Please note as part of the transparency project job titles and initials have been added to the action log in place of personal data

| Number | Meeting Code | Raised At | Director | Owners Job Title | Ref: | Action | Due Date | Update | Status |
|---|---|---|---|---|---|---|---|---|---|
| 4648 | RoSBrd - 09-10/11/2020 | Board | CK | Head of Registration & Policy | SS | Head of Registration to provide a visual representation of Annex A (progression towards the 90% target) in order to highlight what resource is focussing on what aspect of the arrear. *Update 08/06* - The board noted that it was hoped that this could be presented as an alternative lens on the finances (reporting new cases as a unit cost) | Sep-21 | **Update 03/12** - Work is continuing on this and the discussion on the corporate plan project and roadmap are relevant. Finance team have updated the method used in the Unit Cost Measures, and was considered by EMT on 9th December. Finance are also working with BIA for updated arrear data and plan to apply the unit cost information to the arrear volumes to provide an initial view of the cost to clear the arrear position. Finance will seek to further update it with the work from the SAT/BIA CP modelling work to capture the benefits of SAT work on digitisation, automation and optimisation and the anticipated impact and efficiencies within registration that should be reflected in the costs to clear the arrear. Propose to Close. **Update 02/09/2021** - While the original ask was to provide a visual on the arrear clearance, EMT feel that it would be more meaningful to look at this in terms of the changes we anticipate year on year to the cost of clearing the arrear vs the cost of serving newly arriving cases. SAT are modelling how much the new cases are going to cost to deliver in 2024 and beyond, and the expected progress from the current cost to deliver new cases to the (reduced) cost for this in 2024 (as automation progressively reduces the number of people required to serve the majority of the volume of new cases). That will help us to identify the split between the income and costs associated with serving new cases and arrear cases. The importance of first understanding the anticipated reduction in cost to serve for new cases is that as this reduces, it frees up resource that could potentially be deployed onto accelerating the clearance of the arrear. Although this would not mean that the total cost of clearing the arrear is any greater in total, it would mean the profile of those costs is different if we elect to use freed up resource to clear the arrear more quickly (as opposed to redeploying the resource outside RoS). Once this modelling is complete we will share it with the Board for their advice on the choices that we could make to trade off the time taken to clear the arrear vs the profile of the costs for clearing the arrear. | Open |
| 4838 | RoSBrd 08/06/21 | Board | KC | Business Development Director | KC | Business Development Director to consider what health measures could be put in place to allow EMT and the Board to track the pace of cultural change at RoS. | Sep-21 | **Update 29/11/21** – work remains ongoing to develop a suite of health measures together with a benefits realisation plan that will align key clusters of work to cultural change. This work is, unfortunately, taking longer than initially anticipated. IiP remains an internal health measure for the 'invest in our people' strategic objective, an IiP paper is being submitted to December Board including consideration of next steps. Remain Open. **Update 03/09/21** - Work is ongoing to refine key people metrics and our recent IIP assessment has provided some insight into how we can track cultural change. A proposed updated people dashboard including cultural change metrics will be brought to the Board for review in December. | Open |
| 4841 | RoSBrd 08/06/21 | Board | BH | Head of Procurement and Estates | EM | Head of Procurement and Estates to share video walk throughs of the RoS offices with Board members. | Sep-21 | **Update 11/10/21** - MBH and SVP walkthrough videos have now been shared with RoS Board and ARC members. Propose to close. **Update 03/09/21** - Work is underway to produce an up to date walkthrough video for MBH. 15/7/21 - Head of Procurement and Estates is liaising with the video team. SVP video is already available and they are working to pull together an MBH one. | Open |
| 4930 | RoSBrd - 1314/09/2021 | Board | JE | ARC Chair | AH | ARC Chair – To populate a log of ARC deep-dives and related actions going forward, with a view to reporting back into the Board regularly for sight. | 01/12/2021 | Update 29/11 - A list of the full year deep dives will be included in the Annual Report to the Board and are also included on the risk discussion tracker on a monthly basis for noting. Propose to close. | Open |
| 4931 | RoSBrd - 1314/09/2021 | Board | JE | Accountable Officer | JE | Accountable Officer – To circulate formal assurance rating definitions to Board members for information. | 01/12/2021 | 29/11 - Assurance Ratings included in the meeting chat of the Board - pasted here again for reference. Propose to close. **Substantial Assurance** Controls are robust and well managed; Risk, governance and control procedures are effective in supporting the delivery of any related objectives. Any exposure to potential weakness is low and the materiality of any consequent risk is negligible. **Reasonable Assurance** Controls are adequate but require improvement. Some improvements are required to enhance the adequacy and effectiveness of procedures. There are weaknesses in the risk, governance and /or control procedures in place but not of a significant nature. **Limited Assurance** Controls are developing but weak. There are weaknesses in the current risk, governance and/or control procedures that either do, or could, affect the delivery of any related objectives. Exposure to the weaknesses identified is moderate and being mitigated. **Insufficient Assurance** Controls are not acceptable and have notable weaknesses. There are significant weaknesses in the current risk, governance and/or control procedures, to the extent that the delivery of objectives is at risk. Exposure to the weaknesses identified is sizeable and requires urgent mitigating action. | Open |
| 4932 | RoSBrd - 1314/09/2021 | Board | JH | Head of Secretariat | LM | Board Secretary – To table a discussion at the December Board on Digital modelling strategies and related staff requirements to support new approaches. | 01/12/2021 | 14/10/2021 - 2024 Roadmap Update & Strategic Workforce Plan item added to the December agenda. Propose to close. | Open |
| 4933 | RoSBrd - 1314/09/2021 | Board | BH | Corporate Director | BH | Corporate Director – Circulate a copy of the MBH brochure produced for SG colleagues, to show potential space sharing options. | 01/12/2021 | **Update 05/11/21** - circulated with November NXD update. Propose to close | Open |
| 4944 | RoSBrd - 1314/09/2021 | Board | BH | Corporate Director | BH | Corporate Director – To share the digital workforce plan with the Board for further discussion, seeking input where required. | 01/12/2021 | **Update 30/11/21** - Briefing paper and notes shared with NXD colleagues. **Propose to close.** **Update 19/11/21** - Meeting with Asim took place 12 Nov. A list of action points have been captured. Original briefing paper to be shared with other NXD colleagues. **Update 05/11/21** - Meeting rescheduled to 12th November **Update 25/10/21** - Paper drafted for discussion with Asim & Jennifer on 28/10/21. Paper to be shared with NXD colleagues thereafter. | Open |
| 4945 | RoSBrd - 1314/09/2021 | Board | BH | Head of HR | ND | Head of HR – To provide an update on the IR35 status of colleagues and related reporting at December Board meeting. | 01/12/2021 | Update 02/12/21 – audit was carried out by external supplier Qdos, and undertaken by their tax consultant previously employed by HMRC. It took place over two days, 29/11 and 01/12. The report is expected w/c 6 December. Remain Open. | Open |
| 4946 | RoSBrd - 1314/09/2021 | Board | JH | Keeper | JH | Board members to complete diversity monitoring information, to support in staff communications and to share anonymised results with staff as encouragement to complete themselves. | 01/12/2021 | **Update 02/12/21** – update from Head of People & Change - This is underway, a template of diversity data (captured within HR systems) is being replicated and will be shared with NXDs for completion shortly. When data is captured, appropriate messaging will be created by Communications colleagues. Remain Open. | Open |
| 4947 | RoSBrd - 1314/09/2021 | Board | JH | Keeper | JH | Board Chair – Canvas Board members about what additional development opportunities would be useful as a collective/to individuals to improve Board effectiveness. To also consider running SG inclusive leadership champion course for the Board in December. | 01/03/2022 | **Update 15/10** - Ongoing - to be completed following the completion of the skills matix exercise. Inclusive Leadership Course scheduled to take place at March Board. Remain Open. | Open |
| 4948 | RoSBrd - 1314/09/2021 | Board | JH | Keeper and ARC Chair | JH & AH | Board Chair and ARC Chair – To discuss improving the link between ARC and the Board in terms of knowledge transfer and key discussions. | 01/12/2021 | **Update 29/11** - Keeper and ARC Chair met to discuss. ARC Chair considering including ARC members in the NXD Skills audit and whether the ARC members should be included in the monthly calls following the Keepers written updates. Board minutes now being noted at ARC and standing agenda item added to the ARC and Board agendas re items to be remitted to Board/ARC for escalation/delegation. Propose to close. | Open |
| 4949 | RoSBrd - 1314/09/2021 | Board | JH | Keeper | JH | 2024 working group - to populate a detailed view of the current and expected 2024 end state in relation to cost, revenue, demand, staffing numbers and automation across the 2024 end state products. | 01/12/2021 | **Update 15/10** - will be presented to the December Board during 2024 discussions. Propose to close. | Open |