Scottish Public Services Ombudsman
People Centred | Improvement Focused

Leadership Team Governance Meeting Notes

Meeting Date	Thursday 13 June, 2019; 10:00 – 12:00
Attendees	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director John Stevenson, Head of Improvement, Standards and Engagement Fiona Paterson, Corporate Services Manager
Observers	Executive Casework Officer (ECO) Legal and Policy Officer (LPO) Data Protection Officer (DPO)
Apologies	Executive Casework Officer (ECO)

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
	DPO Officer – review of Memorandum of Understanding	DPO welcomed by Ombudsman. DPO report: MOU working well, arrangements working as required. Suggest providing quarterly feedback through the Information Governance report prepared by CIGO, in addition to annual report. If this is accepted,	• Add a feedback section from DPO to the qtly Information Governance report. • Annual assurance statement in place of full report.	1. Ask CIGO to coordinate qtly DPO additions to paper 2. Amend section A4.2 to meet appropriate requirements. 3. Notify DPO of LT Gov dates	1. 8 Sep 19 2. 28 Jun 19 3. 28 Jun 19 4. 28 Jun 19	1. FP 2. LPO 3. FP 4. RA

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		change the annual report to a Statement of Assurance. SPSO: Noted that DP discussions take place at all LT meetings where papers are considered, therefore, the section A4.2 will be amended accordingly. Ombudsman gave thanks for all the work and support provided through this SPCB shared service.	• Amend section A4.2 to better reflect a working relationship. Standing invitation to LT Governance meetings, for DPO to choose when appropriate to attend.	4. Write to SPCB on success of shared DPO service.		
1.	Minutes, action point updates and matters outstanding		• Reviewed outstanding actions and discussed next steps and timelines.	1. Biodiversity report will be with LT in two weeks	1. 28 Jun 19	1. JS
2.	Confirmation of governance decisions taken at LT operational meetings		• Decisions confirmed.			
3.	Financial report	• 2019-20 budget information was delayed due to the		1. Chase licenses with SPCB.	1. 26 Jul 19	1. RA

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		approval by office-holders to relinquish running costs for BH. This has now been confirmed. • Contingency funding for pay settlement, pension costs, maternity costs and BH property will be required. • Licenses still not received from SPCB/other office holders		2. SPSO publicity and promotion line item will be discussed by LT further.	2. 2 Jul 19	2. RA
4.	External Audit report	• External audit of SPSO accounts progressing very smoothly. • Delay in receipt of the accommodation project costs until June has made the external audit for 2018-19 more complex than it should have been. This information was not provided in time or in good order to allow the accountant to produce figures	• Propose to delay clearance meeting for one week to allow the incorporation of the project costs.	1. Speak to auditors to arrange a delay. 2. Note to AAB the difficulty in getting the project financial information for inclusion in our accounts	1. 28 Jun 19 2. 4 Jul 19	1. FP 2. FP

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		for the accounts in time for the on-site testing.				
5.	Internal Audit report	• Noted activity is on track • Thanks to all involved				
6.	Risk and Incident report	• SR4 upgraded 5 likelihood and impact for inherent and current scores. • Introduce additional operational risks by business area to cover resourcing issues facing each area – complexity of casework, complexity of information requests, property resourcing	• Business areas to review operational risk register to add resourcing risks and review proposed IT risks.	1. Remove the reference to date from SR6 before publication 2. Update operational risk register 3. Review new suggested risks relating to ICT projects for 2019.	1. 28 Jun 19 2. 2 Jul 19 3. 2 Jul 19	1. FP 2. LT 3. LT
7.	Business plan report	• Q4 to be finalised for year-end position and ready for publication by end June. • Position on 2019-20 BP was noted.		1. LT to finalise Q4 2018-19 BP for publication.	1. 28 Jun 19	1. LT and FP

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8.	Corporate Services Assurance report	• Risk due to the number of IT projects in summer 2019 noted. • Benchmarking performance against equivalent bodies in key areas		1. Bench marking figures for corporate areas.	1. 8 Sep 19	1. NM
9.	Information Governance report	• DPO noted it to be a comprehensive report. Aware of high figures through regular discussions with CIGO. • Resourcing CIGO role to meet demands are challenging. • Working with BUJs to encourage them to release their own information and reduce the burden on SPSO. • Note that resources for this part of the business will need to be considered in light of the additional demands that INWO cases will bring.	• Include comparative information from other bodies in the same sector on OSIC site. • Due to the small numbers of requests, and rigorous reporting, no need for additional KPIs for this area.	1. CIGO to included comparator information in qtly report.	1. 8 Sep 19	1. FP

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10.	Customer Service Complaints report	• Annual report approved for publication. • Quarterly report approved for publication. • ICCR annual report requires some clarification of two points of process.		1. LT will discuss the ICCR annual report in detail at next meeting.	1. 25 Jun 19	1. LT
11.	Human Resources Annual Report	• HR Annual report approved in principle for publication, with changes as discussed, such as comparators with equivalent bodies. Provide final copy to LT for sign-off. (Noted as one of the best HR reports seen!)		1. Finalise HR report for publication after removing some information, such as individual vacancies	1. 28 Jun 19	1. NM
10.	AOB	• There was no additional business.				

Approved for publication on 3 July 2019

Rosemary Agnew.

Rosemary Agnew, Scottish Public Services Ombudsman