

## Meeting Minutes: Redress Scotland Oversight Board

**Date:** 18 May 2022 0900

**Minuted by:** Paula Craik

### In attendance

- Johnny Gwynne (JG) (Oversight Board Interim Chair, Redress Scotland Chair)
- Bill Matthews (WM) (Oversight Board Interim 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)
- Paula Craik (PC) (Redress Scotland minute-taker)

**Apologies** – None

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### 1. Minutes of the previous meeting

The minutes of the previous meeting were agreed as an accurate record of the meeting except for one adjustment and formal change for the record in the paragraph in relation to internal and external auditors.

### 2. Matters arising

JG asked that the actions on the log are numbered for ease of reference.

### 3. Draft Audit Risk and Assurance Committee minutes

JG noted that WM has provided draft minutes of the Audit Risk and Assurance Committee and asked if anyone had comments to make. JG added that he thought the formatting should be in line with the minutes of this meeting i.e., use of initials or roles rather than first names.

**Action - minutes to be reviewed and updated in this style for the next meeting of the Audit Risk and Assurance Committee.**

JG raised a point regarding the wording on the modelling for the level of reward. WM noted that there was no desire to change this, but it was agreed that to ensure clarity, further explanation was required.

#### **4. Matters considered by Audit Risk and Assurance Committee**

JG highlighted that a number of papers submitted had previously been considered by Audit Risk and Assurance Committee and were now presented to the Oversight Board for decision.

WM advised that Michael Stevens had presented the financial report Audit Risk and Assurance Committee man the Audit Risk and Assurance Committee were content with the current financial plans and controls. WM also noted that there are many factors affecting finances which are presently out with the control of Redress Scotland.

WM noted that the work plan had been agreed at the Audit Risk and Assurance Committee and was presented for information.

The depreciation policy was presented for noting.

WM advised that the Audit Risk and Assurance Committee had commended JM for the work undertaken on establishing a risk register for the organisation. It was noted that the Oversight Board owns the strategic corporate risk register. One area of concern was around capacity and the ability of Redress Scotland to meet the expected level of applications from Scottish Government. As chair of the Audit Risk and Assurance Committee WM has written formally to JG outlining potential operational risk.

JG confirmed his intention to raise the issue of flow of applications at his meeting with the director this week.

JG thanked Audit Risk and Assurance Committee for its diligence in this matter.

**Action – JM to bring paper on forecasting demand and capacity of panel members to the next Oversight Board for discussion.**

#### **5. Report from the Chief Executive**

JM gave an update on the Chief Executive report.

The report highlights that the infrastructure is still in start-up phase and various key documents are still being approved. JM added that a substantial amount of work was being undertaken in relation to recruitment.

JM also noted that the team are working very well together, relationships are being developed across the business including with panel members and team morale is very good with values-based approach being apparent. JM added that there will be further maturing and settling of the team within the next year.

JG asked if panel members now had access to the Employee Assist Programme. MN noted that this was still being investigated and was with the Scottish Government procurement team for progressing.

**Action – This work needs prioritised urgently, and a written summary of progress brought back to Oversight Board at the earliest opportunity.**

There was a discussion around applicants with previous criminal convictions and JM confirmed she has discussed this with legal advisors, and it was agreed there will be a workshop scheduled to clarify our requirements. Several areas were noted as outstanding i.e., previous convictions policy, a single fraud policy and a control owner. The board were advised that these three issues were directed through the project board to Michael Chalmers.

## **6. Rules of procedure and standing orders**

JG noted that these are guiding documents covering both governance and operational delivery and have been reviewed by our legal advisors.

Several minor amendments were suggested, and the board will be updated on progress at the next meeting.

## **7. Governance and lived experience**

JG advised that the paper on lived experience had been commissioned by the Oversight board and prepared by Eleanor Ryan.

There was a lengthy discussion around the paper noting that there were several options for better engagement with the survivor voice.

JM advised that advised that around 120 people had signed up to the forum. Initially the forum would consider the level of experience survivors had and how to further raise awareness of the scheme. ML advised that she and Claire Soper were drafting a paper for presentation to the Joint Collaboration Board in June outlining how the two parts of the scheme could work together and including a 12-month work plan.

**Action - JM and ML to refine the lived experience paper ensuring clarity on what is being proposed and re-table at a future date.**

## **8. Code of conduct**

JG advised that the overarching code of conduct has been issued from Scottish Government, and all public bodies can vary it by exception with sign off by 10 June. JM advised that the Code of Conduct had previously been agreed at Audit Risk and Assurance Committee. Amendments are noted in yellow.

**The board approved the code of conduct including the two highlighted changes. This will be sent to Scottish Government for final approval before adoption across Redress Scotland.**

### **9. Appraisal for panel members**

MN gave a brief update on the need to adopt a formal review and appraisal system of panel members.

AH noted that it was important to have a formal opportunity to give and receive feedback.

JM suggested that the proposal should be trialled for six months and then reviewed.

**Actions - JM & MN to implement the appraisal for panel members and provide update after 6 months.**

### **10. Report of a review of a sitting panel – Restricted item**

A separate minute refers to the matters discussed in this section under closed conditions.

### **11. Work plan for the Oversight Board**

JM noted this had been drawn up using the Audit Risk and Assurance Committee work plan as a template. A workshop was being planned for later this year to look at both work plans and the expectation is the new Governance Secretary to manage and update this.

**The Board agreed to endorse the work plan as presented.**

### **12. Policies at agenda items 13 to 16**

Due to time constraints JG asked the board to email PC with their approval of these policies or to suggest any amendments.

### **13. AOCB**

CS noted that it would be beneficial to have a survivor impact statement on all board papers. Oversight Board members agreed and this will be implemented.

**Action – survivor impact assessment to be included in all board papers.**