

## Leadership Team Governance Meeting Notes

<b>Meeting Date</b>	Thursday 21 January, 2019; 10:30 – 12:00
<b>Attendees</b>	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director John Stevenson, Head of Improvement, Standards and Engagement Fiona Paterson, Corporate Services Manager
<b>Observers</b>	Jamie McGrandles, Executive Casework Officer (Reviews) Josh Barnham, Executive Casework Officer (QA)
<b>Apologies</b>	None

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Minutes, action point updates and matters outstanding		<ul style="list-style-type: none"> <li>None</li> </ul>	1. LT Governance checklist to be considered	1. Apr	1. LT
2.	Confirmation of governance decisions taken at LT operational meetings		<ul style="list-style-type: none"> <li>Decisions confirmed.</li> </ul>			



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3.	Financial report	<p>Discussed SG guidance for Advisory Audit Boards and noted the following:</p> <ul style="list-style-type: none"> <li>SPSO do not have a sponsor body, therefore, independent.</li> <li>LT are satisfied that the Governance framework provides assurance</li> </ul> <p>2018-19 Expenditure</p> <ul style="list-style-type: none"> <li>Despite the BH Accommodation Project complications, the SPSO budget is showing a very small underspend that will be directed to casework overtime and Workpro development days. Cash position should be in line with SPCB requirements.</li> <li>The funding for shared costs for Bridgeside House 2019-20 is being discussed between the three office-holders, following the approval from</li> </ul>	<ul style="list-style-type: none"> <li>Share governance framework with AAB annually</li> <li>Discuss with AAB their training requirements</li> </ul>	<ol style="list-style-type: none"> <li>Share the governance framework with the AAB annually for comment.</li> <li>Confirm ToR are formally considered when completing self-checklist</li> <li>Add above items to respective calendars as recurring items so they are not missed</li> <li>Cross-check Annex C with current Scheme of Control</li> <li>Discuss with AAB their annual training needs and arrange training</li> </ol>	<ol style="list-style-type: none"> <li>Jun</li> <li>Mar</li> <li>Immediate</li> <li>27 Feb 19</li> <li>7 Mar 19</li> </ol>	<ol style="list-style-type: none"> <li>RA</li> <li>AAB</li> <li>FP</li> <li>FP</li> <li>FP</li> </ol>



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		<p>SPCB to appoint a Bridgeside House Buidling Coordinator.</p> <ul style="list-style-type: none"> <li>• Other additional expenditure in the not forecast in the 2019-20 budget submission include:               <ul style="list-style-type: none"> <li>○ Additional pension costs</li> <li>○ Bridgeside House Shared costs, including Building Coordinator</li> <li>○ Costs relating to urgent ICT changes notified by SG.</li> </ul> </li> </ul>				
4.	Risk and Incident report	<ul style="list-style-type: none"> <li>• Discussed the increase in the Strategic Risk position for finance and resourcing; largely due to rising costs for which we are not resourced an over which we have no control, such as pension costs; and the pressure of increasing volume and complexity of cases requiring detailed investigation.</li> </ul>	<ul style="list-style-type: none"> <li>• Agreed to increase both likelihood and impact for SR4 risk relating to finance, to match the inherent risk.</li> </ul>	1. Update strategic risk register for Q3 publication	1. Mar	1. FP



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5.	Business plan Exceptions report	<ul style="list-style-type: none"> <li>Discussions on areas of responsibility will be undertaken next week and the BP will be finalised for publication following these meetings.</li> </ul>	<ul style="list-style-type: none"> <li>2019-20 BP will be completed for publication by 31 March.</li> <li>Noted we have not completed a biodiversity report</li> </ul>	<ol style="list-style-type: none"> <li>Ensure LT review BP in time for the quarterly governance meetings.</li> <li>Put reminders in respective calendars to ensure this happens</li> <li>Confirm when Q3 is ready for publication.</li> <li>Add the Biodiversity Report to our Statutory Reporting arrangements in Scheme of Control – report due in Jan on a three year basis.</li> <li>Biodiversity report for 2015-2017 to be prepared now</li> </ol>	<ol style="list-style-type: none"> <li>Quarterly.</li> <li>Immediate</li> <li>Immediate</li> <li>31 Mar 19</li> <li>31 Mar 19</li> </ol>	<ol style="list-style-type: none"> <li>LT</li> <li>FP</li> <li>LT</li> <li>FP</li> <li>JS</li> </ol>
6.	Corporate Services Assurance report	<ul style="list-style-type: none"> <li>Discussed the importance of Audit and providing a separate paper to enhance the assurance.</li> <li>Noted the updates in the other areas.</li> </ul>	<ul style="list-style-type: none"> <li>Agreed to delay the BCP internal audit to 2019-20 to allow new Building Coordinator to be involved in updating plan.</li> </ul>	<ol style="list-style-type: none"> <li>Update Governance Handbook agenda to include a separate Audit item on the agenda</li> </ol>	<ol style="list-style-type: none"> <li>31 Mar 19</li> <li>23 May 19</li> <li>31 Mar 19</li> </ol>	<ol style="list-style-type: none"> <li>FP</li> <li>NM</li> <li>JS</li> </ol>



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		<ul style="list-style-type: none"> <li>Thanks given to Mental Health and Wellbeing group for their input into the Business Planning Day.</li> </ul>		<ol style="list-style-type: none"> <li>Include category information for absence rates</li> <li>Groups and CoP Chairs will be published on the intranet</li> </ol>		
7.	Information Governance report	<ul style="list-style-type: none"> <li>Noted the high level of FOI requests for complaint information.</li> <li>Noted that the retention and disposal policy is under review for casework information.</li> <li>Discussed the position of moving to electronic casework, through the paper-lite project, and the difficulty experienced of working with a casefile where the protocol for naming of documents is not followed.</li> </ul>	<ul style="list-style-type: none"> <li>Look to further progress the paper-lite project following the change in EDMS.</li> </ul>	<ol style="list-style-type: none"> <li>Remind staff of the protocols for naming and storing electronic documents.</li> </ol>	1. Immediate	1. NM
8.	Customer Service Complaints report	<ul style="list-style-type: none"> <li>Paper will be confirmed for publication by end of quarter.</li> </ul>		<ol style="list-style-type: none"> <li>Confirm paper for publication</li> </ol>	1. 31 Mar 19	1. JS



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10.	AOB	<ul style="list-style-type: none"><li>It was noted the External Auditor agreed that it would be appropriate for the BH Project costs as managed by SPCB would be included in our accounts for 2018-19.</li></ul>				

Approved for publication on 28 March 2019

**Rosemary Agnew**, Scottish Public Services Ombudsman