

## Note

<b>Meeting Date</b>	Thursday 8 November 2018 at 10:30
<b>Attendees</b>	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director John Stevenson, Head of Improvement, Standards and Engagement Fiona Paterson, Corporate Services Manager
<b>Observer</b>	Josh Barnham, Executive Casework Officer (QA)
<b>Apologies</b>	Jamie McGrandles, Executive Casework Officer (Reviews)

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Actions c/f		<ul style="list-style-type: none"> <li>None</li> </ul>			
2.	Previous notes		<ul style="list-style-type: none"> <li>LT weekly meeting decisions ratified: 2018-19 Quarter 2.</li> </ul>			
3.	Financial Position	<ul style="list-style-type: none"> <li>Q2 position noted as on budget for this time of the year. Discussed significant under/over spend lines, and the reasons for this. The Director updated the LT on her discussion with SPCB regarding the contingency funds.</li> <li>Noted the extension to the INWO project and the additional costs this delay by SG will incur. HoISE will request the additional drawdown</li> </ul>	<ul style="list-style-type: none"> <li>Performance measure for payment of creditors to only include undisputed invoices.</li> </ul>	1. Inform the Accountant of the change to the performance measure for timely payment of creditors	1. 13/11/18	1. FP

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		<p>requirement for 2018-19.</p> <ul style="list-style-type: none"> <li>Noted the intention to share the External Audit Plan with the AAB prior to the March meeting.</li> </ul>				
4.	Risks, issues or incidents	<ul style="list-style-type: none"> <li>No change to the Strategic Risk Register this quarter, and Q2 operational changes were noted.</li> <li>Discussed the implementation of the support and intervention policy for mitigating risks in 2019-20.</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Risk Register and only quarterly changes to the operational risk register to LT Governance meeting.</li> <li>Agreed the Strategic Risk Register should be published with the Business Plan and republished each quarter with the operational scattergram updated.</li> </ul>	1. Strategic Risk Register to be published.	1. 30/11/018	<ul style="list-style-type: none"> <li>FP</li> </ul>
5.	2018-19 Business Plan	<ul style="list-style-type: none"> <li>The achievements made in the first two quarters with the resource levels and additional project demands were commended. The two missed targets were discussed in detail.</li> </ul>	<ul style="list-style-type: none"> <li>Wider consideration will be given to the 2019-20 Business Plan targets to ensure they are proportionate and appropriate for the resource levels available.</li> </ul>	1. Approve in principle for the publication of 2018-19 Business Plan Q2 following some minor corrections.	1. 30/11/18	1. NM
6.	Corporate Services Assurance	<ul style="list-style-type: none"> <li>Corporate Services update was noted.</li> <li>Focus for next meeting will be on mental health and wellbeing activities, with the intention to be as committed as possible within the resources at SPSO disposal.</li> <li>JB verbally updated the LT on the outcome of the Advice QA, and it was noted that the general quality of the</li> </ul>	<ul style="list-style-type: none"> <li>Approved the circulation of the Disruption to Work guidance to all staff.</li> <li>More detailed information required to understand the absence figures</li> </ul>	<ol style="list-style-type: none"> <li>Circulate the guidance.</li> <li>Provide additional detail for the absence report and show the figures as cumulative YTD totals.</li> </ol>	<ol style="list-style-type: none"> <li>16/11/18</li> <li>Next meeting</li> </ol>	<ul style="list-style-type: none"> <li>FP</li> <li>NM</li> </ul>

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		Advice was very good and the training and development provided by the Professional Advice manager to new starts ensured this quality was embedded from the start.				
7.	Information Governance	<ul style="list-style-type: none"> <li>The new report, including the updated actions on GDPR project, was noted.</li> </ul>	<ul style="list-style-type: none"> <li>To consider the impact on resources of more open sharing of investigations information with complainants and BUJs</li> </ul>	1. Provide further breakdown of FOI requests showing casework vs other	1. Next paper	1. FP
8.	Customer Service Complaints	<ul style="list-style-type: none"> <li>Timing for the implementation of the enhanced CSC procedure was discussed.</li> <li>Training workshops will begin in the coming months for all staff.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly CSC reports were approved for publication</li> <li>Approved the enhanced policy and procedure for implementation.</li> </ul>	1. Publish the Q1 and Q2 reports.	1. 30/11/18	1. JS
9.	AOB	<ul style="list-style-type: none"> <li>Data Protection Governance papers were reviewed.</li> <li>The new paperwork for Governance Reporting was reviewed and publication arrangements were discussed.</li> </ul>	<ul style="list-style-type: none"> <li>Approved the new Data Processing and Information Asset Register</li> <li>Approved the screening questionnaires for the Office Accommodation move and Call Recording</li> </ul>	1. Requested some minor changes to the paper and templates to provide additional clarity. 2. Consider the detail of Governance Checklist for implementation in Q4.	1. 30/11/18 2. 30/12/18	1. JS 2. LT

**Approved for publication on 23 November 2018**



**Rosemary Agnew**, Scottish Public Services Ombudsman