

Leadership Team Governance Meeting Notes

Meeting Date	Thursday, 13 February 2025, 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 Crawford
	Head of Investigations (PSC)	Judy Saddler
	Head of Investigations (INWO+SWF)	Elaine Cameron
	Executive Casework Officer	Scott Ramsay
	Corporate Services Manager (Note-taker)	Fiona Paterson
Observers		
Apologies	Executive Casework Officer	Adele Keddie
	ISE Officer (Insight)	Dawn Linkston

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 Q3 were noted and confirmed.			
2.	Minutes from previous meeting	LT noted minutes as published			
	<ul style="list-style-type: none"> Action point updates and matters outstanding 	The outstanding action points were reviewed.			



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3.	Financial monitoring	The HoCSS confirmed that three contingency fund requests had been submitted to the SPCB, two for this year, covering Bridgeside House rent review and additional legal and professional adviser fees, plus a further request for 2025-26 regarding investigations staffing. We will be notified of the outcome by the end of February.			
4.	External Audit	The LT noted the 2024-25 audit has commenced, and the impact on the timeline for drafting the performance report.			
5.	Internal Audit	<p>The LT noted the proposed audit activities and timelines for 2025-26.</p> <p>The Hols were content to assist the auditor with scoping the objectives for the activity relevant to their area of the organisation and expressed appreciation for being involved at this point in the planning. A short discussion and planning meeting will be arranged in early March for this activity.</p>			
6.	Risk, Incident, and Issue Management , including Business Plan exceptions	The LT noted the risks remain constant for Q4, and will fully review the Strategic Risk Register in March as part of the business planning activities for 2025-26.	Publish the Q3 2024-25 Strategic Risk Register, and	Mar 2025	CSM



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		LT reflected on the data incidents as recorded, noted the Q3 BP performance, and approved the summary for publication.	Business Plan progress report.		
7.	Corporate Services assurance, encompassing: <ul style="list-style-type: none"> • Shared Services • HR and Wellbeing • ICT • Information Governance • Internal Professional Advisers • SPSO Staff Equalities 	LT noted the strong assurance provided by the overview and the supporting reports, noting that all statutory requirements are being met.	Circulate the Q3 shared services report to BH office-holders.	Mar 2025	CSM
8.	Casework Performance Casework Performance Dashboard	Hol-PSC provided a performance overview to the LT who noted the progress on the project focussing additional resources on clearing the oldest cases as quickly as possible, and the impact this will have on KPI-3 at year-end.			
9.	Quality Overview				



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	<ul style="list-style-type: none">Decision ReviewsQuality assuranceCustomer Service Complaints	<p>The LT noted the report and current volume of reviews. In Q3 the ECOs focussed on an INWO QA activity, which affected the through-put of decision review cases in that time. The impact from the changes to the criteria for submitting a review are not yet noticeable.</p> <p>The QA report focussing on INWO was noted with one high and two medium recommendations. This report has been shared with the team.</p> <p>LT noted the Q3 Customer Service Complaints report as tabled.</p>	Publication of the Q3 report approved.	Mar 25	CSM
10.	AOB	None			

Approved for publication on 25 Februar 2025

Rosemary Agnew

Rosemary Agnew, Scottish Public Services Ombudsman