

Leadership Team Governance Meeting Notes

Meeting Date	Thursday, 8 August 2024, 10:30 – 12:00, by MS Teams	
Attendees	Ombudsman (Chair)	Rosemary Agnew
	Head of Corporate and Shared Services	Stuart Crickmar
	Head of Improvement, Standards & Engagement	Andrew Sheridan
	Head of Investigations (PSC)	Judy Saddler
	Head of Investigations (INWO+SWF)	Elaine Cameron
	Executive Casework Officer	Adele Keddie
	Executive Casework Officer	Scott Ramsay
	Corporate Services Manager (Note-taker)	Fiona Paterson
Observers	ISE Officer (Insight)	Dawn Linkston
Apologies	None	

Item	Subject	Main points of discussion	Decisions and actions agreed	Due	Lead
1.	Governance decisions taken at LT operational meetings	Decisions taken at LT operational meetings during Q1 were noted and confirmed.			
2.	Minutes from previous meeting	LT noted minutes as published			



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	<ul style="list-style-type: none"> Action point updates and matters outstanding 	The outstanding action points were reviewed, with LT providing updates where applicable.	1. Update actions for AAB meeting as agreed.	1. Sep 2024	1. CSM
3.	Financial monitoring	<p>The HoCSS informed the meeting that at this point in the year we are forecasting a significant overspend against the 2024-25 budget, due to known unbudgeted liabilities. This aligns with the predicted overspend in Q1 2023-24. The variance on specific budget lines was highlighted.</p> <p>The strong payment performance was noted.</p> <p>The 2024-25 budget is due for submission on 2 September 2023.</p> <p>The LT discussed the timing for major contract tenders for the year ahead.</p>			
4.	External Audit	The LT noted the progress for 2023-24 audit with the only outstanding matter being the delay in receiving pension information from MyCPS. The initial designed draft will be available mid-August, and the final draft for auditor checks will be provided the first week in September. The Auditors report is expected			



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		mid-August for management review and comment.			
5.	Internal Audit	The LT noted the strong outcome on the Internal Audit Report for the Shared Services Provision and the two low priority recommendations. The Learning and Development activity will begin mid-August.			
6.	Risk, Incident, and Issue Management , including Business Plan exceptions	<p>The Q1 Strategic Risk Register review noted no change from the baseline.</p> <p>LT reflected on the data incidents as recorded, and will review the Social Media policy in light of some activity.</p> <p>LT noted the Q1 BP performance and approved the summary for publication.</p>	<ol style="list-style-type: none"> 1. Publish the Q1 2024-25 Strategic Risk Register, and Business Plan progress report. 2. Review Social Media policy and propose changes to LT. 	<ol style="list-style-type: none"> 1. Aug 2024 2. Oct 2024 	<ol style="list-style-type: none"> 1. CSM 2. HoISE
7.	Corporate Services assurance , encompassing: <ul style="list-style-type: none"> • Shared Services • HR and Wellbeing • ICT 	<p>LT noted the strong assurance provided by the overview and the supporting reports, noting that all statutory requirements are being met.</p> <p>In particular, the LT noted the significant reduction in staff absence rates.</p> <p>The LT discussed the increasing IPA costs due to increase in workflow, also, the current contracted hourly rate. The Ombudsman</p>			



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	<ul style="list-style-type: none"> • Information Governance • Internal Professional Advisers • SPSO Staff Equalities 	<p>noted this will be revisited in the budget bid.</p> <p>The Lead Adviser is also looking at procedural efficiencies to offset increasing costs.</p>			
8.	Casework Performance	<p>Hol's provided a performance overview to the LT. LT noted the sustained increase in PSC caseloads due to the changing external landscape. LT agreed to approach SPCB for contingency funding for a short-term, 2-year increase in PSC complaints reviewers, following the success of the previous intervention.</p> <p>INWO learnings from the first complex cases are now bedding into the general process, providing an improved workflow.</p> <p>SWF are noting the impact of Councils invoking the High Most Compelling priority rating more widely, and earlier in the finance cycle, reflecting the funding strain within councils.</p>	<ol style="list-style-type: none"> 1. Prepare a business case for SPCB contingency funding for extra PSC temporary resources in line with our strategic plan. 	1. Sep 2024	1. HoCSS



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	Legal update	The Ombudsman provided a verbal update on the current legal activities relating to casework. One action is appealing the decision refusing them permission for a JR. The SPSO will oppose this and seek expenses.			
9.	Quality Overview				
	• Decision Reviews	A verbal update on decision reviews was provided by the ECOs, noting the additional support to process the volume of reviews has started and further support will be provided from mid- August in line with PSC annual leave. The Q1 paper with points to note will be circulated to LT in August.	1. Circulate Q1 report	1. Aug 2024	1. ECO
	• Quality assurance	The first QA for this year focussed on PSC jurisdiction and the report will be drafted week commencing 19 August, then put to LT for approval before circulation to colleagues. The next QA will be focussing on INWO and is due to begin in August.	1. Submit report to LT	1. Oct 2024	1. ECO
	• Customer Service Complaints	LT noted the Q1 Customer Service Complaints report as presented by HoISE.	1. Publication of the Q1 report approved.	1. Sep 2024	1. CSM



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	<ul style="list-style-type: none"> Customer Survey 	<p>Survey is currently under consideration, with separate surveys for each function being prepared.</p> <p>Q1 comments focussed on decisions made and timeliness. Service improvements are being made to the information provided at the beginning of the investigative processes, and staff have been reminded to honour any commitments made to contact complainants.</p> <p>Hol recommended reviewing the customer service standard relating to the decision on a case, as the review mechanism is the appropriate channel for these types of complaints.</p>	<ol style="list-style-type: none"> Review customer service standard relating to decision on case. 	<ol style="list-style-type: none"> Nov 2024 	<ol style="list-style-type: none"> LT
	<ul style="list-style-type: none"> Customer Equalities, diversity, inclusion and accessibility report 	<p>LT noted the Annual Equalities Quarterly Reporting as previously tabled at the Q4 Casework Performance Management Meeting.</p>			
10.	AOB	None			

Approved for publication on 12 August 2024

Rosemary Agnew



Rosemary Agnew, Scottish Public Services Ombudsman