

Scottish Information Commissioner

Minutes of the Quarterly Senior Management Team Meeting Q2

14 November 2019

NOTE TO READER:

The Scottish Information Commissioner publishes the minutes of Quarterly Senior Management Team (QSMT) meetings and the papers considered at the meetings, unless he considers, at the time of publication, that the minutes and/or papers are exempt from disclosure under the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004 (FOI law). Where minutes or documents are not published, the minutes will make it clear why not.

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Scottish Information Commissioner, Kinburn Castle, Doubledykes Rd, St Andrews, Fife, KY16 9DS

Tel: 01334 464610

Fax: 01334 464611

enquiries@itspublicknowledge.info

Present: Scottish Information Commissioner - Daren Fitzhenry (DF),
Head of Corporate Services - Helen Gardner-Swift (HGS),
Head of Enforcement - Margaret Keyse (MK),
Finance and Administration Manager - Liz Brown (LB),
Finance and Administration Manager – Kim Berry (KB) (Minutes)

Details	Action By	Target Completion Date	Publish Yes / No / Partial	Comments
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1. Minutes, action points update and matters outstanding

<p>1.1 Review of minutes – 16/10/19 (delayed September 2019 meeting)</p> <ul style="list-style-type: none"> The minutes have been approved and will be published with all the relevant papers. <p>1.2 Action points update</p> <ul style="list-style-type: none"> Operational Plan 2019-20 – Monitoring Report Further amendments to the Operational Plan 2019 -20 required before the Monitoring Report and the Operational Plan 2019 -20 can be published DF to finalise and arrange publication of the Communications Strategy 2015-20. <p>1.3 Matters outstanding</p> <ul style="list-style-type: none"> Key holder – a new emergency key holder has been appointed and training has taken place. KB and LB will provide support initially should there be an emergency call out. DF would like to ensure his personal mobile number is circulated to all emergency key holders and staff with work mobile phones. 	<p>HGS</p> <p>DF</p> <p>LB</p>	<p>22/11/19</p> <p>29/11/19</p> <p>15/11/19</p>	<p>Yes</p>	<p>Published in full</p>
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2. Finance Report

<ul style="list-style-type: none"> The 2019 -20 Q2 report was reviewed and approved for publication. 			Yes	Published in full – Finance report available here
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3. Statement of Expenditure - Public Services Reform (Scotland) Act 2010 - report

<ul style="list-style-type: none"> Guidance relating to what is within the scope of this report is being reviewed. It was noted that it had previously been agreed that this report should be published annually each year. The Governance Reporting Arrangements will be updated to reflect the change in this reporting requirement and HOCS can approve this change. 	HGS	31/01/19	N/A	
	KB	29/11/19		

4. Information Requests and Reviews

<ul style="list-style-type: none"> The CR was noted with the following comments:- <ul style="list-style-type: none"> The number of information requests remains similar to previous years; however, the percentage of requests where information is not held has decreased, therefore resulting in an increase in work. Resource requirement in the first half of the year has increased which raises issues, particularly relating to reviewing current processes and duplication of work. MK and HGS are currently reviewing the administration aspects of handling RFIs and will also look at the procedures for dealing with requests for review. Discussed areas to explore further around the time taken to deal with requests – including searches, records management, allocation of cases and the use of staff resources. Time recording <ul style="list-style-type: none"> will commence from 1 January 2020 for a trial period of three months and this will enable information to be gathered for 2019 -20 Q4. MK will advise staff and arrange training if required. as there is no WorkPro report in place to report on time recording, HGS will look at how this information is gathered, used and reported on following the time recording for Q4. As regards SARs, as they fall under a different 	MK	10/12/19	Partial	<p>CR and exemptions/ exceptions table published in full</p> <p>Summary table published here (Class 7)</p> <p>Outcome of requests table not published – Exemptions s.38(1)(b)</p>
	MK	20/12/19		
	LB/HGS	27/01/19		

<p>statutory regime, the appropriate time to consider any review of the procedures will be following the approval of the data protection policy and handbook – this is due to be considered by the SMT at its November MSMTM</p> <ul style="list-style-type: none"> ○ The five day RFI response target is to be reviewed when the Performance & Quality Framework 2020-21 is considered next year. 				
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5. Website

<ul style="list-style-type: none"> • The report was reviewed and discussed with the following comments:- <ul style="list-style-type: none"> ○ Significant increase in Tweet impressions in Q2 which was predominantly driven by tweets relating to recruitment and International Your Right to Know Day. ○ The top ten website pages viewed reflects the preparations for Registered Social Landlords becoming subject to FOI. ○ The number of visits to the Decisions Round Up page remains at a lower level. The forthcoming introduction of new mailing software should result in an increase in visits. 			Yes	Published in full
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6. Investigations Performance

<ul style="list-style-type: none"> • Reduction in number of applications received between first and second quarter: <ul style="list-style-type: none"> ○ Q1 – 154 (average 51 pm) ○ Q2 – 125 (average 42 pm) • This recent reduction allows the team to focus on the existing cases without too many new cases being allocated for investigation. • The number of applications awaiting validation has reduced to much more manageable numbers: <ul style="list-style-type: none"> ○ End of Q1 – 69 applications awaiting validation ○ End of Q2 – 38 applications awaiting validation • Changes to Investigations Handbook are helping: Validation Officers able to triage cases and close invalid cases (with advice on what needs to be done to make a valid application) more quickly. • KPIs: improvement in “time taken to validate applications” KPI. As at end of both Q1 and Q2, only 42% of cases had been validated in one month against a target of 80%. In October (first month of 			Yes	Published in full – Dashboard Reports available here
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<p>Q3), 58% of cases were validated in less than a month.</p> <ul style="list-style-type: none"> It will take a few months before this has an effect on other KPIs (e.g. “time taken to decide valid applications”), but we should see an improvement by the next QSMTM provided the number of applications remain as they are. The 4 month target remains an issue given the delay due to the number of applications - as at end of Q2, average age of valid cases closed was 3.8 months and average age of valid open cases was 4.1 months. 				
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7. Key Documents

<ul style="list-style-type: none"> The report was noted 			Partial	Published with the exception of comments column - Exemptions s.30(b)(ii) and s.38(1)(b)
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8. Strategic Risk Register

<ul style="list-style-type: none"> The register was discussed and changes were agreed. 			No	Exemptions s.30(b)(ii) and s.30(c)
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9. Service Standards – Compliments/Complaints

<ul style="list-style-type: none"> The report was noted. 			Partial	CR published in full Record of Compliments and Complaints not published – Exemption s.38(1)(b)
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10. Quality Assurance - Investigations

<ul style="list-style-type: none"> Deferred to January 2020 QSMTM to allow QA work to focus on revised Investigations Handbook. 			N/A	N/A
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11. CR: Review of Key Document – C5 Publication Scheme Handbook

<ul style="list-style-type: none"> Approved All changes shown as track changes to be accepted 			Yes	CR published in full
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				Handbook available in Class 5 of GTI here
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12. CR: Review of Key Document – C1 Charging for Information Policy

<ul style="list-style-type: none"> Approved All changes shown as track changes to be accepted 			Yes	CR published in full Policy available in Class 1 of GTI here
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13. CR: Review of Key Document – C5 Health and Safety Policy and Handbook

<ul style="list-style-type: none"> Approved As regards the version of the Key Document that is to be published, the redactions relating to fire evacuation procedures and lone working to be reviewed and approved by SMT by email prior to publication. 	LB	29/11/19	Partial	CR published in full Full version of Key Document available to staff. Redacted version of Key Document published with redactions Exemption s.39(1), s.27(1) Available in Class 5 of GTI – here
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14. CR: Legal Services Tendering - update

<ul style="list-style-type: none"> Business case approved Use of open competition procedure approved 			Yes	CR published in full
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15. Suggestions box

<ul style="list-style-type: none"> There were no suggestions from staff. 			N/A	N/A
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16. Defibrillator promotion proposal - verbal

<ul style="list-style-type: none"> The following recommendations were agreed <ul style="list-style-type: none"> Register with Scottish Ambulance Service so that the location can be included on the Public Access Defibrillator website Stickers to be placed on the front office window and on front door window Thorntons, our next door neighbour, to be notified of the availability of defibrillator 	BOW	29/11/19	N/A	N/A
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<ul style="list-style-type: none"> Reference to acquisition of the defibrillator and public access provisions to be included in the Annual Report and Accounts 2019-20. 				
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17. Strategic Plan update - verbal

<ul style="list-style-type: none"> The initial draft of The Strategic Plan 2020 – 2024 will be available for comment by the SMT by 22/11/19 so that it can be formally considered at the next MSMTM 	DF	22/11/19	N/A	N/A
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18. Learning & Development Plan 2019-20

<ul style="list-style-type: none"> The updated Learning & Development Plan 2019-20 was considered DF asked for additional time to comment on the Learning & Development Plan 2019-20 and will let HGS and MK have his comments. Following DF's comments the Learning & Development Plan 2019-20 will be circulated by email to the SMT for approval 	DF	22/11/19	Partial	CR published in full Learning & Development Plan 2019-20 not published – Exemption s.38
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AOB

<ul style="list-style-type: none"> Christmas lunch – provisionally planned for 12/12/19; however, due to the General Election, an alternative date should be found. DF has agreed to give all staff a four hour flexi credit to be used for the Christmas lunch or for those unable to attend, to use how they wish. KB to communicate this to all staff via the internal blog. 	BOW	22/11/19	N/A	N/A
	KB	29/11/19	N/A	N/A

Signed off by:



Date: 29 November 2019