

The logo consists of a black circle with a white smiley face at the bottom. The text 'CHILDREN & YOUNG PEOPLE'S Commissioner Scotland' is written in white inside the circle. The circle is set against a light blue background with two darker blue triangular shapes pointing towards it from the top and bottom.

**CHILDREN &
YOUNG PEOPLE'S**
Commissioner
Scotland

Senior Management Team
Meeting Minutes

5 May 2020

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.

Under the Freedom of Information (Scotland) Act 2002 (FOISA) anyone has the right to request any information held by the Children and Young People’s Commissioner Scotland, including documents referred to in the minutes below. Wherever possible, information will be released to you, but if it is withheld we will explain why this is the case in the terms of FOISA.

Requests should be made in writing, email or any other recordable form to:
Children and Young People’s Commissioner Scotland
Bridgeside House
99 McDonald Road
Edinburgh, EH7 4NS
Tel: 0131 346 5350
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

Apologies: None

Minutes: Heather Belmonte (HB) Executive Assistant

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

	Details	Action By
	Start: 9:35	
1	Welcome and apologies	
	No apologies Meeting monitor: EM	
2	Minutes of previous meeting SMT and Governance actions	
2.1	The minutes were approved.	
2.2	The Action Log was reviewed and updated.	

3	Finance	
	<p>NVR gave a verbal finance update:</p> <p>There is no finance update via excel to this SMT as we are currently processing year end transactions. Due to the slower processing of Sage, this is taking longer than normal. By way of verbal update:</p> <p>Our total drawdown for the year including the Commissioner's costs was £1,262,282 out of a budget (adjusted for additional pension costs) of £1,288,390 so therefore an undrawn amount of £26,108 or 2% of budget. At year end, this is well within the tolerated levels of 1/12th of our non staff costs, which for this year was £36,246.</p> <p>Our cash bank balance at 31/3/2020 was £38,169. Our salary costs for the year were over budget and included recruitment costs of a vacancy which was not expected. This staffing over spend was compensated by an operational budget underspend within Strategy and Advice and Investigations.</p> <p>For the coming financial year, we have submitted our phasing document to the SPCB (Scottish Parliamentary Corporate Body) which was based on a re-prioritisation due to the ongoing coronavirus crisis. It is foreseen that this coming year we will need to change our budget significantly to mitigate health and safety concerns and ensure as safe as possible return to the office. This is to be discussed at the next SMT.</p> <p>NVR to draft accessible finance procedures for all staff responsible for budgets. The Finance Officer is currently working on a finance manual, however this has been delayed due to COVID-19.</p>	NVR
4	Governance	
4.1	<p>SMT report for Governance Meeting. HB to add training that was planned but now to be rearranged due to Covid-19.</p>	HB
4.2	<p>Payroll Provider. Ministry of Justice (MoJ) have given notice that they will no longer be providing payroll services for the office. NVR to look at possible shared services with other SPCB officeholders. Agreed to carry out a full procurement process in the next financial year. To be complete by Sept 2021.</p>	NVR
4.3	<p>There will be a data migration exercise required by Ministry of Justice and CYPSCS. MoJ have not yet discussed this with SSCL (Shares Services Connected Limited) as yet.</p>	

4.4	<p>Annual Planner.</p> <p>HB to make some minor changes, add dates YAG (Young Advisers Group) meet and add a key. SMT to review in teams and feed back any additions or changes.</p> <p>SMT agreed to move laying of the Annual Report to October at the latest.</p>	<p>HB</p> <p>SMT</p>
5	Office Policies	
5.1	The Media and Communications Policy and Business Continuity Plan were approved	
5.2	The Revised Delivery Plan was approved.	
6	Covid-19 update	
	<p>Business Continuity and IT issues.</p> <p>Business continuity is going well.</p> <ul style="list-style-type: none"> • 2 members of staff have been provided with 4G routers to improve broadband speed. • The Digital Media Officer will temporarily increase working hours [Redacted] per week from next week, to be reviewed 4 weekly, due to increased demand for digital communications in Covid-19 period of remote-working. • HB to look at adding other users to Zoom account and cost of upgrading package if necessary – to allow for multiple office Zoom meetings running simultaneously. • A limited number of staff can use the VPN – currently NVR, Finance Officer and Advice & Investigations Officer have access to it. In the longer term, it was agreed NVR to ask Dunedin IT for proposals to replace current server and improve current IT system. • Communications – using Teams and Outlook whilst homeworking. HB to prepare document on Internal Communications setting out communication etiquette and giving suggestions for the best use of Teams and Outlook. SMT to circulate • Working from home document – EM to clarify that flexi can be used during this time with approval from Line Manager 	<p>HB</p> <p>NVR</p> <p>HB/ SMT</p> <p>EM</p>
7	Health and Safety	
	There are some issues with seating during working from home period. It was agreed to ask staff to take regular breaks and provide solutions where possible.	

	Easing of lockdown and returning to the office will be carried out in consultation with staff. NVR to create a short survey for staff.	NVR
8	Future Agenda Planning	
	No additional items	
9	Meeting Monitor report	
	EM reported it was a positive meeting, with decisions being taken well and focusing on the business of the office, time keeping was good, children and young people were not discussed in great detail due in part to focus on Covid-19 running of office considerations. Those discussions are being had on a daily basis including support of YAG. End: 11:00	
13	SMT (private)	
End time		

Date of next meeting: tbc

Chair: NVR

Minute Approved By:	SMT	Date Approved:	2/6/20
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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	July 2020	NVR	Date moved April to July
16/12/19	5	Put the Annual Agenda Plan onto a clearer display & circulate to staff.	Apr 2020	HB	Progressing
28/1/20	6	Corporate services team to do further research into a tool for recording Stakeholder engagement		NVR	Hold for new Head of Strategy
13/02/20	5	EM to create a pro forma for all staff to complete if they receive a media enquiry.	April 2020	EM	For A&I team only currently. Ongoing
13/2/20	6	Create a suite of project documents.		HB	Ongoing
31/03/20	7	HB to collate list of policies and dates	April 2020	HB	Ongoing To review with NVR
31/03/20	8	Decision Paper: Observatory of Children's Human Rights Scotland Recommendation 3.4 for New Head of Strategy to agree level of engagement	September 2020	Head of Strategy	
31/03/20	10	NVR to send all staff a self-assessment form for working from home	End May		Date moved April to May Ongoing

05/05/20	3	NVR to write simple accessible finance procedures for SMT and all staff that are budget holders.	July 2020	NVR	
05/05/20	4.1	SMT report. HB to add Training that was planned but now to be rearranged due to Covid-19.	May 2020	HB	
05/05/20	4.2	Payroll Provider. NVR to look at possible shared services with other SPCB officeholders. Agreed to carry out a full procurement process in the next financial year. To be complete by Sept 21.	March 2021 Sept 2021	NVR NVR	
05/05/20	4.3	Annual Planner <ul style="list-style-type: none"> • HB to make some minor changes, add dates YAG meet and add a key. • SMT to review in teams and feedback any additions or changes. 	May 2020 End of May 2020	HB SMT	
05/05/20	6	Business Continuity and IT issues due to COVID-19. <ul style="list-style-type: none"> • HB to look at adding other users to Zoom account and cost of upgrading package if necessary. • NVR to ask Dunedin IT for proposals to replace current server and improve current IT system. • HB to prepare document on Internal Communications setting out communication etiquette and giving suggestions for the best use of Teams and Outlook SMT to circulate • Working from home document – EM to clarify that flexi can be used during this time with approval from Line Manager 	May 2020 July 2020 May 2020 May 2020	HB NVR HB/ SMT EM	

31/03/20		NH to discuss accountable officer with BA			Complete
31/03/20	2	It was agreed to prioritise arranging good wifi and data downloads for staff rather than O2 contracts. The current Delivery Plan will be updated to the reflect Covid-19 crisis.	April 2020 April 2020	NVR NH	Complete
13/02/20	3	NVR asked for annual leave/ flexi/ toil records from all staff as soon as possible.	April 2020		Complete
		ITEMS ON HOLD DUE TO COVID-19			
16/12/19	5	Governance manual to be completed Governance manual to include Conflict of Interest policy.		NVR	ON HOLD
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	ON HOLD
28/01/20	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	ON HOLD
	5.4	Teleconference options HB to check cybersecurity on the recommended option. HB to prepare guide to group calls on WhatsApp.	Feb 2020	HB	ON HOLD
13/02/20	5	EM to arrange in-house media training for SMT. EM to create a pro forma for all staff to complete if they receive a media enquiry.	April 2020	EM	ON HOLD