

Note

Meeting Date	Tuesday 20 March 2018 at 10:00
Attendees	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director John Stevenson, Head of Improvement, Standards and Engagement
In attendance	Fiona Paterson, Corporate Services Manager
Apologies	None

1. The note of the meeting held on Wednesday 22 November 2017 was approved for publication. The actions held over from previous meetings, including AAC, internal audit and external audit, were reviewed and progress noted.

2. Financial Monitoring Report

The LT reviewed the current expenditure against budget, the predicted year-end cash position, and discussed in general terms the planning for year-end.

The LT noted the request by the SPCB to use the SPSO accounts, as the lease holders, for the accommodation project costs. There will be costs showing in both 2017-18 and 2018-19 for which contingency funding will be used. The LT requested a letter of comfort from the SPCB showing the responsibility and accountability for the project budget would remain with the SPCB. The LT also requested the external auditor's opinion on the arrangement.

Action 1: FP to contact the SPCB for a letter of comfort and the External Auditor for advice on the financial arrangements for the accommodation project.

3. Risk, Incidents and Issues Management Report

The LT noted that there continued to be no critical risks identified on the Risk Register that might affect the SPSO's ability to achieve its agreed Business Plan. It was also noted that no reports in relation to fraud or control failures been identified since the last meeting.

The draft Risk Register for 2018-19 was received, and this will be reviewed and updated following the finalising of the 2018-19 business plan in April.

The LT reviewed the minor changes to the Risk Management Policy following the annual review, and agreed that the Incident Reporting Process should also be included in the document. Additionally, the Ombudsman noted that the Categories of Risk will be reviewed in line with the new strategic risks, following which the risk appetites will be applied.

Action 2: FP to update the Risk Policy to include the Incident reporting process.

Action 3: RA and FP to update the categories of Risk, identify the strategic risks, and calculate the risk appetite for the business.

4. Customer Survey

The LT reviewed the Customer Survey 2017-18 Q1 report and passed on their thanks to the author for the well-written report. The LT made some minor suggestions for the style and formatting, before publication.

Action 4: FP to implement the formatting changes to the report in preparation for publication.

5. AOB

The Ombudsman confirmed the 2018-19 business plan would be completed and published in April, therefore, there is only limited time for final comments or changes. The LT planned SPSO attendance for the 2018 Ombudsman Association conference.

6. The meeting closed at 12:30