

Number	Meeting Code (Raised At)	Date Raised	Director	Owners Job Title	Action Owner	Action	Due Date	Update	Status
6325	RoSBrd - 1415 March 2024	1415/03/24	MB	Director of Digital, Data and Technology	MB	Action Log Review - At the appropriate time, Director of Digital, Data and Technology to bring an update to the Board on where AI's next iteration of digital technologies may be relevant to RoS and how we could consider this to support delivery, if appropriate.	Dec 24	Update 22/11/24 - Tabled for March Board - work is progressing and individual discussions with select Board members will be held ahead of the session. Update 22/08/24 - Ongoing, for December Board. Remain open.	Open
6450	Board	11/06/2024	DB	Head of Customer Experience	IM	Head of Customer Experience to come back to the Board at the appropriate time to explain how the CSAT results will shape the target operating model for the customer service function and to be clear on how the data is feeding in as insight.	Dec 2024	Update 25/11/24 – The work across RoS to update the Customer Experience Strategy and ensure that it and TOM work are interwoven will primarily happen during the end of Q3 and start of Q4 so will give the opportunity for a more informed element of the 2025 March Board people session. Update 22/07 - On the Board agenda planner to present to the December Board alongside the TOM Assumptions paper and summer CSI survey results. Remain Open.	Open
6620	Board	09/09/2024	JH;#CK	Keeper and Director for Policy and Corporate Services	JH, CK	Board Chair and Director of Policy and Corporate Services to revise the strategic contract board reports to improve presentation and timeliness for Board input.	10/12/2024	Update 22/11/2024 - Ongoing. Update 06/11/2024 - Procurement are now categorising of all the contracts. They will then be checked with C2s and Directors to agree the strategic ones for board visibility.	Open
6622	Board	09/09/2024	JH	Board Secretary	ML	Board Secretary to arrange for the skills matrix to be updated following the appointment of the new Board and ARC members.	10/12/2024	22/11/24 - Ongoing	Open
6624	Board	09/09/2024	CK	ARC Chair	AH	ARC Chair to add prioritisation matrix to the ARC deep dive agenda planner, with a view to providing some assurance in 6+ months' time that decisions on spending have been made via a process that is fit for purpose	10/12/2024	Update 13/11/24: Risk Assurance colleagues are considering this in developing the Deep Dive programme for 2025/26. This work will either be in the plan for that agreed by EMT and ARC or ARC will review via another route. Remain open.	Open
6626	Board	09/09/2024	MB	Director of Digital, Data and Technology	MB	Director of Digital, Data and Technology to send a short survey to NXDs to seek individual requirements when accessing papers.	10/12/2024	Update 22/11/24 - Survey complete, and action is underway to consider new solution that makes it easier for Board members to access papers. Internal demo's of potential solution are expected to take place by the end of the calendar year, to progress following.	Open
6629	Board	09/09/2024	CK	Accountable Officer	CK	Accountable Officer to consider how many high-risk initiatives RoS would be comfortable running concurrently to support the decision making alongside the Prioritisation matrix.	10/12/2024	Update 26/11/24 - To be built into the next iteration of the matrix to cover in the ARC assurance.	Open
6633	Board	09/09/2024	CK	Head of Corporate Development	FM	Head of Corporate Development to share the Assumptions for 2030 results slides with the Board outwith committee.	10/12/2024	Update 25/11 - Work has continued to work through the long list of potential future assumptions with other cohorts including ARC, C2 Heads of Function and PCS. All NXDs who took part in the process will also be offered a follow up session in December if they want to provide further qualitative feedback alongside the questionnaire and workshop process. The findings of this work is in the process of being analysed and will be presented, along with the suggestions for amendments to relevant assumptions, to the EMT in mid-December before a finalised set of assumptions are confirmed and taken forward to support the 2030 TOM design.	Open
6612	Board	09/09/2024	CK	Chief Finance Officer	HB	Chief Finance Officer to write a short note to the Board to describe how pensions work for colleagues at RoS.	10/12/2024	Update 21/11 - CFO is drafting a paper for noting on pensions that will be provided as a Dec 24 paper.	Propose to Close
6613	Board	09/09/2024	JH	Keeper	JH	Chair to share the Biographies of the newly appointed ARC members with the Board for interest.	10/12/2024	Update 22/11/24 - Bios are available on the external RoS website - these will be linked in the November NXD update for ease. Propose to close.	Propose to Close
6615	Board	09/09/2024	MB;#CK	Director of Digital, Data and Technology and Director of Policy and Corporate Services	CK, MB	Director of Digital, Data and Technology and Director of Policy and Corporate Services should circulate an update on automation and benefit realisation outwith committee and arrange a call with Board NXDs to discuss and seek further advice if required.	10/12/2024	Update 22/11/24 - NXD Monthly update has been amended to provide more details of what has been delivered and individual NXD 121 discussions have covered status of Automation (and will continue to do so) - Propose to close. Update 19/11/2024 - Meeting scheduled for 29 November.	Propose to Close

6616	Board	09/09/2024	JH	Board Secretary	ML	Board Secretary to ensure the Head of Enterprise Risk Management and the Head of Risk and Information Governance are invited to join the performance monitoring slot for future Boards and the Senior Benefits Analyst and Head of Finance (Financial Management and Finance Business Partnering) are invited to attend the KRR slots going forward.	10/12/2024	Update 22/11/24 - Updated on agenda planner - propose to close.	Propose to Close
6617	Board	09/09/2024	TM	Chief People Officer and Director of People and Operational Services	ND, TM	Chief People Officer and Director of People and Operational Services to create a prioritised people and change critical path and bring this back to the Board for further input.	10/12/2024	Update 26/11/24 - It has been agreed that there will be a Board session on the People & Change critical path at the March Board. Propose to close.	Propose to Close
6618	Board	09/09/2024	JH	Board Secretary	ML	Board Secretary to send NXDs a reminder of the D&I Steering Group meeting dates and NXD representatives	10/12/2024	25/11/24 - Shared following September Board - propose to close.	Propose to Close
6619	Board	09/09/2024	CK;#DB;#JH;#TM;#MB	EMT	CK;DB;JH;TM;MB	EMT to consider having champions at the executive team level linked to each protective characteristic to maintain ongoing conversations and take targeted actions.	10/12/2024	Update 22/11/2024 - Will be picked up as part of objective setting for EMT for year 4 delivery. Propose to close.	Propose to Close
6621	Board	09/09/2024	JH	Board Secretary	ML	Board Secretary to create a board agenda planner for 2025 and present it at the 2024 Board meeting for noting.	10/12/2024	22/11/24 - Paper for noting tabled at December meeting. Propose to close.	Propose to Close
6623	Board	09/09/2024	JH	Board Secretary	ML	Board Secretary to add the cyber exercise outcome to the Board agenda at the appropriate time.	10/12/2024	22/11/24 - Paper for noting tabled at December meeting. Propose to close.	Propose to Close
6625	Board	09/09/2024	CK	Chief Finance Officer	HB	Chief Finance Officer to follow up with Deloitte to see if there are any examples of organisations who are doing something better than us in a certain area, to see if we can learn from their experiences.	10/12/2024	Update 21/11 - CFO has asked Deloitte for this information and will provide a verbal update at the Dec board meeting. Propose to close.	Propose to Close
6627	Board	09/09/2024	JH;#CK	Keeper and Director for Policy and Corporate Services	JH, CK	Keeper and Director for Policy and Corporate Services agreed to update Neil Mackay on the discussions that have been ongoing with National Records of Scotland around potential opportunities.	10/12/2024	Update 22/11/24. Awaiting outcome of Keeper RoS/Keeper NRS initial meeting in December to confirm next steps. Keeper/Director of Policy Corporate Services will provide verbal update to all NXDs in Board open discussion. Propose to close.	Propose to Close
6628	Board	09/09/2024	JH	Keeper	JH	Keeper to keep the Board informed of the outcome of the Cabinet Office Corporate Function Benchmarking Exercise.	10/12/2024	Update 22/11/24 - Keeper will provide an update on latest developments at the Open Board discussion at the next Board meeting. Propose to close.	Propose to Close
6630	Board	09/09/2024	CK	ARC Chair	AH	Audit and Risk Committee Chair to schedule a deep dive on the Prioritisation matrix at the appropriate time, to provide independent assurance that the decisions being made through the process are fit for purpose.	March 2025	Update 26/11/24 - Duplicate of action 6624 - Propose to close.	Propose to Close
6631	Board	09/09/2024	JH;#CK	Keeper and Accountable Officer	JH, CK	Keeper and Accountable Officer to consider how to engage further with SG on the proposed DDAT pay framework for RoS.	10/12/2024	Update 06/11/2024 - The Director of People and Operational Services is discussing this with senior colleagues at Scottish Government therefore a plan is in place.	Propose to Close
6632	Board	09/09/2024	MB	Director of Digital, Data and Technology	MB	DDAT pay framework to be brought to the December Board meeting, including numbers expected, initial deployment plans, key items for delivery in year 4 and associated risks and mitigations.	10/12/2024	Update 22/11 – Update tabled for December meeting, propose to close.	Propose to Close
6634	Board	09/09/2024	JH	Keeper	JH	Board Chair to draft a timetable for the creation of the year 4 delivery plan, including when it will be presented at formal meetings for discussion and agreement and what action will be taken outwith meetings.	10/12/2024	Update 22/11/24 - Will be included within the Year 4 delivery plan update paper being taken at the Board meeting. Propose to close.	Propose to Close
6635	Board	09/09/2024	JH	Board Secretary	ML	Board secretary to add Estates project update to the December 2024 Board agenda and Estates Strategy update to the March 2025 Board agenda.	10/12/2024	22/11/24 - Tabled for respective meetings, propose to close.	Propose to Close