

Leadership Team Governance Meeting Notes

Meeting Date	Thursday 11 March 2021; 10:30 by video conference
Attendees	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Fiona Paterson, Corporate Services Manager
Observers	Adele Keddie, Executive Casework Officer Lily Malcolm-Watts, Executive Casework Officer
Apologies	[vacant], Head of Improvement, Standards and Engagement

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"> Warm welcome to AK. 	<ul style="list-style-type: none"> Decisions confirmed. 			
2.	Minutes, action point updates and matters outstanding	<ul style="list-style-type: none"> Noted minutes as published. Action points reviewed and progress requested on outstanding points. 	<ul style="list-style-type: none"> Outstanding HOISE action to be transferred to Director. 	1. Provide a progress update for AAB on outstanding actions	1. 28 Apr 2. 10 Jun	1. CSM 2. Dir



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		<ul style="list-style-type: none"> The outstanding action to develop the CSC report further has been transferred to the Director. 		<ol style="list-style-type: none"> Review and further develop the CSC report. 		
3.	Financial report	<ul style="list-style-type: none"> Discussed in detail the Q3 and expected year-end financial position. Noted particular areas of underspend and it is most likely that we won't be drawing down the full budget this year. Omb requested clarity on the underspend on recruitment, taking account of the full recruitment plan undertaken in the past year. Anticipated contingencies remain as noted in Q2 of around £100k, and will be met by the underspend in the budget. C-19 direct costs up to this point are £40k. Omb requested additional information showing the indirect costs from loss of staff time. Noted SPSO has agreed with SPCB to finance the Bridgeside House 		<ol style="list-style-type: none"> Provide an email update to clarify detail of the recruitment underspend Calculate the C-19 indirect impact of cost of loss of staff time and other resources. 	<ol style="list-style-type: none"> 19 Mar 15 Apr 	<ol style="list-style-type: none"> Dir Dir



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		<p>lighting repairs, and cover the property overspend incurred from the increased service charge from savings in their own budget.</p> <ul style="list-style-type: none"> The year-end cash position is continuing to be monitored carefully at this point in the year, in light of the 2019-20 year-end cash position following the absorbing of costs as was agreed with SPCB. 				
4.	External Audit report	<ul style="list-style-type: none"> Noted the audit planning report for 2020/21 and the key areas identified in the plan, including risk of fraud in association with accruals and pre-payments, reporting the impact of C-19, documenting climate change actions, and risks associated with Brexit. 				
5.	Internal Audit report	<ul style="list-style-type: none"> LT noted the extremely good outcomes from the final two audit activities, and recorded their thanks for the work involved. 				



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		<ul style="list-style-type: none"> Discussed the planned activities for the new year. 				
6.	Risk and Incident report	<ul style="list-style-type: none"> Greatest strategic risk continues to be resources, extending beyond funding to include the well-being, health and safety of staff during C-19. It was noted the volume of cases has remained static, but the case age is now a risk factor. 		<ol style="list-style-type: none"> Publication of the Q3 strategic risk register approved. Prepare 2021-22 risk register 	<ol style="list-style-type: none"> 19 Mar 31 May 	<ol style="list-style-type: none"> CSM Omb/CSM
7.	Customer Service Complaints report	<ul style="list-style-type: none"> Further discussed the restating the list of CSC case type outcomes in line with SPSO published service standards. Further discussed the design of the report template to show further analysis of results aligned with service standards, recommendations and their implementation. 	<ul style="list-style-type: none"> Actions transferred to Dir while HOISE position remains vacant. 	<ol style="list-style-type: none"> Publication of the Q3 CSC report approved. Review CSC case type outcomes and provide an updated list for approval for use form 2021-22. 	<ol style="list-style-type: none"> 19 Mar 10 Jun 10 Jun 	<ol style="list-style-type: none"> CSM Dir Dir



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8.	Business plan report	<ul style="list-style-type: none"> Noted the BP non-urgent projects that were carried forward to 2021-22 BP in recognition of the impact of C-19. Good evidence of contribution of staff to continue business as usual. Recognised the organisation as a whole is continuing to perform very well under difficult circumstances. 		Publication of the Q3 BP approved	19 Mar 21	FP
9.	Corporate Services Assurance report	<ul style="list-style-type: none"> Noted the comprehensive general report, and supporting HR and Info Gov reports. Noted absence levels below public sector average, despite the higher than usual absence rates in Q1&2. Omb requested the statistics are shown over 13 months. LT noted the very good Information Governance performance and were updated on actions being taken to clear the older cases. 		<ol style="list-style-type: none"> Provide HR statistics over 13 months. Provide performance information for decision reviews to include KPI performance and outcome of re-opened complaints 	<ol style="list-style-type: none"> 10 Jun 10 Jun 	<ol style="list-style-type: none"> Dir Dir



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		<ul style="list-style-type: none">Omb requested additional decision review performance information against KPIs.				
10.	AOB	The Ombudsman acknowledged the performance of the office over the third quarter, and expressed her gratitude to everyone to ensure the SPSO was in a very good place under the continuing difficult circumstances.				

Approved for publication on 09 April 2021

Rosemary Agnew, Scottish Public Services Ombudsman