

Leadership Team Governance Meeting Notes

Meeting Date	Thursday 3 September 2020; 12:00 by video conference
Attendees	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Fiona Paterson, Corporate Services Manager John Stevenson, Head of Improvement, Standards and Engagement
Observers	Jamie McGrandles, Executive Casework Officer
Apologies	None

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Minutes, action point updates and matters outstanding			Move Risk Appetite action to the Outstanding Actions list.	10 Sep 20	FP
2.	Confirmation of governance decisions taken at LT operational meetings		<ul style="list-style-type: none"> Decisions confirmed. 			



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3.	Financial report	<ul style="list-style-type: none">Discussed in detail the Q1 financial position. Noted the movement of spend due to the unusual circumstances of lock-down, particularly the reduction in travel costs.Noted the known contingencies for this year of around £100k and the training income loss of £100k. Predicting a very small underspend at this point.The year-end cash position will be monitored carefully, to rectify the 2019-20 year-end cash position following the absorbing of costs as agreed with SPCB.2021-22 budget submission due 17 September. Draft submission will be tabled with LT for approval.		Review 2021-22 budget for submission	17 Sep 20	NM
4.	External Audit report	<ul style="list-style-type: none">Noted the clear communications and the efficiency and effectiveness of the Audit Manager throughout the audit exercise. This has been appreciated, and enabled a smooth transition to remote working.				



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		<ul style="list-style-type: none"> The Annual Audit and Accounts will be prepared for signing following the AAB on 25 Sep 20. 				
5.	Internal Audit report	<ul style="list-style-type: none"> Noted the verbal feedback from the first audit activity with the new service providers. In particular, the high-value security provided by being on the SCOTS network. Approved the research for appropriate phishing exercise to be conducted with staff. 	<ul style="list-style-type: none"> Phishing exercise approved 			
6.	Risk and Incident report	<ul style="list-style-type: none"> Greatest strategic risk continues to be funding for resources. Noted and approved the recommended changes to risks for Q2. 	<ul style="list-style-type: none"> Publication of the Q1 strategic risk register approved Q2 changes to the operational risk register approved. 	1. Include link to C-19 Incident Response paper.	10 Sep 20	FP
7.	Customer Service Complaints report	<ul style="list-style-type: none"> Not issued due to statistics requiring reconciliation. 		1. Issue and publish as a priority	30 Sep 20	JS



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8.	Business plan report	<ul style="list-style-type: none">Recognised the impact on C-19 on the uptake of non-urgent projects. At the 6-month review, some projects not yet started will be carried forward to 2021-22 BP, away from the active business plan.	<ul style="list-style-type: none">Move non-urgent projects that have not yet started due to C-19 to the 2021-22 BP.	1. 6-month review of projects	1. 26 Nov 20	1. NM
9.	Corporate Services Assurance report	<ul style="list-style-type: none">Discussed the additional resources now in place to support the assurance activities for HR and Information Governance.Noted the recruitment of an Executive Casework Officer will enable the relevant performance indicators to be met for the second half of 2020-21.				
10.	AOB	The Ombudsman acknowledged the performance of the office over the first quarter, and expressed her gratitude to everyone to ensure the SPSO was in a very good place under difficult circumstances.				

Approved for publication on 08 October 2020

Rosemary Agnew, Scottish Public Services Ombudsman