

Number	Action Log	Date Raised	Director	Owners Job Title	Action Owner	Action	Due Date	Update	Status
6205	Board	12/12/2023	CK	Head of Procurement and Estates	EM	Estates Strategy - To bring back a clear view of RoS business requirements defining baselines for the next 3-5 years, to inform next steps on estate considerations, alongside a flowchart detailing what decisions need to be made, and related timescales for completion/decision.	30/09/2024	Update 28/08 - The Estates Strategy work has now been turned into a project governed by BPB. The Director for Customer and Business Development has been appointed SRO and a project board is being assembled. Work is also underway to produce a business case. Propose to close from the Board at this time, will report into the Board as required.  Update 28/05 - Continued to participation in the Single Public Sector Estate programme. Dependency on target operating model remains. Chris Kerr to provide a verbal update on other matters. Remain Open	Propose to Close
6325	Board	14-15 March 2024	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 22/08/24 - Ongoing, for December Board. Remain open.	Open
6445	Board	11/06/2024	JH;CK	Director of Policy and Corporate Services and Keeper	CK, JH	Director of Policy and Corporate Services and Keeper to write a summary of impact into future performance papers, ensuring interrelationships and consequences (including financial) are made clear.	Sept 2024	Update 22/08 - performance paper tabled at the Board takes this feedback on board. Propose to close	Propose to Close
6446	Board	11/06/2024	CK	Accountable Officer	CK	Accountable Officer to check how income will be affected when automation takes over and colleagues move from completing multiple dealings a day to working on one complex case a day.	Sept 2024	Update 22/08 - the Q1 reforecast (and future forecasts) will take account of this. See finance update. Propose to close	Propose to Close
6447	Board	11/06/2024	CK	Accountable Officer	CK	Accountable Officer to add a cash position month on month to future performance reports.	Sept 2024	Update 22/08 - complete - propose to close.	Propose to Close
6448	Board	11/06/2024	CK	Accountable Officer	CK	Accountable Officer to check which of the high value contracts are long term strategic partnerships that we are committed to renewing, which areas will have a renewal choice that the Board would expect to see/discuss.	Sept 2024	Update 22/08 - complete - propose to close.	Propose to Close
6449	Board	11/06/2024	CK	Head of Finance (Financial Management and Finance Business Partnering)	AB	Head of Finance (Financial Management and Finance Business Partnering) to ensure that any break clause dates are added to the strategic high value contracts table for future Board reporting.	Sept 2024	Update 22/08 - table has been updated with break clause dates. Propose to close.	Propose to Close
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 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
6451	Board	11/06/2024	JH	Board Secretary	LM	Board Secretary to add a Customer Services advisory session to the Board agenda planner.	Sept 2024	22/07 - On the Board Agenda planner for March 25. Propose to close.	Propose to Close
6452	Board	11/06/2024	JH	Board Secretary	LM	Board Secretary to circulate the Prioritisation Matrix slides to Board members and members are encouraged to catch up with the Director of Digital, Data and Technology outwith the meeting if they have fuller feedback.	Sept 2024	Update 30/07 - circulated 30 July. Propose to close.	Propose to Close
6453	Board	11/06/2024	JH	Board Secretary	LM	Board Secretary to circulate the latest EMT Structure Chart to Board members for awareness.	Sept 2024	Update 30/07 - circulated 30 July. Propose to close.	Propose to Close
6454	Board	11/06/2024	CK	Head of Procurement and Estates	EM	Head of Procurement and Estates to check if RoS have the right to see cyber audits from substantial suppliers and also if RoS would have a right to audit major suppliers and report back to the Board.	Sept 2024	Update- 28/8- All RoS strategic contracts are procured through government framework agreements- Scottish Government or Crown Commercial Services. All of these frameworks have "the right to audit" as standard clauses. This includes the physical premises if desired. Below is an example clause- The Supplier shall permit: (a) the Buyer, or a third-party auditor acting under the Buyer's direction, to conduct, at the Buyer's cost, data privacy and security audits, assessments and inspections concerning the Supplier's data security and privacy procedures relating to Personal Data, its compliance with this Annex 2 and the Data Protection Legislation; and/or (b) the Buyer, or a third-party auditor acting under the Buyer's direction, access to premises at which the Personal Data is accessible or at which it is able to inspect any relevant records, including the record maintained under Article 30 UK GDPR by the Supplier so far as relevant to the Contract, and procedures, including premises under the control of any third party appointed by the Supplier to assist in the provision of the Services.	Propose to Close
6455	Board	11/06/2024	CK	Head of Enterprise Risk Management	CI	Head of Enterprise Risk Management to present a longer item on the risk landscape around open casework at the September Board meeting.	Sept 2024	Update 30/07 - On the Sept Board agenda. Propose to close.	Propose to Close
6456	Board	11/06/2024	CK	Head of Enterprise Risk Management	CI	Head of Enterprise Risk Management to update the operational capacity risk to report amber instead of red.	Sept 2024	Update 29/07 - updated as requested. Propose to close.	Propose to Close