SMT – 5 June 2018

Key discussions and decisions

Attendance

Elliot Jackson (EJ), DCE   Franck David (note taker)
Susan Deery (SD), Head of HR, SCRA   Ed Morrison (EM), Head of Finance, SCRA
Christine Mullen, (CM) Operations Manager   Louise Farmer (LF), Communications & Engagement Lead – items 3.11 – 3.13

1. **Welcome & apologies**

- Apologies: Boyd McAdam (BMcA), NC/ CEO, Lynne Harrison, (LH) Business Manager and Lawrie McDonald (LMcD), Joint Head of IT.

2. Review of key points of the last meeting (01.05.2018)

> **SMT approved the key points of its May meeting, subject to minor amendments, and agreed to publish them on the CHS website subject to identification of relevant exemptions under the Freedom of Information Act.**

3.1 Matter arising

- PVG toolkits - the Recruitment & Retention Lead checked, and was satisfied with, the accuracy of the toolkits. Minor changes to be reflected in the associated policies. The toolkit will be submitted to the Retention and Recruitment Reference Group (RRRG) for consideration on 7th June.
- Volunteer Week - good feedback about CHS' Twitter page and the bitmojis used.
- Shared services CHS/SCRA - EM to discuss and finalise arrangements with LH prior to June Board meeting.
- ICT support contract - the £21k budget allocated to ticket surcharge will be retained until confirmation by Leidos at the management meeting that the surcharge no longer applies.
- Biodiversity report - Although the report contains environmental elements it will focus more on biodiversity. No in-house statistics or information.

> **Decisions—**
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> **SMT agreed—**
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> **1) ICT support contract – to retain the budget allocated to ticket surcharge until confirmation by Leidos that it no longer applies.**

2) Biodiversity report - the Quality and Performance Lead will contact the Public Bodies Unit and the Police Investigations & Review Commissioner to assess what other similar size NDPB have produced in terms of biodiversity reports. SMT to receive an update report at the August SMT meeting with a view to take it to the September Board meeting.

3.2 Finance

- There is a forecast underspend of £115k, £51k higher than allowed for in the 2018/19 budget.
- The spend on Panel and AST Expenses is lower than forecast although work is ongoing with local authority clerks to encourage panel and AST members to submit their expenses. The same dialogue has been happening with Area Conveners (ACs). A number of ASTs have seen reducing spends over the last two years. One of the activities for the RRRG around retention is to reprofile panel and AST member expenses to give it a greater prominence. The pattern of spend, despite revisions to the rates payable from April 2018 to volunteers, suggests the £600k provisioned for in 2018/19 may be around £50k excessive.
- Re. joint digital delivery, a total transfer of £353k resource was agreed with the Scottish Government (SG) to fund the Head of IT's employment costs, digital skills training for volunteers, enhancements to PanelPal and a small technology refresh within the National Team. There are no material variances to budget arising on this spend with the work being delivered as expected.
- 2018/19 budget – a reprofile was carried out by SMT earlier in the year and had been a worthy exercise. The Communications & Engagement Lead has been developing plans re. participation and engagement including Children and Young People for which a £20k budget is attached. This underpins a number of corporate parenting activities in the business plan.

    Decisions—

    SMT agreed to—

    1. prepare options to address the 2018/18 £51k underspend through possible business cases e.g. CHS property, volunteer management, support to Panel and Practice Advisers (PPA), NCA with the Training provider to cover delivery of courses between October and December 2018.
    2. note the update.

3.3 Governance Statement & Internal Control Checklist (ICC)

- All relevant information in the 2017/18 Governance Statement seem to have been captured and in particular those relating strategic risks. It was confirmed that here had not been reports on data breaches.
- Most of the sections in the ICC have now been completed. Outstanding sections will be completed by the end of the week.

> **Decisions—**
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> **SMT agreed—**
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> **1. that ED will circulate SCRA's input to sections 4 and 13 of the ICC to EJ by 8 June.**
> **2. to bring the Governance Statement & Internal Control Checklist to the Audit and Risk Management Committee meeting on 19 June.**

3.4 Annual Report – Performance review

- The report had been updated since circulated to SMT although changes were not significant. ED corrected some of the figures. The report will be part of CHS Annual Accounts.

> **Decision—**
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> **SMT agreed—**
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> **1. that the Quality and Performance Lead will update the report and circulate it to SMT.**
> **2. to incorporate the report in the Annual Accounts.**

3.5 Draft Q1 performance forecast report

- The report shows that, so far, 100% of activities are on track which is expected as it only covers the first two months of the reporting year.

> **Decisions—**
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> **SMT agreed—**
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> **1. that CM will contact Leidos to obtain the most up-to-date data re. ICT calls to complete Performance Report.**
> **2. to approve the draft Q1 performance report.**

3.6 Business case propositions to SG

- The Volunteer Support business case paper is in development to include activities and actions carried out so to meet the needs of the panel community and why change is imperative. The paper includes an iceberg model to demonstrate the breadth and scale of volunteer input and the pressures on volunteers.
- The aim is to achieve extra funding in 2019/20 onwards for staffing in order to support volunteers (there will be a requirement to plan in 2018/19 if the business case is successful which would require resource however, CHS could underwrite part of this resource).
- It was noted that the Scottish Government (SG) may enquire whether the absence of the two Community Support Lead (CSL) roles may have created a stronger need to support volunteers. CHS needs to demonstrate the requirement for a reformed structure for volunteer management regardless of the presence of CSLs.

Decisions—

SMT agreed—

1. that EJ will submit a report to the Board meeting on 19 June covering a) volunteer management, b) quality and c) training costs (focus primarily on volunteer management).
2. the views of EM and SD are encouraged and there is a role for EM to look at projected costs.

3.7 CHS property Business Case

- Although costs are higher than anticipated, pros outweigh cons.
- A joint business case will be developed between the Mental Welfare Commission, SLAB, CHS / Scottish Futures Trust (SFT) plus CHS own business case. EJ will be at a meeting on 11th June to go through a joint business case.
- SLAB are very unlikely to go forward without SFT.
- EJ and EM will further discuss costs associated with the move.

Decisions—

SMT agreed—

1. that EJ will enhance the affordability section of the business case and that capital costs will be itemised
2. to approve the business case
3. to submit a report to the June Board meeting for decision in principle with regards to moving forward to next stage.

3.8 Volunteer Management (Communications)

- The report will go to the Audit and Risk management Committee (ARMC) meeting of 19 June.

    Decision—

    1. SMT agreed to approve the audit report and to table it for the 19 June ARMC meeting.

3.9 Training contract

- The Invitation To Tender has closed.
- The Evaluation panel has now received the evaluation toolkit and bids are being sent for individual evaluation.
- The Evaluation meeting will take place week beginning 6th August.

    Decision—

    1. SMT agreed that CM will discuss with SG procurement whether, should the current provider be awarded the new contract, it could start sooner to reduce the Non-Competitive Action timescale.

3.10 ACLG June programme

- There is a draft programme to cover the two days which includes:
    - Minister Maree Todd
    - Better Hearings with Care Experienced young people participating
    - Fiona Duncan of the Independent Care Review
    - Social media learning
    - resetting the Leadership charter between ACs and CHS
- 24 Area Conveners (ACs) will be attending (22 existing plus 2 new from June 24th).

    Decision—

    1. SMT agreed to note the update.

3.11 Volunteer Week (VW) 1st to 7th June - update

- LF updated SMT with regards to Volunteers Week communications and profile for CHS.
- 7 films would be released each day of VW with day 1 launching a film featuring the First Minister.
- Communication was very successful so far with many page impressions, comments and sharing of various posts and links e.g. FM has over 1m followers on Twitter and has retweeted CHS' messages. Our reach average so far is c 9000 people.
- The Board will receive an updated position with supporting statistics at its 19 June meeting.
- The whole approach is building positive communications before the panel members recruitment campaign is launched over the summer.

> **Decision—**
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> **1. SMT agreed to note the update.**

3.12 Social Media policies

> **Decision—**
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> **1. SMT agreed to approve the policies subject to minor amendments.**

3.13 Digital impact

- A recent positive ICIO audit gave an amber /green rating given – the highest that can be given at this stage of a project. Well done to everyone involved.
- Business readiness stream – SD and LH have been planning the first roadshow – ideas will be tested at the June ACLG by LH.
- The recent Sprint pause has assisted progress.
- The Joint Oversight committee has met - draft minutes to go to the Board meeting on 19 June.
- 7 CCNs have been produced by Leidos to be signed off.
- The delivery plan for next 3 years is in progress

> **Decision—**
>
> **1. SMT agreed to note the update.**

3.14 Data Sovereignty

- A move to use European rather than UK services (cloud) was endorsed. Malcolm Shaeffer (SCRA) and EJ supported the recommendation of the IG Lead from SCRA. SMT Noted that other UK organisations use service outside of the UK which are cheaper and offers more tools.
- Social media policies will need to be streamlined more to incorporate guidance rather than having separate sections.

    Decision—

    1. SMT agreed to note the update.

3.15 Pay and benefits

- Proposals went to the last Remuneration and Appointments Committee meetings. SD had now submitted the proposal to SG Sponsor Team which expressed some concern that the proposals came in higher than others. An explanation was given and the sponsor team are supporting this going forward.
- The Pay policy will go to the SG Remuneration Group on 12th June. SD will give a verbal update to EJ prior to Board meeting on 19th. Once the policy is approved or otherwise, a staff consultation period will begin.
- The policy will be backdated to 1st April.

    Decision—

    1. SMT agreed to note the update.

3.16 Staffing

- SD gave a verbal updates with regards to CHS staffing position including staff absence, upcoming adverts and interviews.
- SMT was delighted to welcome a communications intern starting on 11th July.

    Decision—

    1. SMT agreed to note the update.

3.17 PPA Project Report

- SMT discussed the key points – development areas and next steps recommendations

- SMT praised the scale and depth of report.
- Some aspects can be actioned relatively quickly whilst others are more challenging and may not be actionable e.g. PPA forum is relatively easy to implement and is needed.
- The final report will go out from the National Convener and will include the next steps.

Decisions—

SMT agreed—

1. that EJ will support work on this going forward
2. to allocate ownership of PPAs within CHS staff roles.

4. Board and Committees

4.1 ARMC agendas - noted
4.2 Board meeting agendas – noted

5. Accountability and Partnerships

5.1 Youth Justice Improvement Board 04.06.18

- CHS was unable to attend on this occasion.

6. Next meeting: Tuesday 3 July 2018.