

Glasgow Kelvin College

Audit and Risk Committee Meeting of 16 September 2025

Governance Update

Report by Director of Estates and Corporate Services

1. Introduction

The purpose of this report is to provide an update to members in relation to the following areas of corporate governance:

2. Cyber Communications – Lessons from Glasgow City Council's Response
3. Fire Risk Assessment – External Walls
4. Cladding at Springburn Campus
5. Admincontrol – Board of Management Portal
6. Martyn's Law – Presentation
7. Data Use and Access Bill – Next Steps
8. Shift from Assigned to Regional College – Review of Requirements
9. Insurance Renewal
10. Updated SPSO Statement of Complaints Handling Principles

2. Cyber Communications – Lessons from Glasgow City Council's Response

As part of our ongoing horizon scanning and resilience planning, we have reviewed a recent article from BC Training, ["Good, but could be better – Cyber Comms Lessons from Glasgow City Council's Cyber Attack"](#).

The article analyses Glasgow City Council's response to a cyber-attack in June 2025 and highlights several lessons that are directly applicable should the College face a similar situation. Key takeaways include the need to act quickly to maintain trust, lead from the top with messaging from senior staff to reinforce credibility, show empathy by acknowledging the impact, and the importance of ensuring regular updates throughout the incident to keep stakeholders informed and reassured.

The College continues to strengthen its preparedness through regular tabletop exercises, both internally and in collaboration with partner organisations such as HEFESTIS. These workshops provide management and key staff with the opportunity to test and evaluate our response to potential incidents, with lessons learned directly informing updates to the College's Business Continuity Plan.

3. Fire Risk Assessment – External Walls

Following the reports received from Wintech in regard to the cladding at Springburn Campus, we were advised to have a Fire Risk Assessment of the External Walls carried out to give a full and complete picture of all that was required to repair Springburn Campus. Astute carried out this work and the draft report has now been received.

The College is liaising with Project Manager, Watts in relation to finalising this draft report. The draft report has been shared with the College insurance and the Scottish Fire and Rescue Services.

Once the report has been finalised it will also be shared with the Audit and Risk Committee and the Risk Management Committee.

4. Cladding at Springburn Campus

The College is undertaking a process to appoint an external contract who will prepare a tender for the works required in relation to the cladding and curtain walling at our Springburn Campus. It is expected that this appointment will be made over the weeks ahead and the tender design and specification work will take approximately 6-8 months to complete. Tenders will go out thereafter for these works and it is therefore anticipated that a company will be appointed with an estimated start date of around summer-autumn 2026.

The College continues to engage with Project Managers, Watts who are providing invaluable assistance with this matter. Due cognisance is being taken of the two Wintech reports and the Astute – Fire Risk Assessment External Walls report. The urgent items detailed in the latter Wintech report (in regard to cracked glazing), have been attended to and rectified by Estates management.

The College is continuing to pursue legal recourse and, at the time of writing this report, a communication has sent from Thorntons on behalf of Glasgow Kelvin College to Brodies (who are representing McLaughlin & Harvey), seeking a mediation meeting to be held. This is an attempt to resolve this situation outwith the courts.

It is expected that when the actual cladding works commence, that these will be noisy and disruptive. Explorations in regard to noise levels are currently underway and this will also need to be factored into future plans. It may be the case that some decanting of classes may be necessary and this will be assessed. If this is deemed to be necessary, then then nearby accommodation will be sought.

A full report on this key project will be presented to the Board of Management at their meeting scheduled for 8 October 2025.

5. Admincontrol – Board of Management Portal

Over the summer period, various members of College staff received training on Admincontrol which is a Board of Management papers/document/meeting papers portal. The benefits of this portal are that members can annotate their own pack of Board of Management meeting papers, write comments, highlight key areas, send on extracts of the reports etc. This will reduce the need for printing etc and will allow members a high degree of flexibility with their set of papers.

Permission from members is required in relation to the set-up of this system as Admincontrol will email members when their email address is added. Permissions are being attended to at present.

It is expected that this system will be in use around October/November 2025.

6. Martyn's Law – Presentation

A presentation was given on 12 August 2025 to the Senior Leadership Team on the progress the College has made in regards toward its responsibilities within the upcoming Martyn's Law. In particular, this presentation focussed on the process involved should an incident occur that poses a genuine threat to life requiring a partial or full lockdown of College premises. Now that the presentation has been discussed at SLT level it will be provided to managers to share this information with their teams.

A copy of the presentation and the communication for Senior Leadership and Management Team Members are attached for information at the link below:

[Martyn's Law Presentation](#)

7. Data Use and Access Bill – Next Steps

The Data Use and Access Act 2025 (DUAA) received Royal Assent on 19 June 2025. Implementation of the new laws and rights will be phased in between June 2025 and June 2026.

The DUAA amends, but does not replace, the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA) and the Privacy and Electronic Communications Regulations (PECR).

Changes to the law include: clarifying how personal information can be used for research; lifting restrictions on some automated decision making; setting out how to use some cookies without consent; allowing charities to send people electronic mail/marketing without consent in certain circumstances; requiring organisations to have a data protection complaints procedure and introducing a new lawful basis of recognised legitimate interests.

As the new Act is enabled in law over the coming months, the Information Commissioner's Office (ICO) will publish guidelines to help organisations, like the College, to put the new regulations into practice. The Information Commissioner's Office (ICO) has published a timetable of when the guidance will be made available:

[General data protection | ICO](#)

A more detailed summary of some of the changes can be found at the link below:

[Data protection changes under the Data Use and Access Act 2025.](#)

The College will follow guidance provided by the ICO and ensure necessary updated and adjustments are made.

8. Shift from Assigned to Regional College – Review of Requirements

The work required in relation to moving from an Assigned College to a Regional College has been carried out. This included the Scottish Government appointing a Regional Chair; Ian Patrick was confirmed in the role of Interim Regional Chair for 12 months from 16 August 2025 to 14 August 2026. Detailed link below:

<https://www.gov.scot/publications/public-appointment-interim-chair-appointed-to-the-board-of-management-of-glasgow-kelvin-college/>

Once appointed, the Regional Chair was then required to send details of the non-executive directors of the Board of Management in order that these posts could be endorsed. This work was duly attended to by the Secretary to the Board of Management on behalf of Ian Patrick. The correspondence received from Scottish Government confirming that this is in order and in place is available via the link below:

[Board Appointments – Glasgow Kelvin College – August 2025](#)

There were various documents/actions that were in place when Glasgow Kelvin College was an Assigned College; the adjustments required in relation to now being a Regional College have been attended to as follows:

Document	Action and Updates
Annual Report and Financial Statements	Will be sent directly to SFC
Certificate of Assurance	Will be sent directly to SFC
Estates Capital Plan	Prepared as per SFC guidance via the Infrastructure Delivery Group
Risk Register	No action necessary
Summary of Draft Audit & Risk Minute	No action necessary
Governance Action Plan	Will be sent to SFC if requested
Externally Facilitated Effectiveness Review Reports	Will be sent directly to SFC
Annual Board Self Evaluation Report	Can be sent to SFC if requested
Annual Board of Management Development Programme	Can be sent to SFC if requested
Financial Memorandum with GCRB	This is now with SFC
Policies Updated that referenced GCRB	GKC - Health and Safety Policy GKC - Financial Regulations GKC - Scheme of Delegation GKC - Public Interest Disclosure Whistle-Blowing Policy and Procedure GKC - Standing Orders
Frameworks Updated that referenced GCRB	GKC - Framework and Assurance Map GKC - Compliance and Governance Framework GKC - Communications, Marketing and Stakeholder Framework
Strategies Updated that reference GCRB	GKC - Financial Strategy 2022-27 GKC - Students Association Constitution – currently being updated
Plans Updated that reference GCRB	Glasgow Kelvin College Business Continuity Plan
Terms of References Updated that reference GCRB	Nominations Finance & Resources Audit & Risk
Board Recruitment paperwork to be Updated that reference GCRB:	Board Recruitment Process and Pack – this will be updated by the Director of Estates and Corporate Services and the Secretary to the Board of Management.

The Code of Good Governance has recently been updated and the changes contained therein will be reviewed in detail to ensure compliance. There is also some work to be carried out to ensure that the College is complying with Regional College requirements. The Secretary to the Board of Management and the Director of Estates and Corporate Services will attend to the work required over the weeks ahead and will report back accordingly.

9. Insurance Renewal

The Director of Estates and Corporate Services has completed the paperwork necessary for the insurance renewal; the link as per below shows the associated costs which have increased slightly this year.

[Insurance Costs 2025-26](#)

As aforementioned, the College insurance company has been kept fully informed in regard to the Wintech reports on the cladding and curtain walling and the Astute Fire Risk Assessment – External Walls. A meeting was held with the Vice Principal Operations, the Director of Estates and Corporate Services with the Chief Executive of UMAL and the College's UMAL Business Partner. UMAL were given an overview of all the College were doing to rectify the cladding, curtain walling and fire stopping issues including the timelines concerned anticipated. A further meeting has been offered to the UMAL technical team to go over this in finer detail.

10. Updated SPSO Statement of Complaints Handling Principles

The Scottish Public Services Ombudsman (SPSO) Statement of Complaints Handling Principles, updated and approved by the Scottish Parliament in June 2025, outlines the core values and expectations for how public service organisations in Scotland should manage complaints. These principles apply to all organisations within the SPSO's jurisdiction, whether or not they follow one of the SPSO's Model Complaints Handling Procedures (MCHPs).

The Seven Core Principles are summarised below:

- Person-Centred - Treat everyone with dignity and respect. Support both complainants and staff, ensuring a human rights-based approach.
- Accessible - Make the complaints process easy to understand and inclusive. Provide support and advocacy, especially for vulnerable groups.
- Simple and Timely - Keep procedures straightforward and respond promptly. Keep complainants informed throughout.
- Thorough, proportionate, consistent and effective - Investigate based on the complexity of the issue. Ensure consistency, fairness, and regular review of processes.
- Objective, impartial and fair - Base decisions on facts. Avoid conflicts of interest and ensure transparency in both process and outcome.
- Resolution focused - Aim to resolve complaints early and effectively. Empower staff to act and seek agreement with complainants.
- Learn and Improve - Use complaints data to drive service improvements. Share learning and report outcomes to promote transparency.

A link to the full statement of principles can be found below:

[SPSO Statement of Complaints Handling Principles](#)

We will conduct a review to ensure that the College's Complaints Handling Procedure complies with the principles i.e. accessibility, impartial, person-centred approach etc.

11. Resource implications

There are some resource implications in regard to items contained in this paper as capital funds have been spent on technical reports in regard to cladding, curtain walling and external walls fire assessment works and legal advice is being taken in relation to recourse to McLaughlin & Harvey. There is an annual charge in relation to Admincontrol but a competitive price has been negotiated for 18 months, and this enhanced meeting paper management system should save staff time and print costs. Insurance costs are slightly higher than last year, and all other items contained within this report are being dealt with by staff in Corporate Services.

12. Impact on Students

There will be an impact on students when the cladding works commence as access/egress routes will need to be considered/amended and work is likely to be noisy and potentially disruptive and will go on for circa 18-24 months.

13. Risk and Assurance

This report seeks to provide members with assurance that a number of governance matters related to the smooth running and operations of the College are being taken forward and that these will be carefully handled.

It also seeks to provide assurance that the College is looking ahead in terms of corporate governance matters, i.e. Data Use and Access Bill and SPSO requirements and keeping both informed and abreast of what is happening. Any actions resulting from changes will be taken forward accordingly.

14. Equality

There may be some equality implications to consider in relation to the cladding replacement as access/egress routes in regard to Springburn Campus will require to be adjusted and some decanting may be necessary. Advice will be taken from the College's Equality and Inclusion Lead and the Health and Safety Manager.

15. Data Protection

Corporate Services Managers will keep a close eye on the UK Data Reforms and will liaise further with sector colleagues and HEFESTIS staff in this regard. As aforementioned, adjustments will be made as necessary to processes and procedures.

16. Environmental and Sustainability

A negative impact on the environment itself in regard to the cladding and curtain walling is inevitable due to the unexpected and early re-work that will be required to resolve matters. However, work which will be undertaken on the cladding will provide enhanced insulation and is expected to lower energy consumption.

17. Recommendations

It is recommended that members note the content of this report and links.

18. Further Information

Further information can be obtained from Lisa Clark, Director of Estates and Corporate Services - lisaclark@glasgowkelvin.ac.uk or Jeanette Evans, Vice Principal Operations jevans@glasgowkelvin.ac.uk

Lisa Clark
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September 2025