

Leadership Team Governance Meeting Notes

Meeting Date	Thursday 5 September, 2019; 10:30 – 12:00
Attendees	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Fiona Paterson, Corporate Services Manager
Observers	
Apologies	John Stevenson, Head of Improvement, Standards and Engagement

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"> Actions relating to DPO noted to be on hold until MoU with DPO is signed. 	<ul style="list-style-type: none"> Reviewed outstanding actions and discussed next steps and timelines. 	1. Review if there are any further Corp Serv statistics requiring bench-marking.	1. 21 Nov 19	1. NM
2.	Confirmation of governance decisions taken at LT operational meetings		<ul style="list-style-type: none"> Decisions confirmed. 			
3.	Financial report	<ul style="list-style-type: none"> Noted reasons for year-end underspend. 		1. Include an explanation for payment performance information.	1. 26 Sep 19	1. FP



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4.	External Audit report	<ul style="list-style-type: none"> Noted as to be tabled at AAB 				
5.	Internal Audit report	<ul style="list-style-type: none"> Noted progress and actions are tracked in the AAB outstanding actions paper. Audit outcomes show good performance and a good degree of assurance. 				
6.	Risk and Incident report	<ul style="list-style-type: none"> Greatest risk continues to be funding for resources. 	<ul style="list-style-type: none"> Additional risk relating to funding is required in the Operational Risk Register. Other risks relating to resources require further review. 	1. Review operational risks relating to resources, and add a discreet risk referring to this point if required.	1. 21 Nov 19	1. NM
7.	Business plan report	<ul style="list-style-type: none"> BP slippages can be attributed to the high volume of casework received and the diversion of resources to assist with the complaints and SWF reviews work. 	<ul style="list-style-type: none"> BPQ1 approved for publication 	1. Add a line to the summary table showing the number of actions in previous year.	1. 21 Nov 19	1. FP



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8.	Corporate Services Assurance report	<ul style="list-style-type: none"> Recognised September and October are critical times for the ICT projects. Discussed reasonable service levels and alternative ways to meet administrative requests. 	<ul style="list-style-type: none"> Governance and Risk handbook approved for publication 			
9.	Information Governance report	<ul style="list-style-type: none"> Noted the SAR performance is in line with current resourcing. The additional benchmarking information was very helpful and interesting. Noted the delay to casework records management caused by the Infected Blood Inquiry. 				
10.	Customer Service Complaints report			1. Q1 report due for tabling.	1. Next LT weekly meeting	1. JS



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11.	Human Resources Report	<ul style="list-style-type: none">• Noted increase in absences in Q1 due to a number of reasons.• LT in discussions with staff representatives regarding implementing actions for managing work-related stress.• Noted the progress made with recruiting two interns from Inclusion Scotland.				
10.	AOB	<ul style="list-style-type: none">• None.				

Approved for publication on 26 September 2019

Rosemary Agnew, Scottish Public Services Ombudsman