

## Leadership Team Governance Meeting Notes

<b>Meeting Date</b>	Thursday, 14 November 2024, 10:30 – 12:00, by MS Teams	
<b>Attendees</b>	Ombudsman (Chair)	Rosemary Agnew
	Head of Corporate and Shared Services	Stuart Crickmar
	Head of Improvement, Standards & Engagement	Andrew Crawford
	Head of Investigations (PSC)	Judy Saddler
	Executive Casework Officer	Adele Keddie
	Executive Casework Officer	Scott Ramsay
	Corporate Services Manager (Note-taker)	Fiona Paterson
<b>Observers</b>	Data Protection Officer (SPCB)	Robin Davidson
	Corporate Information Governance Officer	Helen Littlemore
	ISE Officer (Insight)	Dawn Linkston
<b>Apologies</b>	Head of Investigations (INWO+SWF)	Elaine Cameron

Item	Subject	Main points of discussion	Decisions and actions agreed	Due	Lead
	<b>DPO Assurance</b> , including SPSO Information Governance Assurance and introduction to new LT members.	<p>Welcome and introduction to DPO to LT members and observers.</p> <p>The DPO shared information on the progress of the Data Use and Access Bill, noting there will not be the sweeping changes included in the predecessor Bill, but will provide more clarity on some areas such as</p>			



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		SARs, and promote a more reasonable and proportionate approach putting existing guidance on a statutory footing.			
	<b>1. Governance decisions</b> taken at LT operational meetings	Decisions taken at LT operational meetings during Q2 were noted and confirmed.			
	<b>2. Minutes</b> from previous meeting	LT noted minutes as published			
	<ul style="list-style-type: none"> <li>Action point updates and matters outstanding</li> </ul>	The outstanding action points were reviewed.			
	<b>3. Financial monitoring</b>	<p>The HoCSS noted that following the in depth budget discussions undertaken in the recent weeks, the detailed finance information contained in the paper would be very familiar to LT.</p> <p>He confirmed that the three contingency fund requests would be submitted to the SPCB in coming weeks.</p> <p>Significant overspends on some lines were highlighted, and discussions regarding the drivers for these costs examined. LT members confirmed that managers were discussing the short and long term process changes that help manage the escalating costs.</p>			



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		<p>The reasons for the slight drop in payment performance in Q2 were noted.</p> <p>The LT noted the timing for major contract tenders for the year ahead, and that the Modern anti-slavery policy would be drafted in Q4.</p>			
4.	<b>External Audit</b>	The LT noted the completion of the 2023-24 audit and excellent outcome, with thanks to Corporate Services.			
5.	<b>Internal Audit</b>	The LT noted the strong outcome on the final two Internal Audit Reports and the accompanying low priority recommendations.			
6.	<b>Risk, Incident, and Issue Management</b> , including Business Plan exceptions	<p>The LT reviewed the Strategic Risk Register for Q2. The likelihood of three resource-related risks will be upgraded.</p> <p>LT reflected on the data incidents as recorded, and noted the Q2 BP performance and approved the summary for publication.</p>	Publish the Q2 2024-25 Strategic Risk Register, and Business Plan progress report.	Nov 2024	CSM
7.	<b>Corporate Services assurance</b> , encompassing: <ul style="list-style-type: none"> <li>• Shared Services</li> <li>• HR and Wellbeing</li> </ul>	LT noted the strong assurance provided by the overview and the supporting reports, noting that all statutory requirements are being met.	Circulate the Q2 shared services report to BH office-holders.	Nov 2024	CSM



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	<ul style="list-style-type: none"> <li>• ICT</li> <li>• Information Governance</li> <li>• Internal Professional Advisers</li> <li>• SPSO Staff Equalities</li> </ul>	In particular, the LT noted the continued reduction in staff absence rates.			
<b>8.</b>	<b>Casework Performance</b>				
	Casework Performance Dashboard	HoI-PSC provided a performance overview to the LT who noted the continued incremental improvements.	HoI-INWO/SWF to provide an update on INWO KIP3 at the LT weekly meeting	Nov 2024	HoI
	Legal update	<p>The Ombudsman provided a verbal update on the current legal activities relating to casework.</p> <p>One action who was appealing the decision refusing them permission for a JR was not given leave to progress. We are waiting to hear back from Court on a further JR case.</p>			
<b>9.</b>	<b>Quality Overview</b>				
	<ul style="list-style-type: none"> <li>• Decision Reviews</li> </ul>	The LT noted the update report the current volume of reviews. The impact from the changes to the criteria for submitting a review are not yet noticeable.			



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	<ul style="list-style-type: none"><li>Quality assurance</li></ul>	<p>The ECOs will notify the HoI-PSC if they notice any cases where requests for IPA advice indicate a diversion from the process and guidance.</p> <p>The second QA focussing on INWO is currently underway, but delayed due to the volumes of reviews.</p> <p>The Test 10 QA will be conducted in parallel with the decision reviews in Q4. Questions for this QA will be confirmed by the HoI-PSC.</p>			
	<ul style="list-style-type: none"><li>Customer Service Complaints</li></ul>	<p>LT noted the Q2 Customer Service Complaints report as tabled.</p>	<p>Publication of the Q2 report approved.</p>	<p>Nov 2024</p>	<p>CSM</p>
<b>10.</b>	<b>AOB</b>	<p>None</p>			

**Approved for publication on 22 November 2024**

*Rosemary Agnew*

**Rosemary Agnew**, Scottish Public Services Ombudsman