
Children and Young People's Commissioner Scotland

Senior Management Team Meeting Minutes

28th January 2020
9:45 – 11:45

Note to Reader:

The Children and Young People's Commissioner Scotland publishes the minutes of the Senior Management Team (SMT) meetings. These meetings are held monthly.

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Requests should be made in writing, email or any other recordable form to:
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Edinburgh, EH7 4NS
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Email: info@cypcs.org.uk

Present: Nicola Vallance-Ross (NRV) – Head of Corporate Services
Ezmie McCutcheon (EM) – Head of Communications
Nick Hobbs (NH) – Head of Advice & Investigations
Maire McCormack (MM) – Head of Strategy

Apologies:

Minutes: Heather Belmonte (HB) Executive Assistant

Chair: Nicola Vallance-Ross (NRV) – Head of Corporate Services

| | Details | Action By |
|------------|---|-----------|
| Start time | 10:15am | |
| 1 | Welcome and apologies | |
| | Meeting monitor: EM | |
| 2 | Minutes of previous meeting SMT and Governance actions | |
| 2.1 | Minutes: Agreed subject to minor change to item 7 Governance. | |
| 2.2 | EM to confirm to all staff the decision at the Governance meeting taken not to hold a Human Rights Gathering in 2020. EM and MM to speak to Participation officer at 1:1 meeting regarding volunteer pack for next large event. Who Cares? Summer Camp – no interest was expressed. EM to reply to Who Cares? Scotland. All other outstanding items are covered on agenda. | EM |
| 3 | Finance: | |
| | NVR circulated an interim budget update. SMT agreed to hold a separate meeting on 3 February to review expected expenditure and rephase budget where necessary. | |
| 4 | Contribution Management Plans (CMP) | |
| | SMT agreed slight amendments to CMP form for consistency of terms and to clarify dates. HB to make changes. NH to send competency framework to NVR. | HB NH |
| 5 | Governance | |
| 5.1 | Anti-Fraud Policy Draft – approved. | |
| 5.2 | Consideration to update Conflict of Interest Policy. NVR to update and include in Governance manual. | NVR |
| 5.3 | Advice Review. Governance issues for noting and decisions required. SMT agreed to provide call handling training to all staff on handling difficult calls. Note that Child Protection (Safeguarding) policy has been approved. Legal Officer is reviewing the child protection quick guide for SMT to approve. NH to create staff survey on call handling before next SMT meeting Data Protection – anonymisation of case records on Filemaker has now been completed. | NH |

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| 5.4 | <p>NH to write business case for Filemaker and other options. NH and NVR to meet and discuss. EQIA duties – MM to source training.</p> <p>Teleconference options. HB to check cybersecurity on the recommended option. HB to prepare guide to group calls on WhatsApp.</p> | <p>NH/ NVR</p> <p>MM</p> <p>HB</p> |
| 6 | Strategic engagement/ Stakeholder mapping | |
| | <p>MM spoke to the papers on Strategic engagement and Stakeholder mapping.</p> <p>Relationship management approach with stakeholders to be agreed. The new SharePoint system was suggested as a tool to update with meetings and conversations with stakeholders. Corporate services team to do further research.</p> <p>MM to create training session for all staff.</p> <p>NH and MM to discuss model of influencing and recording stakeholder engagement.</p> <p>Initial discussion of Stakeholder engagement at the Team meeting in February.</p> | <p>NVR</p> <p>MM</p> <p>MM</p> |
| 7 | Health and Safety | |
| | <p>NVR to circulate Health and Safety Audit. Discuss appointing a Competent person for the office at the next SMT meeting.</p> <p>Desk space review to be included in extraordinary finance meeting on 3 February.</p> | NVR |
| 8 | Future Agenda Planning | |
| 9 | Meeting Monitor report | |
| | EM reported that although there was a timing issue SMT stuck to the agenda and made quick collective decisions focussed on actions. | |
| End time | 12:00 | |

Date of next meeting: 25 February 9:45am

Chair: NVR

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| Minute Approved By: | SMT | Date Approved: | 26/02/2020 |
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Leadership Group Action Log

| | Item No. | Item | Date Due | Lead | Notes |
|----------|----------|--|------------|------|--|
| 21/08/19 | 4 | NVR to create CPD (Continuing Professional Development) plan for next year with SMT | April 2020 | NVR | NVR to draft CPD Plan |
| 13/11/19 | 5 | Review Conflict of Interest Policy | Feb 2020 | NVR | Reviewed at 28/1 meeting |
| 16/12/19 | 5 | Governance manual to be completed | 2020 | NVR | NVR to review this and take to Governance meeting in 2020, date to be confirmed. |
| 16/12/19 | 5 | O2 Contracts, put together a briefing for staff to be able to compare what we currently have and what changes would come into place. | Mar 2020 | NVR | |
| 16/12/19 | 5 | Discuss the changes for annual report and finances with staff in January team meeting. | Jan 2020 | EM | Delayed to Feb |
| 16/12/19 | 5 | Put the Annual Agenda Plan onto a clearer display & circulate to staff. | Apr 2020 | NVR | Date moved from Jan to April once delivery plan is complete |
| 16/12/19 | 7 | Report back on Law at Work meeting and ask staff if anyone would be interested in becoming H&S personnel for the office. | Feb 2020 | NVR | |
| 16/12/19 | 9 | Confirm staff to attend Who Cares? Scotland event | Jan 2020 | SMT | Complete |
| 28/1/20 | 2.2 | Confirm to all staff the decision at the Governance meeting taken not to hold a Human Rights Gathering in 2020. | Jan 2020 | EM | |

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|---------|-----|--|----------------------|----------------------------|--|
| | | Speak to Participation officer at 1:1 meeting regarding volunteer pack for next large event. | Feb 2020 | EM/ MM | |
| | | Who Cares? Summer Camp – no interest was expressed. EM to reply to Who Cares? Scotland. | Feb 2020 | EM | |
| 28/1/20 | 4 | Contribution Management Plan. HB to make changes. NH to send competency framework to NVR. | Feb 2020 Feb 2020 | HB NH | |
| 28/1/20 | 5.2 | Conflict of Interest Policy - NVR to update and include in Governance manual. | 2020 | NVR | |
| | 5.3 | NH to create staff survey on call handling before next SMT meeting. NH to write business case for Filemaker and other options. NH and NVR to meet and discuss. EQIA duties – MM to source training. | Feb 2020 | NH NH/ NVR MM | |
| | 5.4 | Teleconference options HB to check cybersecurity on the recommended option. HB to prepare guide to group calls on WhatsApp. | Feb 2020 | HB | |
| 28/1/20 | 6 | Corporate services team to do further research into a tool for recording Stakeholder engagement MM to create training session for all staff. Initial discussion of Stakeholder engagement at the Team meeting in February. | Feb 2020 | NVR MM MM | |
| 28/1/20 | 7 | Health and Safety. Circulate Health and Safety Audit | Feb 2020 | NVR | |