**Summary Note of the meeting of the ICAS Oversight Board on 29 April 2022**

**(hybrid meeting held in CA House and by Teams)**

***NB Some matters discussed have not been disclosed for reasons of confidentiality***

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| **Present** | Ms Alison Cornwell (Chair)President Pritchard Deputy President HothiVice President BellinghamMr Philip JohnsonMr Michael KayMr David CruickshankMr Nick LanderDr Philip RycroftMrs Ana Stewart | Mr Bruce Cartwright (CEO)Mr Chris Barber (CFO)Mr Robert Mudge (Interim Executive Director Standards) Mrs Sarah Speirs (Executive Director Membership Engagement and Communications)Mrs Carolyn Spencer (Executive Director Customer Experience)Ms Gail Boag (Executive Director Learning) |
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| **In Attendance** | Mrs Wendy Smith (ICAS Secretary), Mr Craig Ashall (Finance Director)  |
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| **Apologies** | None |
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| **1** | **BACKGROUND**This was the second meeting of the Oversight Board in 2022. |  |
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| **2** | **CEO REPORT AND QUARTERLY PERFORMANCE UPDATE**The CEO summarised the headline items which included: * Mr Cartwright was pleased to have welcomed Mr Barber to the Executive Team earlier in the month as the new ICAS Chief Financial Officer.
* It was noted that a strategy meeting between the Executive and members of Oversight Board had been arranged in the lead up to the Council Strategy Away Day in June.
* An update on developments in recruitment within the Regulatory Team
* On overview of the Admissions Ceremony which had taken place in March for the first time since 2019.

The CFO provided the Board with an update of performance against Key Performance Indicators and quarterly insight into key drivers and trends. |  |
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| **3** | **FINANCE UPDATE** The Finance Director summarised the Q1 financial results and answered questions from the Board.  |  |
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| **4** | **VERBAL REPORTS FROM CHAIRS OF POLICY LEADERSHIP, MEMBERS, REGULATION AND QUALIFICATION BOARD**  |  |
|  | The Chair of each Board provided an update on recent activities and meetings. *[For more information on the activities of each Board, please see the meeting notes for each Board in the “Boards and Key Committees” section of the website* [*https://www.icas.com/governance/boards-and-key-committees*](https://www.icas.com/governance/boards-and-key-committees)*]* |  |
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| **5** | **FOCUS ON KEY CUSTOMER EXPERIENCE (CX) PROJECTS FOR 2022**The Executive Director Customer Experience presented an update on Key CX Projects for 2022. The Board were reminded of the background to the establishment of the CX Team which was principally to create a customer centric organisation and a culture of continuous improvement. Ms Spencer highlighted the work of the newly established Projects and Change Group – a cross ICAS team created to review, prioritise, and challenge projects. The Board were given a demonstration of the SharePoint site created to log change requests and noted that an innovation area would be added to the site to allow staff to propose new ideas and initiatives. |  |
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| **6** | **CFO**The Board welcomed the new CFO and noted his observations after his first few weeks in office. |  |
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| **7** | **2030 STRATEGY**The Board noted the 2030 Strategy context and timeline. |  |
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| **8** | **INVESTMENT ADVISORY GROUP UPDATE** The update on the performance on ICAS investments and investment management strategy was noted. |  |
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| **9** | **RISK REGISTER**  |  |
|  | The Board considered the Risk Register and agreed that none of the matters that had been raised during the meeting necessitated an amendment to the Risk Register. |  |
| **10** | **COUNCIL WORKPLAN** The Board noted the 2022 Council Workplan.  |  |
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| **11** | **OVERSIGHT BOARD WORKPLAN** The Oversight Board noted that no substantive changes had been made to the workplan. |  |
| **12** | **ANY OTHER BUSINESS**No other business was raised.  |  |