Number	Meeting Code	Raised At	Owners Full Name	Action	Due Date	Update	Original Date	Status
3872	RoSBrd - 18/06/2019	Board	Jennifer Henderson	to consider piloting an all staff catch up engagement session with NEDs.	Mar-20	04/02 - considering a Slido Q&A for NEDs at a future board. Ongoing.	Jun-19	Open
3874	RoSBrd - 18/06/2019	Board	Janet Egdell	to consider calling out the national performance framework in next year's annual report and accounts and provide a brief narrative about how we report against it. Board cautioned that real metrics should be in place to enable measurement of value added before it is included.	Aug-2020	17/02 - Ongoing.	Jun-19	Open
3980	RoSBrd - 20/21/08/19	Board	Head of Communications	Head of comms – Transparency project board to consider how to keep the board informed of any queries/comments made on published board minutes or board papers.	Feb-2020	28.01.20 - Ongoing – Information Governance and Communications will devise a way to keep the board informed. A number of options will be considered and could form part of future reports to the board	Aug-19	Open
3985	RoSBrd - 20/21/08/19	Board	Janet Egdell	Janet Egdell – ensure the story of the transformation programme is told in future corporate plans and annual reports to demonstrate ongoing projects and ensure there is a narrative created for the interested public re where we have got to with the corporate plan vs projections and what has changed	Mar-19	17/02 - Ongoing – minimal update to corporate plan at 6 months, so this will be taken forward as blog / podcast in Q4 ahead of next annual report	Aug-19	Open
3992	RoSBrd - 20/21/08/19	Board	Head of Service Design	share the holistic picture of customer effort with the Board to gain further insight and the balance between efforts.	Feb-2020	Update 10/02 - In 2019 RoS rolled out Customer Effort Score surveys across all its customer facing digital touchpoints. While some improvements has been proposed in the way CES is tracked for FY 20/21 (for example as a score and not a %) there is a baseline for tracking future improvement. Following further advice from Gartner, RoS plan to review all customer facing metrics in the round "Customer satisfaction, Net Promoter Score (NPS) and customer effort score (CES) are the three key top-level executive metrics to measure the overall success of a CX initiative. Although these metrics appeal to executives, they do not help explain where to focus to effect change." RoS actively measure customer satisfaction (CSAT) and now Customer Effort Score (CES) as KPIs. "Avoid focusing on one top-level customer experience metric. Instead, help to improve the lower-level CX metrics" We have begun looking at lower level customer experience metrics already being tracked in RoS and will identify what else could / should be tracked. For example, where commercial products or services have competitors, Net Promoter Score is a viable option. The current CES survey is seeing a consistent monthly reduction in usage. Throughout we are mindful of not creating survey fatigue in our customer base. Where possible we will use metrics that can be obtained indirectly or inferred, for example repeat usage. Will continue developing - propose to close.	Aug-19	Open
3997	RoSBrd - 20/21/08/2019	Board	Jennifer Henderson	Jennifer Henderson – to share the PCS alternative vision document with NEDs if appropriate/at the appropriate time.	Feb-20	04/02 - ongoing - due to be published mid-February	Aug-19	Open
3998	RoSBrd - 20/21/08/2019	Board	Jennifer Henderson	Jennifer Henderson – consider metrics to track the success of the Partnership Agreement and report back to the Board in advance of the next PCS/NED catch up.	Feb-20	13/02 – employee relations manager is working with PCS to agree metrics for success for the partnership agfreement. Two meetings are coming up with PCS, one to review the effectiveness of partnership working and one to agree the metrics for success. Remain open.	Aug-19	Open
4070	RoSBrd - 22/10/2019	Board	Head of Comms	To ensure BPB/EMT & RoS Board test any policy and procedure around the publication of board papers before going live and provide an update on the Transparency project at the February board.	Feb-2020	28.01.20 – Ongoing – RoS board are completing a pilot for the February board. Feedback from this trial will be gathered with the assistance of UX and documents and processes refined. The findings of this will be reported to governance groups before rolling out to the wider organisation.	Oct-19	Open
4071	RoSBrd - 22/10/2019	Board	Head of Risk & Information Governance	Collate the areas of assurance under different classifications in order to review collectively for greater assurance. E.g. – (financial/customer facing/technical etc)	Feb-20	Update 29/01/2020 – Recommend close. Included in Assurance Framework February 2020 update, financial and non-financial groupings, by threat then opportunity risk type then risk appetite.	Oct-19	Open

4072	RoSBrd - 22/10/2019	Board	Head of Risk & Information Governance	Link the assurance framework to the Strategic Objectives to provide some form of assurance of ability to achieve our strategic objectives and a longer term view of where we could go off track if risks aren't managed right away.	Feb-20	Update 29/01/2020 – Recommend close. Refreshed in Assurance Framework February 2020 update.	Oct-19	Open
4074	RoSBrd - 22/10/2019	Board	Head of Risk & Information Governance	Work with the ARC to agree which risks should be more formally reported and reviewed by the board and which risks the ARC should review more fully.	Feb-20	Update 29/01/2020 – Recommend close. Included in Assurance Framework February 2020 update, risk proximity added and considered risk response in FY 2029-2020 and to end of corporate plan 2023-2024.	Oct-19	Open
4075	RoSBrd - 22/10/2019	Board	Head of Risk & Information Governance	Show the route to green on the assurance framework for those with limited assurance and if the route to green is unknown then the board can assess the target score more accurately.	Feb-20	Update 29/01/2020 – Recommend close. Included in Assurance Framework February 2020 update. ARC maintain oversight role and advise Accountable Officer and Board.	Oct-19	Open
4077	RoSBrd - 22/10/2019	Board	Billy Harkness Head of Finance	Bring a one page People Metrics paper to the People@RoS Strategy at the November board and incorporate in the financial update going forward.	Feb-20	04/02 – draft people metric report will be circulated as part of the pre reading for the Invest in Our People Deep Dive. Would welcome feedback from Board members via Secretariat or verbally at the Board meeting and will include in finance update going forward. Propose to close.	Oct-19	Open
4080	RoSBrd - 22/10/2019	Board	Benefits Manager	Display financial vs non financial vs cost of the domains for a future board and be clear how the risk reduction shows as a benefit and when financial benefits can be expected to come through.	May-20	05/02 - A cost avoidance model demonstrating risk reduction as a cost/impact avoidance has been created. Currently awaiting budget clarification for SAT work before profiling based on the updated budget – will share with the Board in May. Remain Open.	Oct-19	Open