# Note – Single Item Agenda

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| **Meeting Date** | Thursday 15 July 2021, 10:30-11:30 via video conference |
| **Committee** | Andy Shaw, Chair  Claire Robertson  David Watt |
| **Attendees** | Ombudsman - Rosemary Agnew  Director - Niki Maclean  Head of Improvement, Standards and Engagement – Andrew Sherridan  Corporate Services Manager - Fiona Paterson (note taker) |
| **Observer** | Communications and Engagement Manager - Theresa Valtin  INWO Team Manager – Francesca Richards |
| **Apologies** | None |

| **Item** | **Subject** | **Main points of discussion** | **Actions agreed** | **Due** | **Lead** |
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| 1. | Welcome and declarations of interest | 1. The Chair welcomed Claire Robertson, the new member of the AAB to this meeting, and invited introductions from all attendees.  2. The Chair asked if there were any declarations of interest not already included on the published registers. There were none. |  |  |  |
| 3. | Draft 2020-21 SPSO Annual Report and Accounts | 1. The Ombudsman acknowledged the work put in to the production of this year’s draft by NM, TV and FP. She provided an update on progress since the draft document was issued to the AAB. Some initial feedback had been provided by the Auditor at the Audit Closure meeting for the performance section, including clear separation between the Overview and Analysis sections, a statement about EU withdrawal and an explanation of how services are structured.  The Ombudsman highlighted that 8.5% of investigation capacity had been lost in year as a direct consequence of the C-19 pandemic. She informed the AAB the SPSO will be submitting a business case for additional investigation staff to recover from the impact of this loss, to cover for long-term staff absence and in light of the dramatic rise in public service complaints in the first quarter of 2021-22.  2. The AAB reviewed the draft annual report and accounts document and provided the Leadership Team with feedback, recommendations and proofing suggestions, all of which were taken on board.  3. The Leadership Team thanked the AAB for taking the time to provide this very helpful and constructive feedback and advice.  4. Next steps: following receipt of the Auditor’s comments next week, the draft will be updated and issued to the designers for formatting. The final draft will be provided to the Auditors for the quality assurance check on 23 August, and then issued to the AAB by 9 September, ahead of the 23 September meeting. | Final draft for issuing to External Auditors | 24/07/21 | RA, NM, FP, TV |

Approved for publication 25 August 2021

**Andy Shaw, Chair**