

## NRS STRATEGIC BOARD MEETING

Tuesday 14 December 2023

10:00-12:00

MS Teams

### Attendees

#### **In person:**

Janet Egdell	Interim Chief Executive (Chair)
Anne Moises	Non-Executive Director
Gordon Shipley	Non-Executive Director
Maggie Waterston	Non-Executive Director
Carla McHendry	Director of Digital & Delivery
Laura Mitchell	Director of Information and Records Services & Deputy Keeper
Linda Sinclair	Director of Corporate Services & NRS Accountable Officer
Anne Slater	Director of Operations and Customer Services & Deputy Registrar General
Claire Gillespie	Chief Finance Officer
Tracy Richardson	Head of NRS People Services ( <i>Item 4</i> )
Gemma Barker	Corporate Governance Manager
Shirley Cameron	Head of BMU
Donna Wotherspoon	NRS BMU – Secretariat

#### **MS Teams:**

Alan Ferrier	Director of Statistics
Jon Wroth-Smith	Director of Census Statistics
Dylais Mattison	NRS BMU - Secretariat ( <i>observing</i> )

### **1. Welcome, Introductions and Apologies**

1.1 The Chair welcomed everyone to the meeting. No apologies were received.

### **2. Meeting held on 22 August 2023**

2.1 Minutes from the last meeting were approved and would be published on the NRS website.

2.2 A review of actions was undertaken. The action tracker would be updated accordingly

2.3 No new declarations of interest were noted

### **3. Corporate Overview and Risk Report**

3.1 Linda Sinclair introduced the paper.

3.2 The following topics were covered:

- The overall Census programme status was green
- The portfolio report showed progress on a range of programmes including building works and IT activities
- Customer facing highlights included completion of Adam Dome work, which enabled the re-opening of the front door at General Register House
- Archive resources and storage remained a critical area
- A balanced outturn position was forecast for 2023/24

3.3 There was a discussion on the potential impact of the Scottish budget statement due on 19 December 2023, and the need to make clear the cost of services NRS provided to other organisations.

3.4 Major items flagged in the risk reported included:

- Archive environment
- Storage
- Funding
- Cyber risks

**Action SB 39:** EMB to conduct a Service Review, with input from each business area for context. Results to be shared with NXDs. Owner: EMB

#### **4. People Survey and Culture Audit**

4.1 Tracy Richardson gave a summary of the People Survey 2023 results for NRS, highlighting:

- The response rate was the highest ever at 74%
- The Engagement Index score was 55%
- There were decreases in all themes except pay and rewards, in parallel with trends across the Civil Service
- Recurring themes were transparency and openness, efficiency and procedures, with more collaboration requested

4.2 Outputs from the recent Culture Audit aligned with the People Survey; recommendations for improvement would be formed into an action plan and EMB would consider how to take this forward.

#### **5. Strategy workshop**

5.1 Janet Egdell presented a revised draft of the strategy document; attendees offered feedback on this version.

5.2 It was agreed that an updated version would be brought to a one-off Strategic Board workshop.

**Action SB 40:** To provide feedback on the wording of the draft NRS Vision, and matters to raise around the Key Risks, by 20 December 2023. Owner: All

**Action SB 41:** To arrange a Strategic Board workshop prior to 20 March 2023 to review draft Strategy and Key Risks. Owner: BMU Secretariat

**6. Forward Look**

8.1 The forward look document was held over to the next meeting.

**7. AOB**

7.1 No matters were raised.

**8. Date of Next Meeting: 20 March 2024 and Close**

8.1 The date of the next meeting was noted as 20 March 2024.

**END**