

People Centred | Improvement Focus

Meeting Date	Friday 2 February 2024; 10:30 by video conference	
Attendees	Ombudsman (Chair) Director Head of Improvement, Standards & Engagement Corporate Services Manager (Note-taker)	Rosemary Agnew Niki Maclean Andrew Sheridan Fiona Paterson
Apology - Observer	Executive Casework Officer Executive Casework Officer	Adele Keddie Scott Ramsay

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Minutes, action point updates and matters outstanding	LT noted minutes as published and reviewed the outstanding action points providing updates where applicable.				
2.	Confirmation of governance decisions taken at LT operational meetings	LT confirmed the governance decisions taken at LT operational meetings during Q3.	Decisions confirmed.			



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3.	Confirmation of the quarterly Casework Performance Dashboard	LT confirmed the quarterly Q3 Casework Performance Dashboard as presented at the quarterly Casework Performance Management Meeting	Performance report confirmed.			
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 Q3 CSC report approved.	February 2024	CSM
5.	Confirmation of the Equalities, diversity, inclusion and accessibility report	LT noted the first Equalities Quarterly Reporting as seen at the Casework Performance Management Meeting.				
6.	Legal actions update	<p>The Ombudsman provided a verbal update on the status of the two current legal activities: It was noted:</p> <ul style="list-style-type: none">the petitioner for the JR application did not progress the case, and it is now out of time; and				



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		<ul style="list-style-type: none">the judge in the Sherrif Court case granted SPSO expenses, and a repayment scheme has been put in place.				
7.	Financial report	<p>The LT noted the SPCB approved the contingency applications submitted for overspends due to the 2022-23 Cost of Living payments, Bridgeside House property costs and maternity cover.</p> <p>The Director confirmed that there will still be a small overspend in the 2023-24 budget due to the SPCB decision to align the Ombudsman and Commissioner salaries with the SPCB pay scale; an in-year increase in legal challenges, and increase in all IT related licence fees.</p> <p>We are expecting approval for the 2024-25 budget within the next month.</p>				
9.	External Audit report	<p>The LT noted that the SPSO 2023-24 external audit planning meeting took place on 30 January, and the audit plan for 2023-24 audit activities will be submitted to the March AAB meeting.</p>				
10.	Internal Audit report	<p>LT noted the strong outcome of the third and final activity for the year focussing on productivity measurements in case management; and the</p>				



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		<p>strong outcome in the Follow-up Review of our implementation of recommendations made in the previous years.</p> <p>The Ombudsman gave her thanks to everybody involved and noted the very good outcomes and the strong level of assurance this provides.</p> <p>The planning meeting for 2024-25 activities took place on 31 January 2024.</p>				
11.	Risk and Incident report	<p>LT noted there were no changes to operational risks at this point in the year. The new strategic risk register has been drafted in line with the new Strategic Plan.</p> <p>LT noted the incidents recorded.</p>				
12.	Business plan report	<p>LT noted the Q3 BP performance and approved the summary for publication. The Ombudsman noted the BP review process had bedded in well alongside the finalised management structure.</p>		Publication of the Q3 BP approved.	February 2024	CSM
13.	Corporate Services Assurance report	<p>LT noted the assurance provided by the general report and the supporting reports for Human Resources, Information Communications Technology, Internal Professional Advice,</p>				



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		Information Governance, and the annual Equalities, Diversity and Inclusion. In particular, the LT noted the update on the implementation of MFA for the casework management system, and the high priority recruitment activity for Q4.				
14.	Any other business	The LT discussed the L&D system, and whether this can be provided as a shared service to other officer holders. The Ombudsman thanked the Director for her major contribution to the SPSO, and in particular, building the corporate services to provide such strong governance assurance.				

Approved for publication on 12 March 2024

Rosemary Agnew

Rosemary Agnew, Scottish Public Services Ombudsman