

People Centred | Improvement Focus

Meeting Date	Thursday 9 November; 10:30 by video conference	
Attendees	Ombudsman (Chair) Director Head of Improvement, Standards & Engagement Corporate Services Manager (Note-taker) Data Protection Officer Corporate Information Governance Officer	Rosemary Agnew Niki Maclean Andrew Sheridan Fiona Paterson Robin Davidson Helen Littlemore
Apology - Observer	Executive Casework Officer Executive Casework Officer	Adele Keddie Scott Ramsay

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
	DPO Assurance and Information Governance Report	<p>The Ombudsman welcomed the DPO to the meeting.</p> <p>The DPO noted to the LT that he was assured by the SPSO approach to information governance, demonstrated by ensuring that he, as DPO, was provided with enough information to discharge the role, appraised of any potential breach very early on in the process, and the engagement of the whole organisation in DP matters.</p>				



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		<p>The DPO updated the LT on matters pertaining to the Data Protection and Digital Information Bill, which is now at reporting stage, and likely to receive Royal Assent in March 2024. The Bill will have changes to the definition of personal data, reforms to the accountability framework, and an expansion of legitimate interest; therefore, some impact on the Memorandum of Understanding between the DPO and Office-holders. The DPO confirmed that going forwards the current arrangements for the Office-holders' Information Officers to meet and share information will continue.</p> <p>The DPO drew to the attention of LT that the ICO have raised concerns where the use of email unwittingly shares personal data, such as the use of CC instead of BCC for recipients, thereby disclosing recipients. He also informed the LT to be aware that some of the current Chat software is not DP compliant, and to ensure a DPIA is undertaken before using these tools.</p> <p>The Ombudsman thanked the DPO for the level of assurance and external assessment of our information governance systems and processes. She suggested a shared paper outlining the</p>				



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		changes and impact of the new Bill would be welcomed by the Office-holders. The CIGO presented to the meeting the risks and highlights from her Information Governance report, which was noted by the LT.				
1.	Minutes, action point updates and matters outstanding	LT noted minutes as published and reviewed action points.				
2.	Confirmation of governance decisions taken at LT operational meetings	LT confirmed the governance decisions taken at LT operational meetings during Q2.	Decisions confirmed.			
3.	Confirmation of the quarterly Casework Performance Dashboard	LT confirmed the quarterly Q2 Casework Performance Dashboard as presented at the quarterly Casework Performance Management Meeting	Performance report confirmed.			



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4.	Confirmation of the Customer Service Complaints report	LT confirmed the Customer Service Complaints report as presented at the quarterly Casework Performance Management Meeting	Report confirmed and outcomes noted.	Publication of the Q2 CSC report approved.	November 2023	CSM
5.	Confirmation of the Equalities, diversity, inclusion and accessibility report	LT noted the first Equalities Quarterly Reporting : Q2 as seen at the Casework Performance Management Meeting.				
6.	Legal actions update	The Ombudsman provided a verbal update on the status of the current legal activities, with no new actions to report.				
7.	Financial report	<p>The Director informed the LT that at this point in the year the 2023-24 budget is predicted to have an overspend, in part due to the 2023 CoL agreement, which has been discussed with the SPCB. The predicted income will be slightly lower than budgeted for.</p> <p>The SPCB have asked for further updates to the staff costs of the Office-holders' 2024-25 budget</p>				



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		bids, in preparation for the Committee meeting at the end of November.				
9.	External Audit report	The LT noted that the SPSO 2022-23 Annual Performance and Financial Statements have been laid before Parliament and published on our website alongside the External Auditor's report.				
10.	Internal Audit report	LT noted the substantial outcome of the second activity for the year focussing on customer service and accessibility in case management; and the progress of the third activity with a focus on productivity measurements. The Ombudsman gave her thanks to everybody involved and noted the very good outcomes.				
11.	Risk and Incident report	LT noted there were three changes to operational risks at this point in the year, all reducing the impact of the risk. The new strategic risk register has been drafted for the Strategic Planning meeting on 22 November. LT noted the incidents recorded.				
12.	Business plan report	LT noted the Q2 BP performance and approved the summary for publication. The Ombudsman		Publication of the Q2 BP approved.	November 2023	CSM



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		noted the BP review process had bedded in well alongside the finalised management structure.				
13.	Corporate Services Assurance report	LT noted the assurance provided by the general report and the supporting reports for Human Resources, Information Communications Technology, Internal Professional Advice, Information Governance, and the annual Equalities, Diversity and Inclusion..				
14.	Any other business	None.				

Approved for publication on 26 November 2023

Rosemary Agnew, Scottish Public Services Ombudsman