

# Agenda for Quarterly Senior Management Team Meeting (QSMTM)

**Q2 2023-24 Thursday 09 November 2023, 1400** – by video conference

## **Standing Items**

1. Minutes, action points update and matters outstanding (ALL)
2. Finance Report (HOCS)
3. Information Requests and Reviews (HOCS)
4. Subject Access Requests (HOCS)
5. Service Standards – Compliments/Complaints (HOCS) \*\*
6. Enquiries Service (HOCS)
7. Website (HOPI)
8. Investigations Performance (HOE)
9. Quality Assurance – Investigations \*
10. Key Documents (ALL)\*\*\*
11. UK GDPR Report (HOCS)
12. Interventions Report (HOPI) \*\*
13. Workforce Planning (HOCS)(All) \*\*\*
14. Strategic Risk Register 2023-24 (HOCS) (ALL)

## **Additional Items**

15. Review of Human Resources Strategy (HOCS)
16. British Sign Language Plan – 2018-2023 (final review and report) (HOPI) \*\*\*
17. Enforcement Team - Recruitment (HOE)
18. Accessibility Statement (HOPI)

## **AOB**

- 19.

\* on hold – to re-start in 2024-25

\*\* Q1 & Q2

\*\*\* deferred to MSMTM