

Note

Meeting Date	Thursday 16 August 2018 at 10:30
Attendees	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director John Stevenson, Head of Improvement, Standards and Engagement Fiona Paterson, Corporate Services Manager
In attendance	Jamie McGrandles, Executive Casework Officer (Reviews)
Apologies	Josh Barnham, Executive Casework Officer (QA)

Item	Subject	Decisions taken	Main points of discussion	Actions agreed	Due	Lead
1.	Actions c/f	<ul style="list-style-type: none"> None 				
2.	Previous notes	<ul style="list-style-type: none"> Note of 3 May 2018 approved for publication LT weekly meeting decisions ratified: 2018-19 Quarter 1. 		Publish note	ASAP	FP
3.	Financial Position	<ul style="list-style-type: none"> Agreed to offer casework overtime in September and October. The content for the Statement of Expenditure was agreed. 	<ul style="list-style-type: none"> Q1 position noted as on budget for this time of the year. Discussed significant under/over spend lines, and the reasons for this. Noted the rising work in progress, decision was taken to offer o/t to ensure SPSO was in a good position for the office move. Discussed ongoing INWO casework project 	<ol style="list-style-type: none"> Offer over-time focussing on closing investigation stage cases. Agree INWO costs with SG for drawdown in Q3. Finalise the Statement 	<ol style="list-style-type: none"> 31/08/18 31/08/18 31/08/18 	<ol style="list-style-type: none"> NM JS FP

Item	Subject	Decisions taken	Main points of discussion	Actions agreed	Due	Lead
			<p>costs and the drawdown requirement for 2018-19.</p> <ul style="list-style-type: none"> Noted the External Auditor's report, with an unmodified audit opinion. 	<p>of Expenditure for publication</p>		
4.	Risks, issues or incidents	<ul style="list-style-type: none"> Agreed an additional Strategic Risk from UK withdrawing from the European Union impacting across areas of governance, operations and workflow. Agreed the current likelihood of strategic risk 4 should be raised in line with the new risk. Agreed an additional operational risk relating to staff well-being Agreed to remove the general risk relating to transfer of new powers in the operational risk register, and only list the specific risks of each project as they become apparent. 	<ul style="list-style-type: none"> Following recent UK events, it was agreed that the strategic risk register should reflect the possible impact on governance, operations and workflow from Britain leaving the European Union next year. This may also impact on the strategic risk relating to funding and resourcing, therefore, the current score was raised. Although absence levels are lower than the national average for the public sector, the LT is committed to supporting and promoting wellbeing. There is currently no risk related to wellbeing in the operational risk register. The requirement for a general and specific risk relating to the transfer of new powers was discussed and it was agreed that the amount of overlap was unhelpful, therefore, the specific risk was the most relevant one. The operational risk relating to the accommodation project was discussed in detail, and was agreed it was at the correct level due to the mitigating factors on the contract tenders and the confirmation of the extension to the current lease. 	<ul style="list-style-type: none"> Strategic Risks to be updated with new risk and reviewed scores. Add the new operational risk relating to staff wellbeing Combine operational risks 12 and 13, leaving 13 only. 	<ul style="list-style-type: none"> 31/08/18 	<ul style="list-style-type: none"> FP
5.	2018-19 Business	<ul style="list-style-type: none"> A complete business plan showing quarterly progress updates will be 	<ul style="list-style-type: none"> The quarterly exceptions were noted and the missed targets discussed in detail. 	<p>1. Approve 2017-18 Business Plan Q1 for publication at next LT</p>	<p>1. 31/08/18</p>	<p>1. LT</p>

Item	Subject	Decisions taken	Main points of discussion	Actions agreed	Due	Lead
	Plan	discussed at each governance meeting to approve for publication.		weekly meeting. 2. Add a summary of completions.	2. 31/08/18	2. FP
6.	Corporate Services Assurance	<ul style="list-style-type: none"> Approved request for Comms Team involvement in finalising the Climate Change Report for submission and publication. 	<ul style="list-style-type: none"> Corporate Services update was noted. LT thanked Facilities Administrator for preparing the Climate Change Duties Report for submission. 	<ul style="list-style-type: none"> Request Comms team review and update the Climate Change report before submission. 	<ul style="list-style-type: none"> 31/08/18 	<ul style="list-style-type: none"> FP
7.	Customer Service Complaints		<ul style="list-style-type: none"> Main messages from 2017-18 were discussed as noted in the Annual Report and Accounts. Training workshops will begin in August. 	<ol style="list-style-type: none"> Circulate the 2017-18 Q4 and Annual Reports to LT for noting. Submit 2018-19 Q1 report to LT weekly meeting for discussion. 	<ol style="list-style-type: none"> 31/08/18 04/10/18 	<ol style="list-style-type: none"> FP JS
8.	AOB	<ul style="list-style-type: none"> Framework for all-staff updated meeting was agreed 	<ul style="list-style-type: none"> Governance framework will be finalised for publication following the AAB meeting in September and will be published alongside the Annual Report and Accounts. The new AAB arrangements were discussed in detail. 			

Approved for publication on 3 September 2018.



Rosemary Agnew, Scottish Public Services Ombudsman