

## Leadership Team Governance Meeting Notes

<b>Meeting Date</b>	Thursday 26 November 2020; 12:00 by video conference
<b>Attendees</b>	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Fiona Paterson, Corporate Services Manager John Stevenson, Head of Improvement, Standards and Engagement
<b>Observers</b>	Jamie McGrandles, Executive Casework Officer Lily Malcolm-Watts, Executive Casework Officer
<b>Apologies</b>	None

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Confirmation of governance decisions taken at LT operational meetings	<ul style="list-style-type: none"> <li>Warm welcome to LMW.</li> </ul>	<ul style="list-style-type: none"> <li>Decisions confirmed.</li> </ul>			
2.	Minutes, action point updates and matters outstanding	<ul style="list-style-type: none"> <li>Noted there were no overdue outstanding actions.</li> </ul>				



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3.	Financial report	<ul style="list-style-type: none"> <li>• Discussed in detail the Q2 financial position. Greater clarity of costs known now that the reorganisation staff recruitment exercise has been completed. Noted the movement of spend projected to year-end position.</li> <li>• Anticipated contingencies remain as noted in Q1 of around £100k.</li> <li>• Noted there will be some Training Unit income in Q4, but income will still be reduced by 80%+ against planned income.</li> <li>• Predicting a very small underspend at this point, but still less than 1% variance on budget. Cautiously optimistic we will meet budget expenditure at year-end.</li> <li>• Will monitor underspend closely to see if there is an opportunity to offer overtime in Q4.</li> <li>• The year-end cash position is being monitored carefully, in light of the 2019-20 year-end cash position following the</li> </ul>	<ul style="list-style-type: none"> <li>• Ombudsman will discuss with other office-holders how to meet the Bridgeside House overspend, due to increases in the Service Charge.</li> </ul>	<ol style="list-style-type: none"> <li>1. Office-holder decision on meeting BH overspends.</li> </ol>	January 2021	RA/FP



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		absorbing of costs as was agreed with SPCB.				
4.	External Audit report	<ul style="list-style-type: none"> <li>Noted the planning meeting had already taken place, and audit activities will be starting in November.</li> <li>Director updated LT on discussion between Audit firms and Audit Scotland regarding additional audit activities requested for this year, and the possible impact on fees.</li> <li>Ombudsman noted the pre-warning of changes to the requirements for the performance report.</li> </ul>	<ul style="list-style-type: none"> <li>Performance Report pre-writing workshop for all contributors approved.</li> </ul>			
5.	Internal Audit report	<ul style="list-style-type: none"> <li>LT noted the extremely good outcomes from the first two audit activities, and recorded their thanks for the work involved.</li> </ul>				
6.	Risk and Incident report	<ul style="list-style-type: none"> <li>Greatest strategic risk continues to be funding for resources.</li> <li>Risk appetite workshop with managers took place in November, which will result</li> </ul>		<ul style="list-style-type: none"> <li>Publication of the Q2 strategic risk register approved</li> </ul>	10 Dec 20	FP



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		in a full review of the SPSO Risk Appetite for 2021-22.				
7.	Customer Service Complaints report	<ul style="list-style-type: none"> <li>Next steps to restate the list of outcomes in the case type in line with SPSO published service standards.</li> <li>Further analysis of the results when aligned with service standards, the prevalence of communication complaints and the timeliness of responses will be undertaken when additional resource is in place.</li> </ul>	<ul style="list-style-type: none"> <li>Further develop report to include assurance of the actions and recommendations being implemented.</li> </ul>	1. Implement tracking of actions and recommendation implementation.	Feb 21	JS
8.	Business plan report	<ul style="list-style-type: none"> <li>Noted the BP non-urgent projects that will be carried forward to 2021-22 BP in recognition of the impact of C-19.</li> <li>Recognised the organisation as a whole is continuing to perform very well under difficult circumstances.</li> </ul>		1. Publication of the Q2 BP approved	1. 10 Dec 20	1. FP
9.	Corporate Services Assurance report	<ul style="list-style-type: none"> <li>Noted the comprehensive general report, and supporting HR and Info Gov reports.</li> <li>Noted absence levels below public sector average, despite the higher than usual absence rates in Q1.</li> </ul>	<ul style="list-style-type: none"> <li>Absence statistics to inform work of the Future Working Workstream.</li> </ul>			



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		<ul style="list-style-type: none"><li>• The absence statistics support the strong focus the SPSO has place on mental health and wellbeing actions.</li><li>• LT noted the very good Information Governance performance.</li></ul>				
10.	AOB	The Ombudsman acknowledged the performance of the office over the second quarter, and expressed her gratitude to everyone to ensure the SPSO was in a very good place under difficult circumstances.				

Approved for publication on 11 December 2020

**Rosemary Agnew**, Scottish Public Services Ombudsman