

Note

Meeting Date	Thursday 3 May 2018 at 13:30
Attendees	Rosemary Agnew, Ombudsman (Chair) Niki Maclean, Director Fiona Paterson, Corporate Services Manager
In attendance	Jamie McGrandles, Executive Casework Officer (Reviews) Rachel Nicholson, Executive Casework Officer (QA)
Apologies	John Stevenson, Head of Improvement, Standards and Engagement

Item	Subject	Decisions taken	Main points of discussion	Actions agreed	Due	Lead
1.	Actions c/f	<ul style="list-style-type: none"> Cyber resilience actions can be removed as they have been transferred to the 2018-19 business plan. Noted the cyber resilience training will be delayed until after the GDPR training for all staff. 				
2.	Previous notes	<ul style="list-style-type: none"> Ratified for publication 				
3.	Financial Position	<ul style="list-style-type: none"> Year-end position noted 	<ul style="list-style-type: none"> Discussed significant under/over spend lines, noting the reasons for this. Payment of creditors performance for 2017-18 	<ul style="list-style-type: none"> Detailed YOY analysis for recording spend on 	Q2	NM

Item	Subject	Decisions taken	Main points of discussion	Actions agreed	Due	Lead
			was 98.8% in 30 days and 76.7% within 10 days.	professional advice.		
4.	Risks, issues or incidents	<ul style="list-style-type: none"> Risk appetite agreed. Updates to the operational risk register were approved. Once updated, to be shared with managers for team discussion and feedback. 	<ul style="list-style-type: none"> Final amendments to the Risk Management and Incident Reporting Policy were discussed with minor changes. Final copy to be tabled at LT ops meeting. Two additional operational risks for resourcing were discussed for adding to the register. Assurance map will be moved to Scheme of Control 	<ul style="list-style-type: none"> Risk Management and Incident Reporting Policy to be approved at LT ops meeting. Strategic Risks to be finalised with LT. 	End May	LT/CSM
5.	Customer Service Complaints	<ul style="list-style-type: none"> Paper will be tabled at the next available LT ops meeting for discussion. 		<ul style="list-style-type: none"> Submit paper to LT 	ASAP	JS
6.	Corporate Services Assurance	<ul style="list-style-type: none"> Update noted. 	Internal Audit Plans were finalised with SLAB. Two audits currently underway.			
7.	2017-18 Business Plan	<ul style="list-style-type: none"> To move Governance meeting to end-May to ensure all the performance data for the previous year is available. 	<ul style="list-style-type: none"> Performance data was discussed. 	<ul style="list-style-type: none"> Resubmit completed 2017-18 Business Plan to LT when all performance data has been obtained. 	End May	CSM
8.	AOB					