

DISCLOSURE SCOTLAND STRATEGIC BOARD – 10 MAY 2011

MINUTES OF MEETING

Present: Board Members
D Patel (Disclosure Scotland) – Chair
B Gorman (Disclosure Scotland)
G Hart (Disclosure Scotland)
B McQueen (Non-Executive Director)
R Gwyon (Non-Executive Director)
M Gibb (British Telecom)

Secretary: L Maguire (Disclosure Scotland)

Apologies: T McIntyre (Disclosure Scotland)
L Mackenzie (Disclosure Scotland)

Welcome and Declaration

1. Members declared no interests at the start of the meeting.

Minutes of Previous Meeting and Action Points

2. The minutes of the previous meeting (Paper 10/1) were agreed without amendment.
3. The Board was updated on the following Actions from the last meeting:
 - **Action 2011/2/1 - LMac to provide brief financial updates to the Board between scheduled meetings.** – Members were advised that staffing within the finance team is below complement and a temporary finance manager will be in post within the next week. It has not been possible to provide an update for this meeting but this will be in place before the next meeting in July - **ONGOING.**
 - **Action 2011/2/2 - D Patel to revise descriptions of key activities and further develop the section on customer standards (Business Plan).** – The Board was advised that work is underway to further develop the draft Business Plan and will be cleared in due course. – **ONGOING**
 - **Action 2011/2/3 - L Mackenzie to consider in-house formatting of the Business Plan with the Communications Manager.** – as above - **ONGOING**
 - **Action 2011/2/4 - L Mackenzie to collate PVG contractual and operational issues from all business areas and provide a summary in list form to Non- Executive Directors** – The Board was advised that this work was underway - **ONGOING**
 - **Action 2011/2/5: B McQueen to review list and consider how governance**

arrangements can be strengthened prior to the second phase of implementation.

– B McQueen advised this was in hand. **CLOSED**

4. The following action from the Live Action Register was discussed
 - **Action 2011/1/4 - Executive Members to undertake further analysis and seek Internal Audit's view on what would be acceptable in terms of KPIs for the Agency** – Executive members advised that relevant staff are in discussion with Internal Audit – **ONGOING**

Internal Business Change Update

5. Latest figures indicated that of the PVG Scheme membership applications completed in April, 79% had been within 14 day target, and progress was being made in terms of technical exceptions.

6. The Board commended Agency staff for their hard work.

Monitoring Performance: Metrics (Paper 10/2)

7. The Board noted an increase in the turnaround time for Police Act and a decrease in the turnaround time for PVG applications since the start of April. The overall turnaround time, which includes all exception time, was just over 13 days. Excluding exception time, turnaround is under 11 days.

8. For Force Enquiries, the Agency has a service level agreement target of '90% enquiries processed within 14 days'. The average turnaround time for Force Enquiry responses received in April across all forces was 18.6 days with 62 % processed within 14 days. The average across responses received from Scottish forces in April was 19 days and across responses received from non-Scottish forces in April was 17 days. 57% of responses from Scottish forces and 73% from non-Scottish forces were received within the 14-day target.

9. Throughout April, the Agency continued to use temporary staff to address fluctuating workload whilst retaining its permanent staff complement within the level agreed with Scottish Government.

10. The Board requested an addition to the Performance Metrics report to measure Customer Feedback.

- **Action 2011/2/1 – D Harrison to liaise with L Maguire to develop an additional section within the Metrics Report.**

Risk Register (Paper 10/3)

11. The Board reviewed the current status of the risk register; risks were updated and the register continues to be restricted

SWOT Analysis (Paper 10/4)

12. The Board noted a preliminary analysis that would assist it in planning strategic work in the future.

Any other business

13. None.

Disclosure Scotland
May 2011

Action List

MINUTE REFERENCE	ACTION	RESPONSE(S) BY
2011/3/1	D Harrison to liaise with L Maguire to develop an additional section within the Metrics Report.	D Harrison L Maguire

Live Action Register

MINUTE REFERENCE	ACTION	RESPONSE(S) BY
2011/1/4	Executive Members to undertake further analysis and seek Internal Audit's view on what would be acceptable in terms of KPIs for the Agency – 15/03/2011 – work in quantifying KPIs is ongoing	Executive Members
2011/2/1	L Mac to provide brief financial updates to the Board between scheduled meetings. – 10/05/2011 – Finance Team will be at full complement before the next Board Meeting -	L Mackenzie
2011/2/2	D Patel to revise descriptions of key activities and further develop the section on customer standards. – 10/05/2011 – Chair in contact with the Minister and refining draft Business Plan to better reflect PVG implementation	D Patel
2011/2/3	L Mackenzie to consider in-house formatting of the Business Plan with the Communications Manager – 10/05/2011 – as above	L Mackenzie
2011/2/4	L Mackenzie to collate PVG contractual and operational issues from all business areas and provide a summary in list form to Non- Executive Directors – 10/05/2011 – Work underway	L Mackenzie

Closed Actions

MINUTE REFERENCE	ACTION	DATE CLOSED
2011/1/1	Performance Metrics Reports to be reformatted to include a legend of symbols used and contain a strategic overview.	15/03/2011
2011/1/2	B Gorman to consider mechanism to maintain Risk Register between meetings of the Risk Review Group	15/03/2011
2011/1/3	D Patel to seek Internal Audit's view on non-compliance within the current financial year on 3 outstanding corporate governance actions	15/03/2011
2011/2/5	B McQueen to review list and consider how governance arrangements can be strengthened prior to the second phase of implementation.	10/05/2011