

NRS STRATEGIC BOARD MEETING

29 July 2020

Held remotely via conference call

Present:

Paul Lowe	Chief Executive (Chair)
Laura Mitchell	Deputy Keeper & Director of Information and Records Services
Anne Slater	Director of Operations and Customer Services
Linda Sinclair	Accountable Officer, Director of Strategy and Business Services
Carla McHendry	Delivery Director
Peter Whitehouse	Director of Statistical Services
Colin Ledlie	Non-Executive Director
Catherine McFie	Non-Executive Director
Mandy Gallacher	Non-Executive Director
Bill Matthews	Non-Executive Director
Gordon Shipley	Non-Executive Director
Christine Martin	Non-Executive Director, Audit & Risk Committee - observer
Shirley Cameron	Secretariat

Apologies:

Laura Lucas	Director of IT Services
Steven Hanlon	Chief Finance Officer

1. Welcome and Introductions

1.1 Paul Lowe (PL) welcomed everyone to the meeting, which was held via conference call due to the Covid-19 situation.

1.2 Apologies had been received from Steven Hanlon.

2. Minutes of meeting held on 13 May 2020

2.1 The minutes were accepted and would be published on the NRS website.

2.2 A review of actions was not required as no live actions were currently noted.

2.3 Declarations of Interest - no new declarations of interest were noted.

3. Corporate Overview – Linda Sinclair

3.1 The paper provided a summary corporate view of ongoing work and priorities across the organisation. Paul Lowe (PL) thanked all NRS Directors for their input.

3.2 The report included status updates covering:

- Census 2021
- Major programmes and business change.
- Customer facing services.
- Records and archives.
- Finance and assurance.
- Corporate strategy and process
- People
- Governance
- Covid response and impact update

3.3 Points highlighted to the Board were discussed as follows:

- The report, as detailed at the last meeting, continued to be heavily influenced by the COVID-19 pandemic impact.
- Following a decision by Scottish Ministers on 17 July 2020 to move the date of the Census to March 2022, a phase of replanning covering a period of eight weeks would be progressed.
- The NRS Incident Management Team (IMT) chaired by the Chief Executive continued to oversee and take key decisions in relation to COVID-19 response, informed by the Scottish Government route map, guidance and a phased approach to re-opening of services.

4. NRS People Action Plan – Carla McHendry

4.1 The paper provided the Board with an overview of plans, agreed by the NRS Executive Management Board on 25 June 2020, to create a NRS People Action Plan. The approach to create a holistic action plan to focus on short, medium and long-term actions would be strengthened by staff feedback from the 2019 People Survey and the Covid-19 Pulse staff survey. The approach would create a holistic action plan to address points raised by staff, as well as providing a mechanism for ongoing engagement.

4.2 Strategic Board members were invited to note the paper. In discussion the following points were raised:

- The impact of COVID-19 restrictions had resulted in home working for most NRS staff. Some core priority services continued to operate remotely, or with some attendance at buildings where this was not possible. Work to restart other services was being progressed by the Customer and Operations Board, reporting into IMT. As services restart, working from home would continue to be the approach for many NRS staff, until phase 4 of the Scottish Government route map.
- It was noted that teleconference facilities or Skype for NRS meetings was now widely accepted and SG IT were working to strengthen the offering for SG, which included NRS, with plans to improve applications and video functionality being implemented.

- The wellbeing of staff continued to be a priority for NRS with colleagues' individual concerns and health situation considered as service reintroduction was being planned and implemented.
- Staff communications continued, NRS had established a wellbeing portal, a home working and wellbeing group was in place and there were regular articles being published on connect to keep staff informed and to signpost sources of advice and support.

5. NRS Business Plan update and Key Performance Indicators (KPI) – Linda Sinclair and Anne Slater

5.1 A copy of the NRS Business Plan published on the NRS website, had been provided to the Strategic Board for information. The plan reported on 2019-2020 outcomes, demonstrating the variety of work delivered across NRS while also outlining business plan priorities for 2020-2021. Linda Sinclair indicated that work to refine the NRS Strategy was also progressing, although had been impacted by COVID-19.

5.2 Anne Slater presented the information on NRS KPIs from reporting year 2019-2020. The data would be included in the NRS Annual Report and Accounts. Work to refine KPIs would continue during 2020-2021.

Action SB9 - A28 : KPI: consider an approach for reporting KPIs to Strategic Board on a quarterly basis. Owner: Anne Slater/ Linda Sinclair

Action SB9 - A29 : KPI: NRS Non-Executive Directors were invited to provide comment or provide suggestions to improve KPI reporting and coverage. Owner: NRS NXDs

6. Audit and Risk Committee (ARC) – Colin Ledlie

6.1 Colin Ledlie provided an update from 28 May 2020 Audit and Risk Committee meeting. Minutes of that meeting and the NRS Governance report were accepted as the update and were taken as read.

7. AOB

7.1 Linda Sinclair drew the Board's attention to the inclusion in the Corporate Overview paper of a proposal and timetable of topics which could be presented to Strategic Board. Members were invited to provide comments on the proposal which would be built into planning, alongside update items in relation to Scotland's Census 2022 replanning reporting.

Action SB9 - A30: Agenda Planning: Members are invited to review the Business Presentation Slide of the Corporate Overview and provide feedback. Owner: All attendees.

8. Date of Next meeting

8.1 The next planned meeting of the NRS Strategic Board was noted as 22 October 2020.

End

Post meeting note: the next meeting would now be held on 12 November 2020.