
Meeting Minutes: Redress Scotland Oversight Board

Date: 17 August 2022 0930

Minuted by: Paula Craik

In attendance

- Johnny Gwynne(JG) (Oversight Board Chair, Redress Scotland Chair)
- Bill Matthews(WM) (Oversight Board Deputy Chair, Redress Scotland Deputy Chair)
- Emma Lewis(EL) (Oversight Board Interim Member, Redress Scotland Panel Member)
- Anne Houston(AH) (Oversight Board Interim Member, Redress Scotland Panel Member)
- Colin Spivey(CS) (Oversight Board Interim Member, Redress Scotland Board Member)
- Joanna McCreadie (JM) (Redress Scotland Chief Executive)
- Michelle Nairn (MN) (Redress Scotland Head of People)
- Mike Stevens (MS) (Redress Scotland Head of Finance and Resources)
- Gary Gallacher (GG) (Redress Scotland Head of Operations)
- Melanie Lowe (ML) (Redress Scotland Policy & Engagement Lead) (part)
- Paula Craik (PC) (Redress Scotland minute-taker)

Apologies – None

Agenda item 1. Minutes of the previous meeting

The minutes of the previous meeting were agreed as an accurate record of the meeting.

The Chair (JG) confirmed there were no conflict of interests within the agenda.

Agenda item 2. Matters arising

JG noted that a member of the Scottish Government sponsor team should be invited to attend board meetings as observer.

JG updated that the actions are now in a different format and the following updates to the actions were noted:

- JM confirmed that the survivor forum was being implemented before the lived experience paper was resubmitted.
- MN noted that the panel member appraisal would be brought to the next meeting.
- It was confirmed that the progress report had been circulated within the papers for this meeting, therefore this action is now complete.

- JG queried on whether occupational health was now available to panel members and MN confirmed panel members are now included details of how to register will be communicated to panel members.
- JG noted that on the work plan for this committee had been circulated and the blue highlighted parts were for discussion.
- It was noted that the governance statement will be included in the formal annual report.
- JG commented that in relation to board self-evaluation he was awaiting confirmation of the house style from the Scottish Government.
- JG noted that the four strands on the work plan will structure the agenda for the next meeting of the Oversight Board at the end of September.
- It was agreed there should be a discussion with JG, JM and WM on whether engagement with survivors should be on the Audit Risk and Assurance Committee agenda for discussion prior to coming to the Oversight Board.

Action 1 – JG, JM & WM to discuss engagement with survivors and where this should be submitted.

- JG highlighted that we had previously looked at cyber and data risk management at the project board however, it was agreed that this should be brought back to a future meeting.
- It was noted that the policy register would be submitted to the next Oversight Board meeting.
- JG gave an update from his meeting with the Director for Children & Families confirmed that a written response to the points raised had been received. JG has drafted a response which will be shared with board members.

Action 2-JG to share written response and his reply with members of the Oversight Board.

Agenda item 3. Minutes of the Audit and Risk Assurance Committee & Reports from the Audit and Risk Assurance Committee

WM thanked Diane Piper for putting together a very comprehensive minute of the meeting and noted that her input including cover sheets for the reports etc. had been very helpful. WM commented that Audit Risk and Assurance Committee now feels like a meeting set up that understands its purpose.

WM gave an update on the key points of the minutes and discussions from the Audit Risk and Assurance Committee meeting on 27 July.

AH commented that under support and development decision making the paper was very helpful however, she noted that it was very disappointing that there had been no progress on the oral testimony and psychological reports which are not yet in line.

JM noted that there were a number of scenarios arising which hadn't been foreseen in the creation of the scheme, these include the request for psychological assessments and a process for requesting and receiving oral testimony within Redress Scotland or Scottish

Government. There was a general discussion around the emergence of issues that hadn't been foreseen. It was agreed that the current option for psychological assessments should be tested to ensure it was fit for purpose.

Action 3– JM to look at testing psychological assessments.

JG commented that there had been mention of a survivor advocacy service and it was agreed that GG was to pick up with Scottish Government operational colleagues and confirm what this is.

Action 4– GG to discuss survivor advocacy service with Scottish Government operational colleagues.

Agenda item 4. Reports from the Audit and Risk Assurance Committee

WM gave an update on the three reports that had gone to Audit Risk and Assurance Committee advising that these had generated good discussion and were accepted without any amendments.

On the finance report WM confirmed that the finances were good and there were systems in place to measure activity against budget. There was a discussion around the forecasting and how to plan for future demand.

It was confirmed that the risk register is still being developed and a quarterly report will be presented to the Oversight Board. JG requested that changes to the risk score and the wording on certain items are reworked. JM confirmed she would look at this and it would be circulated to the board members.

Action 5– JM to look at risk register and circulate to Oversight Board members.

JM highlighted that it had been agreed with the Senior Management Team and Audit Risk and Assurance Committee that there would be a strategic risk register for publication and an operational risk register.

Agenda item 5. Report from the Chief Executive

JM spoke to the Chief Executive Report highlighting the following points were made:

The process of redaction of applications prior to receipt by Redress Scotland was discussed and JM agreed to raise this with Kerry Morgan as it would be more practical to receive applications with no redactions.

It was noted that out of the 10 newly appointed panel members 2 had not completed the training. It was confirmed that they could undertake the training again if the programme was run at a later date.

JG noted that the dashboard report might be modified once the management workshop information had been pulled together.

Agenda item 6. Corporate Plan

JM advised that the corporate plan has been reviewed by the sponsor team with some minor amendments and an alignment of the plan to the national performance framework. The board proposed that Redress Scotland and Scottish Government should be aligned to the same outcomes. JM added that four outcomes have been identified and the next step is to obtain ministerial approval. It was noted that the final version of this would be circulated to the Oversight Board members via email and then communicated around the body corporate after ministerial approval.

Agenda item 7. Code of Conduct

JG noted that the suggested changes have been incorporated and will be shared with the wider team.

Agenda item 8. Changes to the organisational design and staffing structure

MN provided an update on the staffing structure of Redress Scotland advising that there had been a number of temporary positions in place but a permanent structure was now required in order to undertake the work we know is required. The proposal for the senior management team was discussed looking in detail at roles and priorities and costings. The board requested that the paper be redrafted to include an options appraisal and further financial information and brought to the next meeting of the Oversight Board.

Action 6 – MN to redraft organisational design and staffing structure paper to be brought back to the next meeting of the Oversight Board.

Agenda item 9. Forecasting for panel members and administration

JG gave an update noting that this paper would be discussed in detail at the next meeting but invited brief comments at this time. JM thanked the board for initial feedback and these will be considered in advance of the next Oversight Board meeting.

Agenda item 10. The survivor forum for Scotland's Redress Scheme

ML joined the meeting to give a brief update on the work of the survivor forum.

There was a discussion around the reports presented and the Oversight Board were content to approve these papers subject to some minor amendments.

Agenda item 11. Redress Scotland Progress Report

JG invited those present to comment on the progress report which had been circulated. It was agreed that, subject to some slight amendments, the report could be circulated to the body corporate. It was further agreed this should be shared with the Director of Children & Families, the Deputy First Minister and the sponsor team prior to publication.

Action 7- JM & JG to discuss timelines for circulation and publication of the Progress Report.

Agenda item 12. Oversight Board terms of reference & Audit Risk and Assurance Committee terms of reference

JG noted that these were included in the back of the rules of procedure and with minor changes, were the same as those that previously went to the body corporate. CS added that the responsibility of the board to agree strategy was missing from the terms of the Oversight Board.

This was approved subject to the above amendments.

Action 8- JM to include strategy in the Oversight Board Terms of Reference

Agenda item 13. Practice development group

JM noted that the terms of reference were drafted at the practice development group and have been presented to the Audit Risk and Assurance Committee for comment. The board approved the terms of reference for the Practice Development Group.

Agenda item 14. Expenses policy & Leave policy

The expense policy was approved, and the issue of the rate for panel members will be given further consideration, including consultation with panel members and review of the working arrangements policy.

EL requested a communication be sent to panel members summarising what can and cannot be claimed. JM agreed to send out a communication on this to panel members.

Action 9 - JM will send out a communication to panel members referencing the Expenses Policy .

15. AGM

JG advised that the AGM had been a very successful event which was well received by those who attended. The feedback received will be used to inform the annual conference in December.

17. AOCB

None.