

## Leadership Team Governance Meeting Notes

<b>Meeting Date</b>	Wednesday, 8 May 2024, 13:30 – 15:00, by MS Teams	
<b>Attendees</b>	Ombudsman (Chair)	Rosemary Agnew
	Head of Improvement, Standards & Engagement	Andrew Sheridan
	Head of Investigations (PSC)	Judy Saddler
	Head of Investigations (INWO & SWF)	Elaine Cameron
	Corporate Services Manager (Note-taker)	Fiona Paterson
<b>Observers</b>	Executive Casework Officer	Adele Keddie
	Executive Casework Officer	Scott Ramsay

Item	Subject	Main points of discussion	Decisions taken	Actions agreed	Due	Lead
1.	Minutes, action point updates and matters outstanding	<p>LT noted minutes as published and reviewed the outstanding action points providing updates where applicable.</p> <p>LT will consider car parking arrangements ahead of the new Commissioners taking up office in Bridgeside House, to present to the Bridgeside House Management Group.</p>		Provide LT with comparative figures for the car parking discussion.	May 2024	FP
2.	Confirmation of <b>governance decisions</b> taken at	LT confirmed the governance decisions taken at LT operational meetings during Q4.	Decisions confirmed.			



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	LT operational meetings					
3.	Confirmation of the quarterly <b>Casework Performance Dashboard</b>	LT confirmed the quarterly Q4/YE Casework Performance Dashboard as presented at the quarterly Casework Performance Management Meeting	Performance report confirmed.			
4.	Confirmation of the <b>Customer Service Complaints report</b>	<p>LT confirmed the Customer Service Complaints report as presented at the quarterly Casework Performance Management Meeting</p> <p>HoISE provided a verbal update on current Stage 3 CSCs. The LT discussed removing the quarterly CSC report from the Casework Performance meeting and presenting it at the LT Governance meeting only.</p> <p>Learnings and feedback from all CSCs will continue to be shared at the Casework Performance meeting.</p> <p>JS thanked her LT colleagues for sharing the predominantly PSC Stage 2 CSC caseload, following the departure of the Director.</p>	<ol style="list-style-type: none"> <li>1. Report confirmed and outcomes noted.</li> <li>2. Paper to be presented at this meeting from 2024-25</li> </ol>	<ol style="list-style-type: none"> <li>1. Publication of the Q4 CSC report approved.</li> <li>2. Report to be moved to LT Gov meetings for 2024-25</li> </ol>	<ol style="list-style-type: none"> <li>1. May 2024</li> <li>2. Aug 2024</li> </ol>	<ol style="list-style-type: none"> <li>1. CSM</li> <li>2. HoISE</li> </ol>



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5.	Confirmation of the <b>Equalities, diversity, inclusion and accessibility report</b>	LT noted the Equalities Quarterly Reporting as seen at the Casework Performance Management Meeting.				
6.	Legal actions update	The Ombudsman provided a verbal update on the status of the two current legal activities relating to casework. One action is with the Sherrif Court, referencing the SPSO Retention and Disposal policy; the other is requesting permission for a JR, and we are awaiting the Court decision.				
7.	Financial report	<p>The LT noted that the year-end financial position was as forecast. Additionally, they were informed of the known unbudgeted liabilities for the year ahead.</p> <p>The Ombudsman commended the Training Unit on a strong financial performance, bettering the forecasted income for the year.</p> <p>The LT discussed the timing for major contract tenders for the year ahead.</p>				



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9.	External Audit report	The LT noted the SPSO External Audit Plan for 2023-24 audit and the drafting schedule. First draft will be with the Ombudsman by the end of May.				
10.	Internal Audit report	The LT noted the SPSO Internal Audit Plan for 2024-25 activities, the first of which will take place in June and cover the Shared Services Provision.				
11.	Risk and Incident report	<p>LT noted the incidents as recorded, and the significant year-on-year reduction due to moving to sharing casework documents electronically.</p> <p>The LT noted the Strategic Risk heat map as at 2023-24 year end. The 2024-25 Strategic Risk register will be finalised by end Q1.</p> <p>The proposed actions to update the BCP was approved.</p> <p>The lessons shared by Scottish Cyber Co-ordination Centre following the British Libraries Cyber attack were noted.</p>		<ol style="list-style-type: none"> <li>1. Finalise 2024-25 Strategic Risk Register.</li> <li>2. Timetable meeting to review BCP.</li> </ol>	<ol style="list-style-type: none"> <li>1. Jul 2024</li> <li>2. Jul 2024</li> </ol>	<ol style="list-style-type: none"> <li>1. Omb</li> <li>2. CSM</li> </ol>



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12.	Business plan report	LT noted the Q4/YE BP performance and approved the summary for publication.		Publication of the Q4/YE BP approved.	May 2024	CSM
13.	Corporate Services Assurance report	<p>LT noted the assurance provided by the general report and the supporting reports for Shared Services, Human Resources, Information Communications Technology, Internal Professional Advice, Information Governance, and the annual Equalities, Diversity and Inclusion.</p> <p>In particular, the LT noted the significant reduction in absence rates across all measures. The LT were informed that each Office-holder will meet with the HRM on a quarterly basis to receive detailed progress reports on confidential HR matters pertaining to their organisations.</p>				
14.	Any other business	None				

**Approved for publication on 24 May 2024**

*Rosemary Agnew*

**Rosemary Agnew**, Scottish Public Services Ombudsman