

Meeting: Redress Scotland Oversight Board**Date:** 2nd May 2023 09.30**Location:** MS Teams**Minuted by:** Diane Piper (DP)**In attendance**

- Bill Matthews(WM) (Redress Scotland Oversight Board Deputy Chair)
- Colin Spivey (Redress Scotland Oversight Board Member, ARAC Interim Chair)
- Roy McComb (Redress Scotland Oversight Board Member)
- Paul Edie (PE) (Redress Scotland Oversight Board Member)
- Emma Lewis(EL) (Redress Scotland Oversight Board Member, Panel Member)
- Anne Houston (Redress Scotland Oversight Board Member, Panel Member)
- Lynne Harvie (LH) (Redress Scotland Panel Member -Interim Oversight Board Member and Audit, Risk and Assurance Committee Member)
- Joanna McCreddie (JM) (Redress Scotland Chief Executive)
- Michelle Nairn (MN) (Redress Scotland Head of People)
- Mike Stevens (MS) (Redress Scotland Head of Finance & Resources)
- Gary Gallacher (GG) (Redress Scotland Head of Operations)
- Melanie Lowe (ML) (Redress Scotland Head of Policy & Improvement)

Not in Attendance

- Ian Donaldson Deputy Director

Agenda item 1. Welcome, apologies, conflicts of interest and appoint Survivor Voice

The Chair (WM) opened the meeting welcoming all present.

Apologies; None

Conflicts of Interest

The Chair noted that panel members would have an interest in item 10.3, Working arrangement for panel members. The committee agreed that this would not prevent the panel members being included in this discussion but that all present should be mindful of the potential for a conflict of interest.

Roy McComb was appointed the survivor voice for the duration of the meeting.

Agenda item 2. Minutes of the previous meeting 13th March 2023

The minutes of the previous meeting were agreed as an accurate record of the meeting. There were a couple of changes to be made in relation to

- the attendance of Alan Henderson and Rachel Boyle to the meeting
- The nomenclature of the panel members appointed to the board
- To note that due to technical difficulties RM had to leave the meeting early.

Action; DP to amend the minute and recirculate

Agenda item 3. Matters Arising

All matters arising would be picked up during the meeting or under item 11, work update.

Agenda item 4. Minutes of the Audit, Risk and Assurance Committee on the 18th April 2023

WM advised that he attended this meeting as an observer as it was CS's first meeting since being appointed interim chair.

CS noted that much of what was discussed at the Audit, Risk and Assurance Committee is on the agenda today. At the meeting the committee were pleased to welcome Catherine Dyer as ad -hoc interim member. CD brings with her extensive experience in governance. Also at the meeting was Pauline Gillen, Audit Director with Audit Scotland.

CS advised that the committee had agreed that the paper on best value should for the moment be marked as exempt from publication as the work is still in its very early stages. The board discussed in detail the content and direction of this work and it was suggested that JM advise the sponsor team that we have started looking at this. It was also requested that this work be added to the workplan.

A useful paper was presented by GG on complaints and it was highlighted that the complaints received by RS regularly relate to the work of Scottish Government. Compliments are also being recorded.

In relation to finance the finance team presented the results at the end of the year and confirmed that from the new financial year there will be more detailed work within

individual work areas. The internal audit reports have gone well and we have been marked as providing substantial assurance on two and reasonable assurance on the third relating to third part payments.

Audit Scotland presented the detail of their audit report and confirmed that for this year the accounts will not be available for sign off until November. This impacts on our own internal timeline which had anticipated sign off at the AGM in August. Following consultation with WM and JM it was agreed to proceed with the AGM in August as dates are fixed in diaries and we should at that stage be able to present the audit narrative and the draft accounts, and request the corporate body to delegate final sign off to Audit, Risk and Assurance Committee and Oversight Board. Members felt this was a good solution and if there was anything of note following the AGM then an additional online meeting could be called.

CS concluded that the risk papers presented were discussed in full at committee and also the policies, Code of Conduct and Health & Safety. A third policy, Business Continuity, was discussed and more work will be undertaken by the Senior Management Team before final presentation to the board.

Action; JM to advise the sponsor team that we have started looking at best value.

Action; DP to add best value work to the workplan.

Agenda Item 5. Report from the Chief Executive

JM presented the highlights of her report.

Business plans are being developed for each work area and JM will lead on a governance plan. Targets were excluded from the strategic plan but will be detailed where appropriate in business plans.

The dashboard continues to develop and in future will include agreed key performance indicators (KPI's). As an interim, JM shared the latest KPI's highlighting that most are being met and two are slightly below target. Members suggested adding a note of the period that the KPI's relate to.

We have been advised by our legal advisors, Harper McLeod, that we cannot share widely the advice required by specific panels. The expectation had been that this could be available centrally to all panel members and operations staff. ML is currently reviewing all the advice with a view to capturing any generalities which we can share. This information will be linked to the information gathered in the determination library with a view to bringing these two together into one piece of work.

The Practice Development Group have been looking at the number of reconvened panels and reasons for these. LH noted that a change to the wording of the minute was needed to more accurately reflect the discussion.

Action; The Practice Development Group will review the minute at their next meeting for approval.

JM was pleased to confirm that we now have a permanent Policy and Improvement Lead. Staff shortages in the operations team will be filled with temporary staff in order to support sitting panels. Adverts are out for new panel members and a new Chair.

The whole Redress Staff Team had a development day using Insights Profiling. It was a very informative and enjoyable day.

There was a recent I.T. incident involving the use of equipment from an unauthorised travel zone. JM stressed there was no data breach involved and therefore no impact on survivors. A full report is in the process of being completed.

In terms of operational activity the higher levels of completed applications is being sustained. Panel Support Coordinators are fully employed. Our quality of work remains high and the operations team have continued to work on improving efficiency in ways that do not compromise quality or survivor experience. In order to improve the experience of survivors the team are to develop a communication process advising survivors applying to the scheme when their application has been received by Redress Scotland and again when it has been allocated to a panel. Feedback is that this initiative will be well received and survivors will appreciate being kept up to date with the progress of their applications.

Members thanked JM for her very informative update. WM noted that to date over 600 decision letters have been issued.

Agenda Item 6. Accountable officer review

Report on schedule of delegated authorities

JM presented this paper for discussion asking members to consider if the authorities are aligned with the current operation of the organisation and asked if there were any gaps, or improvements that could be made to the schedule.

Following a full discussion it was agreed that some streamlining of the information would be helpful. Clarity was required around inclusion of decision-making by panel members. There was a gap in the section on contingent liabilities between £10k and

£50k. JM thanked members for their input and the paper will be reworked and brought to the August meeting of the Oversight Board.

Action; JM to make the suggested amendments to the schedule of delegation and bring back to the August meeting of the Oversight Board.

Agenda item 7. Risk

WM advised that the papers presented were the outputs from the January risk workshop and have been reviewed by the Audit, Risk and Assurance Committee.

The areas for consideration;

1. Approval of the strategic risk register
2. Minor changes
3. The Redress Scotland approach to risk
4. Risk taxonomy – agreed as above
5. Feedback on overarching statements
6. Risk appetite statement

JM advised that further work would be done together with an Audit, Risk and Assurance Committee member on taxonomy. There was also discussion around the wording of the low tolerance for decision making as it was felt the wording may be too complicated. In order to ensure expediency JM will discuss and agree with AH/LH.

Action; Strategic risk register approved subject to wording change, JM to agree with AH and LH.

Agenda item 8. Corporate Plan

WM noted that the corporate plan was presented to the board in January. It has since had feedback from survivors and the version presented is for sign off today by the board and for presentation to ministers for final sign off and publication.

ML spoke to the paper highlighting where changes had been made and were still to be made. There will be an executive summary drafted and this will be approved via email communication after the meeting.

Several minor adjustments were suggested in relation to the uniqueness of Redress Scotland as part of a wider scheme with Scottish Government.

Action; The corporate plan was approved by members subject to circulation and correspondence approval of the executive summary and a few minor wording adjustments. Final sign off delegated to WM/JM

Agenda item 9. Finance

9.1 Finance Report

MS summarised the position at the end of the year reiterating the information contained in his report and the Audit, Risk and Assurance Committee meeting.

9.2 Audit Plan – Audit Scotland

The only change from previous updates is that Audit Scotland have advised that they will be changing the priority given to fraud due to limited scope and materiality. This is supported by recent assurance levels awarded during recent internal audits.

Agenda item 10. Policy approvals

10.1 Code of Conduct for Staff

MN advised that the policy for members was completed in August 2022 and the this policy is for staff. The policy was presented to the Audit, Risk and Assurance Committee last week and is here now for approval.

The policy was approved subject to a change of wording from “dealing” with to “working” with.

10.2 Health and Safety Policy

MN advised that this revised policy is presented following appointment of our Health and Safety consultants, Worknest. Following approval a detailed workplan will be developed.

Policy approved.

10.3 Guidance on working arrangements for panel members

WM noted that there were three panel members present and this paper impacts on their working arrangements. The potential conflict of interest was noted and discussed at the start of today’s meeting

JM advised that one is one of several pieces of work to be revisited now that we have more service delivery experience and are more aware of what works for both the organisation and the panel members.

JM reminded those present that we are responsible for public funds and have a duty to ensure that we are fully transparent when reporting on the costs of panel members and recording panel member activity.

A full discussion followed and it was agreed that a consultation with panel members will be undertaken. Separate working arrangements guidance will be developed for non-executive members.

Action; Consultation with panel members to be arranged by JM

Action; Similar working arrangement guidelines to be prepared for non-executive members JM

Agenda item 11. Work update

Action Tracker- this was discussed and notes updated.

PE volunteered to act as Whistleblowing Champion. MN will discuss training with PE and discuss how information on the role and responsibilities can be shared across Redress Scotland.

Work plan- noted and agreed that as the governance structure was changing and the corporate and business plans still being developed this will be redesigned to enable better tracking and planning. Chairs/JM and DP to discuss.

Action; PE and MN to meet and discuss role out of Whistleblowing policy within Redress Scotland

Action; Revised workplan to be developed and shared WM/CS/JM/DP

Agenda item 12. Any other competent business

WM suggested that the meeting on the Oversight board meeting scheduled for the 14th June be used by ARAC to receive the internal audit reports from TIAA. Oversight board business will be limited to one hour.

Agenda Item 13. Review of Meeting Survivor Voice

RM noted the commitment and professionalism of those present to support survivors through the work of the organisation. There was a willingness to respectfully challenge each other in order to deliver a good service.