

Board Members Present: Lindsay Montgomery (Chair), Pat Armstrong (Deputy Chair), Stuart Cross, Stephanie Fraser (StF), Shona Ulrichsen, Jill Vickerman, Jessica Wade

OSCR attendance: Maureen Mallon, CEO; Martin Tyson, Head of Casework; Dr Judith Turbyne, Head of Engagement & Targeted Response Unit; Laura Anderson, Head of Professional Advice and Intelligence; Judith Hayhow, Head of Support Services; OSCR Communications Manager, OSCR Senior Legal Advisor

Board Secretary: PA to CEO

Private Business		
Agenda item	Area	Action
1.	<p><b>Update from CEO</b></p> <p>Private update.</p>	
2.	<p><b>Chairman's introduction and apologies</b></p> <p><b>No apologies were received.</b></p> <p>Lindsay Montgomery (LM) welcomed everyone to the meeting. The Board recognised it has been a particularly busy period for OSCR staff and thanked all for the work being done while dealing with the effects of Covid-19 and an ongoing restructure. All appreciated early sight of the Board Papers. The meeting was reminded the Director of Communications and Policy (CCEW) would be joining the meeting at 1.30 p.m. to share experiences and common themes.</p> <p>LM and MM updated Members on the recent meeting with the Cabinet Secretary. The meeting had been very positive. Discussions are now moving to the recovery phase with many conversations taking place focusing on what is next for recovery. The Cabinet Secretary will engage with OSCR to understand the issues facing the third sector. The Social Renewal Board (SG) was discussed and it was acknowledged OSCR should engage to bring in the wealth of intelligence and data already gathered. The Cabinet Secretary expressed an interest in attending one of OSCR's Charities Reference Group Meetings. A suitable date and time to be agreed. OSCR will look at holding an additional meeting between the September and December meetings already scheduled. The Cabinet Secretary is keen to attend the MTCR meeting during Trustee Week. LM had discussed the ongoing work being undertaken on the Charity Law Legislation review. The Cabinet Secretary was keen for that to continue so that it can inform the SG views. It was acknowledge there is a need for a further drive to maximise engagement.</p>	
3.	<p><b>Declarations of interest</b></p> <p>StF/LM – Robertson Trust                      JV – NTS                      MT/JV – Ballet West</p>	

4.	<p><b>Minutes of previous meetings: 22 April 2020</b></p> <p>The Minute of the meeting held on 29 June 2020 was agreed as an accurate record and approved.</p>	
5.	<p><b>Matters arising &amp; Horizon Scanning</b></p> <p>No matters arising were recorded. Points raised included:</p> <p><b>Furlough scheme</b>; the scheme is ending. The potential job losses are significant. This is likely to bring significant challenges to charities.</p> <p><b>Funding</b>; funding schemes have helped some charities this year but potential worries for next financial year, many charities may not be solvent, lose staff and struggle to carry out activities. MM confirmed she had been having discussions with DD Public Service Reform, Public Bodies &amp; Third Sector as part of her weekly call and confirmed they are aware of the issues, particularly about job losses, impacts of pressures on volunteers, service delivery and sustainability.</p>	
6.	<p><b>COVID-19 Actions Update</b></p> <p>MM gave a brief overview of the paper. The COVID-19 action paper is a specific report to the OSCR board, based on the COVID specific actions identified in our 2020-21 Business Plan. The meeting considered the paper and points raised included:</p> <p>Stf asked if any enquiries about reserves had been received and if there was an intention to include specific advice in OSCR guidance. JT confirmed this was already subject of internal discussions on options to develop this thinking. LA stated worth noting that this is a complex area and individual circumstances of charities are different. Messaging should encourage trustees to consider what is right for their charity, scenario planning and planning for potential future issues to ensure sustainability. LM confirmed this had previously been raised at MTCR events and there is scope for OSCR guidance to be more explicit and conversations should take place at Senior Level with funders about how they regard charities' reserves when considering grant applications. It was agreed there was more OSCR could be doing and this would be subject of further discussions.</p> <p><b>ACTION: OSCR messaging/guidance re scenario planning by trustees e.g. reserves to be subject of further discussion</b></p>	SMT/Board
7.	<p><b>CEO Operational Report</b></p> <p>Maureen Mallon (MM) introduced the paper and outlined the proposed arrangement with the Fundraising Panel. The Panel will be using OSCR's address for mail purposes only. MM had previously discussed this with the Chair and Members had no objections.</p> <p>The meeting discussed the proposed update to the Whistle-blowing Guidance including the suggestion to include advice re potential breaches of the job retention scheme. MT confirmed updates currently being considered included clarifying the role of the employment tribunal and the role of the Regulator but this will be considered.</p> <p>SORP, LA gave an update. The initial meeting of one of the Engagement Strands was held on 8 July with the Chair joining the first half of the meeting to provide introductory comments and hear the Convenors' introductions. This was a very positive meeting with all members enthusiastic to progress matters. Following the initial meetings of the Engagement Strands there will be an opportunity arranged to get together to share thoughts and feedback to help shape the next steps. In</p>	

	<p>addition, plans are being made for the Convenors to meet with the SORP Committee in November. The meeting noted the paper.</p> <p><b>ACTION: Whistle-blowing guidance update; consideration to be given to exploring option to include possible breaches to job retention scheme if appropriate/feasible</b></p>	<b>MT</b>
<b>8.</b>	<p><b>Risk Register</b></p> <p>JH presented the updated RR to the Board. The RR is considered at every Board Meeting and had been considered at the recent SMT meeting. Members noted this is a live document, kept consistently under review, and situations can quickly change as we move into the recovery phase.</p> <p>Members noted and agreed that no new Risks were required and that the Register was relevant. Minor amendments, as agreed, will be made.</p> <p><b>ACTION: RR to be updated</b></p>	<b>JH</b>
<b>9.</b>	<p><b>Performance Management</b></p> <p>The performance report contains corporate information in respect of our operational performance from April until end July 2020.</p> <p>Members were content with the information as presented.</p>	
<b>10.</b>	<p><b>Survey Report Update</b></p> <p>JT presented the paper that summarises the work undertaken on surveys during the calendar year, highlighting key results and next steps.</p> <p>The two main surveys this year were the public and charity survey 2020 and COVID-19 impact on charities survey. Both these surveys are complete, information and data gathered has been shared with numerous organisations and work is currently underway on messaging to publish these results.</p> <p>The meeting noted some of the key findings including:</p> <ul style="list-style-type: none"> <li>- Public trust and confidence in charities is significantly up.</li> <li>- The measure of the awareness of the regulator was more robust this time. The figure for public awareness has gone down but a key finding was that a much higher proportion of people assumed that charities were regulated.</li> </ul> <p>In regard to the next tranche of COVID surveys, it is hoped to re-engage the board sub-group in the development of those. JV, Stf, JW and LM welcomed the opportunity to re-engage in this piece of work.</p> <p>LM stated it is important to get the key messages coming out of the surveys picked up by the press as well as using the information gathered to help inform work going forward. The meeting agreed the Board need to agree a Strategy for raising public awareness. This will be the subject of discussion at the December meeting.</p> <p><b>ACTION: Strategy for raising public awareness to be discussed at December Board JV/Stf/JW/LM to re-engage with survey sub-group</b></p>	<b>SMT/Board JV/StF/JW</b>
<b>11.</b>	<p><b>Digital Update</b></p> <p>JH introduced the paper providing Members with an update on progress with the various strands of Digital work that are currently ongoing. This work is continuing at pace.</p>	

	<p>The meeting was advised that the contract for replacement of OSCR Online has been accepted and work on a replacement has begun. A new Network Support Contract has been successfully procured and will start in September. Evaluation of tenders is currently underway with regard to the replacement of our Cloud Hosting contract. Some clarification is being sought from suppliers regarding costings to enable a like-by-like comparison to be carried out. SG Procurement has been working very closely with us on this project. MM is confident this work will come in within budget and bring savings on existing spend.</p> <p>In addition, as part of the Digital programme, the BT phone system is being replaced. Business Voice, a web based system, will be procured and installed for all staff. This will be used remotely and on return to the office and provide a saving on the current system which is no longer fit for purpose. Laptops have now been purchased and configured for all staff. The process of making these available to all staff is well underway.</p> <p>Members were content with the proposals.</p>	
12.	<p><b>Casework Report</b></p> <p>JV introduced the paper that provided a brief summary of the meetings of the Casework Committee. This paper sets out the main matters discussed, the action points and the issues that are likely to come to later Board meetings. The casework update highlights cases that are novel, contentious or involve significant risks to OSCR and/or the sector.</p> <p>The Board noted the paper.</p>	
13.	<p><b>Annual Complaints Summary 2019-20</b></p> <p>JH presented the paper that provides Members with a summary of the service standards complaints that were received in 2019-20. The paper provides summary information in respect of all formal service standard complaints together with the actions taken by OSCR to address common themes and information about the ongoing challenges faced.</p> <p>The meeting heard that 18 complaints were received and of those 16 were related to enquiries where the correspondent was not happy with either the outcome of the enquiry or the fact it was not appropriate for OSCR to take action.</p> <p>Given the new streamlining process and proportionate approach, numbers of low risk cases not taken forward may increase. This presents a challenge around managing expectations and messaging can alleviate some of this if we get it right. It was agreed there was work to do on how we communicate about enquiries with a need to publish more, do more case studies and communicate more, not defensively but in a more proactive/positive manner.</p> <p>The meeting asked for clarification on the Unacceptable Actions Plan which was provided by JH. A link to the UAP will be sent to JV following the meeting.</p> <p>LM stated it was helpful for the Board to have the report and future reports would contain comparisons with previous years.</p> <p>The Board noted the report.</p> <p>ACTION: UAP link to be sent to JV - Future Annual Reports will contain comparisons from previous years</p>	<p><b>MD</b> <b>JH</b></p>

14.	<b>Future Business</b> <ul style="list-style-type: none"><li>- Strategy Day to be held 23 September</li><li>- Risk Appetite Discussion – December Board</li><li>- Raising Public Awareness Strategy discussion – December Board</li><li>- Board reappointment (to ensure continuity)</li><li>-LM in discussion with SG re new Board appointment; skills matrix for Members to be updated to inform LM discussions for future appointments</li></ul>	
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