

## Leadership Team Governance Meeting Notes

<b>Meeting Date</b>	Tuesday 17 December, 2019; 10:30 – 12:00
<b>Attendees</b>	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Fiona Paterson, Corporate Services Manager John Stevenson, Head of Improvement, Standards and Engagement
<b>Observers</b>	Jamie McGrandles, Executive Casework Officer
<b>Apologies</b>	Rachel Nicholson, Executive Casework Officer

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Minutes, action point updates and matters outstanding	<ul style="list-style-type: none"> <li>Reviewed outstanding actions and discussed next steps and timelines.</li> </ul>		1. Requested an interim update on ICT and Information Governance actions.	1. 31 Jan 20	1. FP
2.	Confirmation of governance decisions taken at LT operational meetings		<ul style="list-style-type: none"> <li>Decisions confirmed.</li> </ul>			
3.	Financial report	<ul style="list-style-type: none"> <li>Discussed in detail contingency funding, cash</li> </ul>		1. Confirm to SG and SPCB that we will drawdown INWO funding	1. 31 Jan 2020	1. JS



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		budget and staffing costs to year-end. <ul style="list-style-type: none"> <li>Noted the drawdown for INWO staff costs will be required from January 2020 to make the required internal changes.</li> </ul>		from January 2020 and the mechanism for doing this.		
4.	External Audit report	<ul style="list-style-type: none"> <li>Noted.</li> </ul>				
5.	Internal Audit report	<ul style="list-style-type: none"> <li>Noted the final reports on Climate Change duties and Procurement, with the actions tracked in the AAB outstanding actions paper.</li> <li>Audit outcomes show good performance and a good degree of assurance.</li> </ul>				
6.	Risk and Incident report	<ul style="list-style-type: none"> <li>Greatest risk continues to be funding for resources.</li> </ul>	<ul style="list-style-type: none"> <li>Strategic risk register approved for publication for Q2</li> </ul>	1. Publish Q2 strategic risk register	1. 31 Dec 19	1. FP
7.	Business plan report		<ul style="list-style-type: none"> <li>BPQ2 approved for publication</li> </ul>	1. Publish Q2 business plan.	1. 31 Dec 19	1. FP



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8.	Corporate Services Assurance report	<ul style="list-style-type: none"> <li>• Recognised the issues and risks with the report builder project and the resources required. Thanked the CS and ISE team members for the work done to get the essential reports in place.</li> <li>• Noted the critical time for the EDMS project will be January and February.</li> <li>• LT noted their thanks for achieving Cyber Essentials.</li> </ul>	<ul style="list-style-type: none"> <li>• Approved the IMSO proposal.</li> </ul>	<ul style="list-style-type: none"> <li>• Requested an update on the progress and requirements to take forward the remaining IT projects in Q4</li> </ul>	<ul style="list-style-type: none"> <li>• 17 Jan 20</li> </ul>	FP
9.	Information Governance report	<ul style="list-style-type: none"> <li>• The additional benchmarking information was very helpful and interesting.</li> <li>• Noted the delay to casework records management caused by the Workpro migration project.</li> </ul>				



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10.	Customer Service Complaints report			1. Any further comments on the Q2 report by email before publishing.	1. Next LT weekly meeting	1. JS
11.	Human Resources Report			1. Consider sharing this report with all staff each quarter.	1. 31 Mar 20	1. NM
10.	AOB	<ul style="list-style-type: none"><li>• None.</li></ul>				

Approved for publication on 03 January 2020

**Rosemary Agnew**, Scottish Public Services Ombudsman