RoS Board

Agenda

**Date: 13 December 2022**

**Venue: Hybrid Meeting – Teams/Meadowbank House**

**Time: 0930 – 1630hrs**

*Apologies – None*

*Board Observer – Corporate Director*

*To note – The Keeper has invited the Head of Communications to attend the meeting as an observer from 1000-1500hrs*

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| **No** | **Time** | **Item** | **Presenter** | **Board Focus** | **Paper** |
|  | 0930 – 1000 | Introduction,apologies and declaration of interests | Keeper | N/A | *Verbal*  |
|  | Agenda items to be taken in Private  | Keeper | N/A | *RoSBrd2022/12/01* |
|  | Minutes of September 2022 Board | Keeper | N/A | *RoSBrd2022/12/02* |
|  | Action Log Review | Keeper | N/A | *RoSBrd2022/12/03* |
| **STRATEGY DISCUSSION** |
|  | 1000 | Long Term Vision Discussion | Keeper | Develop Proposals on Strategy | *RoSBrd2022/12/04Presentation* |
|  | 1100 | **BREAK** |
|  | 1110 | Customer Satisfaction Index Benchmark Results | Head of Customer ExperienceCustomer Insight Manager | Provide External Perspective | *RoSBrd2022/12/05* |
| 1.
 | 1140 | Civil Service People Survey Results | Corporate DirectorColleague Experience Manager | Provide External Perspective | *RoSBrd2022/12/06**Presentation* |
|  | 1210-1300 | **LUNCH** |
| **CORPORATE PLAN 2022 – 2027** |
| 1.
 | 1300 | Board Performance Review YTD:* Latest Performance Data
* 6 Month Progress Review
* Priorities for the rest of the year
 | Accountable OfficerChief Finance OfficerHead of BIAHead of People and Change | Develop proposals on strategy/Bring Specific Expertise | *RoSBrd2022/12/07* |
|  | CP 2022 – 2027 (Year 2) | Accountable OfficerHead of Communications and Marketing | Bring Constructive Challenge/ Develop Proposals on Strategy | *RoSBrd2022/12/08**Presentation* |
|  | Strategic Workforce Plan Update | Business Development Director | Bring Constructive Challenge/Specific Expertise | *RoSBrd2022/12/09**Presentation* |
|  | 1500 | **BREAK** |
| **MONITORING AND IMPROVING ROS' PERFORMANCE** |
|  | 1510 | Audit & Risk Committee Update | Audit and Risk Committee Chair | Bring Specific Expertise | *RoSBrd2022/12/10* |
|  | 1525 | Risk Reporting by Exception and Annual Risk Management Policy Review | Corporate DirectorHead of Risk and Information GovernanceSenior Enterprise Risk Officer | Bring Specific Expertise | *RoSBrd2022/12/11* |
| **PAPERS FOR NOTING** |
|  | 1550 | **Papers for Noting:*** Governance Risk Discussion Tracker
* EDI Update
* NXD Diversity Summary
* Board Effectiveness Review
 | Keeper | Awareness | *RoSBrd2022/12/12**RoSBrd2022/12/13**RoSBrd2022/12/14**RoSBrd2022/12/15* |
|  | 1605 | Items to be delegated to ARC  | Keeper | N/A | *Verbal*  |
|  | 1615 | Board Observer Feedback  | Corporate Director | N/A | *Verbal* |
|  | 1630 | Close | Keeper | N/A | *Verbal*  |

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| **Date of next Board meeting**Meeting: RoS Board Date/Time: 14/15 March 2022 Location: Saint Vincent Plaza, Glasgow Paper Deadline: 28 February 2022 |