

Leadership Team Governance Meeting Notes

Meeting Date	Thursday 11 November 2021; 10:30 by video conference
Attendees	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Andrew Sheridan, Head of Improvement, Standards and Engagement Fiona Paterson, Corporate Services Manager
Apology - Observer	Adele Keddie, Executive Casework Officer

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"> Decisions confirmed. 			
2.	Minutes, action point updates and matters outstanding	Noted minutes as published and reviewed action points: <ul style="list-style-type: none"> Noted the outstanding action for Financial Planning will not be undertaken jointly with 				



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		<p>other office-holders, but noted we will share with them our documents</p>				
3.	Financial report	<p>Noted the current financial position, and predicted year-end position. Areas to note included:</p> <ul style="list-style-type: none"> • Income for the training unit expected to meet budgeted level. • Uplift to staff costs following pay settlement, and increase in Professional Adviser costs will be confirmed this month. Expected to remain within budget due to vacancies off-setting these costs. • Other proposed changes to Professional Adviser costs to be discussed when paper tabled at the LT operational meeting • Additional CR resources expected to be in place for January 2022. Will discuss impact on funding with SPCB this month. 				
4.	External Audit report	<ul style="list-style-type: none"> • Noted the completion of the 2020-21 External Audit with the publication of the Annual Report and Accounts, and the Auditor's Report. 				



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		<ul style="list-style-type: none"> The two actions are tracked on the Outstanding Actions paper 				
5.	Internal Audit report	<ul style="list-style-type: none"> LT noted the preparation for the Performance Management activity in November. 				
6.	Risk and Incident report	<ul style="list-style-type: none"> The greatest strategic risk continues to be resources. LT considered the Q2 review of the operational risk register and made adjustments to increase the current impact rating of risks 4 and 14. This is due to the impact of significant staff changes in the Investigation and ISE teams following the impact of the C-19 lockdown. 		1. Publication of the Q2 strategic risk register approved.	1. 19 Nov	1. CSM
7.	Customer Service Complaints report	<ul style="list-style-type: none"> Noted the Q2 report had been tabled and discussed at the PSC managers' meeting. LT were informed that the specification for the redesign of the case type in Workpro is underway. This will enable further detailed reporting on recommendations made from CSCs. 		1. Publication of the Q2 CSC report approved.	1. 30 Nov	1. CSM



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8.	Business plan report	<ul style="list-style-type: none">Noted the Q2 BP performance and approved for publication.		1. Publication of the Q2 BP approved	1. 30 Nov	1. CSM
9.	Corporate Services Assurance report	<ul style="list-style-type: none">Noted the comprehensive general report, and supporting Human Resources, Internal Professional Advice and Information Governance reports.Confirmed that LT had met with the new DPO.LT discussed absence levels and the impact of specific absence issues. LT noted the HR support in place to address these.		1. Provide a LT summary of key matters each quarter 2. Clarify the position of policy reviews	1. 17 Feb 2022 2. 17 Feb 2022	1. CSM 2. CSM

Approved for publication on 17 February 2022

Rosemary Agnew, Scottish Public Services Ombudsman