

Ref: LG/ASR

Date: 31 January 2019

Jenny Marra MSP
Convener
Public Audit and Post-legislative Scrutiny Committee
M1.05
The Scottish Parliament
Edinburgh
EH99 1SP

Dear Ms Marra

Section 22 Report – the Scottish Social Services Council (SSSC)

In response to the Section 22 Report carried out by Audit Scotland I would like to set out the actions we have taken to address the concerns raised in the Report.

We have benefited from this process and it has given us the opportunity to take stock, reflect on how we could have done things better, what lessons we can learn and the improvements we require to put in place for the future.

The SSSC will deliver this programme of work within this financial year and within our existing budget. However, before going onto phase two of the programme, outlined below are the actions we have taken or are in the process of putting in place to ensure future high standards of governance and transparency:

- In July 2018 we appointed a Head of Legal and Corporate Governance to advise Council Members and the Accountable Officer (costs met from existing budget).
- We have worked with the Care Inspectorate to revise the Service Level Agreements (SLAs). These will go to our Resources Committee in February 2019 for consideration and approval.
- We have procured and are about to appoint an external body to carry out a review of governance of shared services and the Policy Forum.
- We have met with the Scottish Procurement and Commercial Directorate of Scottish Government and they will carry out a 'health check' on our Digital Transformation Programme and make recommendations for future work. We will also work with them to put in place an independent review of our benefits realisation plan.
- We are currently exploring a post of Programme Manager as we wish to augment the skills and knowledge within the organisation within this specialist discipline.



I, of course appreciate that I may be called to answer questions on this Section 22 Report but the purpose of this letter is to provide assurance to you as to how seriously we have taken this matter and what actions we are taking.

Yours sincerely

Lorraine Gray.

Lorraine Gray
Chief Executive

