

Number	Meeting Code (Raised At)	Action Log	Director	Owners Job Title	Action Owner	Action	Due Date	Update	Status
6044	RoSBrd - 13/06/23	Board	CK	Chief Finance Officer/Registration and Policy Director & Interim Accountable Officer	HB/CK	Open Board Discussion - To produce a principles of financial strategy report on operation; detailing how we sustain a breakeven position and immunise ourselves against market shock, with further detail considering areas on: people, estates, digital strategy, trading fund status, pricing, price index increases, and the financial principles that underpin these areas, to be finessed with Board feedback.	12/09/2023	Update 21/08/23 - Financial Strategy Paper tabled for discussion at September meeting. Propose to close.	Open
6045	RoSBrd - 13/06/23	Board	JH/KC	Keeper & Head of Corporate Communications	JH/NRH	Open Board Discussion - Consider Big Picture Live reprisal in conjunction with Stretch Plan launch, for those who did not attend the first iteration.	12/09/2023	Update 04/07/23 - Propose to Close. Agreed not to pursue the activity for the following reasons; <ul style="list-style-type: none"> •A broad range of comms has been issued as part of the BPL follow, including BPL: you said, we'll do, BPL – people key theme takeaways, BPL, registration themes and actions, Future Vision: 2030 at RoS, BPL – the follow up •The Big Picture Live was one part of the communications activity designed to share the key messaging around our CP Year 2 delivery plan. Much of the messaging, whilst still valid, will be built upon in the coming weeks and months with messaging around the stretch target of 2 in 3. •We will continue to communicate – as part of our broader comms plan – around the CP delivery plan, including messaging to support the stretch target. •We are now heading into the summer holiday season, and if we held afterwards, we would need to create a very different programme to support the updated / stretch target messaging. • We will use the colleague webinar in October to provide a detailed update on the activity / success to date around the stretch target (covering SO1) along with an update on SO2 2-5, which will take the form of much more interactive engagement (online activities). •Logistically it could be very difficult, and expensive, to recreate the BPL experience for a small number of colleagues. •If we hold an additional event this will not help up persuade colleagues to attend next time, as they could feel that a wash up event would be held sometime after the original programme of events. •We have the data on which colleagues attended, which allows us to identify those business units that had low attendance. The internal comms team can work with managers in those areas to ensure they have the tools required to embed our messaging around the CP delivery plan, and our stretch target for the year. 	Open
6046	RoSBrd - 13/06/23	Board	CK	Chief Finance Officer	HB	Stretch Plan Discussion - To produce a financial modelling report detailing spend vs cost comparisons in best and worst case modelling scenarios.	12/09/2023	Update 24/08/23 - we will be continuing to monitor the financial implications of the stretch plan delivery as part of our regular financial reporting - propose to close.	Open
6047	RoSBrd - 13/06/23	Board	JH	Keeper	JH	Stretch Plan Discussion - To provide a September Board update detailing planned interventions (timelines and impact).	12/09/2023	Update 16/08/23 - Stretch plan discussion tabled for September Board – propose to close.	Open
6048	RoSBrd - 13/06/23	Board	BH	Corporate Director/Head of Procurement and Estates	BH/EM	High Value Contract Review - To share supplier benefit report outwith Committee for Board awareness.	12/09/2023	Update 18/08 - Meeting to discuss approach has taken place with initial findings to be presented to EMT in October. Paper will then be submitted for December Board. Action owner reassigned from Head of IT Enablement to Head of Procurement and Estates.	Open
6049	RoSBrd - 13/06/23	Board	BH	Corporate Director/Head of Procurement and Estates	BH/EM	High Value Contract Review - To share annual procurement report outwith Committee, and seek feedback, with consideration of sharing onward to ARC if any additional operational benefit is identified by members.	12/09/2023	Update 18/08 - Annual spend data has been received from Scottish Government and a draft annual report is been worked on. This will be shared with the EMT and Board in late October. Action owner reassigned from Head of IT Enablement to Head of Procurement and Estates.	Open
6050	RoSBrd - 13/06/23	Board	KC	Head of Customer Experience	IM	Board Performance Monitoring - To confirm if the Institute of Customer Service are accredited by the Market Research Society and provide an update to be shared outwith Committee to advise.	12/09/2023	Update 17/08 - Propose to close with following update in response to original query: After speaking with ICS, they have confirmed that whilst ICS are not a member of MRS they require their research partners, who carry out research on their behalf, to follow the MRS Code of Contact and their main partner who carries out the fieldwork for the UKCSI is an MRS company partner so guidelines are followed. In terms of our own responsibility of ensuring that we are impartial regarding who we offer the survey too and not just asking the "happy customers", we are currently conducting a participation analysis. This involves listening to a statistically significant sample of calls within the fieldwork dates of the Spring survey, tracking the sentiment of the call and whether or not they were offered the survey. Since the board meeting, we have also taken steps to automate this within our customer relationship management system. This will mean that customers will automatically receive a request to complete a survey in response to contacting customer experience by email or phone during the window of the survey. 18/07/2023 - Query is with ICS to gauge info - CS chasing.	Open

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6051	RoSBrd - 13/06/23	Board	JH	Keeper/ARC Chair	JH/AH	KRR Reporting by Exception - To consider the ARC role within this risk profile reporting/tolerance on risks to ensure close monitoring.	12/09/2023	Update 16/08/23 - Ongoing pending stretch plan discussion at September Board and views from colleagues on where they might like to ask ARC to focus on monitoring the risks being managed to support the delivery of the stretch plan.	Open
6052	RoSBrd - 13/06/23	Board	JH/KC	Keeper/Communications Manager/Head of Corporate Communications	JH/NRH/RH	ARA Discussion - To revise the ARA foreword and restructure the report in line with suggested headings and consider wider feedback on narrative vs signposting to information based on Board comments, whilst streamlining content.	12/09/2023	Update 18/07/23 - ARA foreword was redrafted by the Keeper and circulated to Board for input – it has since been approved and updated in the ARA. Discussions were held on restructuring the report in line with the suggested headings and agreed it was agreed to revisit the idea for next year's report. Narrative has been shortened where possible links to the RoS website and other resources added to provide context for slimmed sections. Propose to Close.	Open