approved.</li> <li>2. Finalise the risk registers</li> </ol>	<ol style="list-style-type: none"> <li>1. 15 May 2023</li> <li>2. End May 2023</li> </ol>	<ol style="list-style-type: none"> <li>1. CSM</li> <li>2. Omb</li> </ol>
9.	Business plan report	<p>LT noted the Q4 and year-end BP performance, and that the slippages were due to resourcing restrictions. Publication of Q4 BP approved at a weekly LT meeting.</p> <p>LT noted that 2023-24 BPs have now been published</p>		Publication of the Q4 BP approved.	15 May 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				



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		<p>Professional Advice and Information Governance.</p> <p>LT noted the key ICT risk ongoing to be cyber resilience and information security, which will be reflected in the revised risk register.</p> <p>LT noted that going forward there would also be quarterly reporting on activities relation to equalities and accessibility of services.</p> <p>LT noted and welcomed the increased visibility of recording of learning activities.</p>				
11.	Any other business					

**Approved for publication on 12 May 2023**

*Rosemary Agnew*

**Rosemary Agnew**, Scottish Public Services Ombudsman