

Leadership Team Governance Meeting Notes

Meeting Date	Thursday 10 November 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. The Director noted the HR team were researching potential training courses for writing a workforce plan to be undertaken in the new year. The Ombudsman noted the strategy should include formal succession planning for the Ombudsman post.				
2.	Confirmation of governance decisions taken at	LT confirmed the governance decisions taken at LT operational meetings during Q2.	Decisions confirmed.			



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	LT operational meetings					
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 Q2 CSC report approved.	30 Nov 22	CSM
5.	Financial report	<p>LT noted the financial position, in particular, the known unbudgeted liabilities that will be absorbed where possible, and the less than predicated expected income from the Training Unit.</p> <p>LT noted the potential overspend may be compounded by the legal costs for the active judicial review. These costs have been estimated to be circa £10k, and depending on the timing of when the costs are incurred, careful management of cash flow will be required to ensure the costs</p>				



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		<p>can be managed within the funding framework at the financial year-end.</p> <p>Additionally, the Child Friendly Complaints project funding is yet to be confirmed, and may be lower than expected, leading to an overspend.</p> <p>The Director confirmed that the SPCB had been informed of these potential costs, and that we will be drawing down all approved funding for this year.</p>				
6.	External Audit report	As per the Advisory Audit Board meeting on 4 November, the LT noted the Annual Report and Financial Statements are currently with the Auditor General, and it is expected they will be laid before Parliament in good time.				
7.	Internal Audit report	LT were updated on the strong outcome notified at the closing meeting of the Climate Change Duties Report audit, with the draft report expected within the week.				
8.	Risk and Incident report	<p>The strategic risk register was reviewed for Q2 with two updates:</p> <ul style="list-style-type: none"> an additional risk relating to cyber security, and 	1. Add a strategic risk relating to cyber security.	1. Publication of the Q2 strategic risk register approved.	30 Nov 2022	CSM



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		<ul style="list-style-type: none"> the current risk relating to withdrawal from the EU to be reworded to encompass more generally the impact of government policies and decisions on Scottish Public Services. <p>LT noted a full review of the operational risk register will be conducted at the LT strategy meeting in December. In particular, those risks relating to staff resources and the training unit will be updated following the movement in Q2 of these activities.</p>	2. Reword the strategic risk 6 to encompass all government policies.	2. Drafting of the two strategic risks for LT consideration.		
9.	Business plan report	<p>LT noted the Q2 BP performance, and that the slippages were due to additional in-year activities taking precedent over other projects. The Ombudsman suggested identifying these additional activities more clearly in the summary table.</p> <p>The LT recognised that priorities may change when the impact of the additional staff, hybrid working, and winter illness is assessed at the LT strategy meeting.</p>		<ol style="list-style-type: none"> Publication of the Q2 BP approved Add a drop-down option to identify in-year additions. 	30 Nov 2022	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		Consider how to quantify the costs of legal challenges to	9 Mar 2023	CIGO



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		Information Governance. The LT passed on their thanks for these comprehensive reports. The Ombudsman asked that we consider how to quantify the costs of the increase in legal challenges to information requests.		information requests.		
11.	Any other business					

Approved for publication on 28 November 2022

Rosemary Agnew

Rosemary Agnew, Scottish Public Services Ombudsman