

<b>Report to:</b>	MSMTM
<b>Report by:</b>	Daren Fitzhenry, Scottish Information Commissioner
<b>Meeting Date:</b>	30 June 2021
<b>Subject/ Title:</b> (and VC no)	Key document review: C7 Performance and Quality Framework 2021-22 (VC153393)
<b>Attached Papers</b> (title and VC no)	C7 Performance and Quality Framework 2021-22 (VC147421)

## Purpose of report

---

1. The purposes of this Committee Report (CR) is to seek Senior Management Team (SMT) approval of a key document.

## Recommendation and actions

---

2. I recommended the following:
  - (i) the SMT approve the Performance and Quality Framework 2021-22 (P&QF 2021-22)
  - (ii) the key document actions, as set out in the Key Document section of this CR, are agreed
  - (iii) this committee report is published in full as set out in the Publication Section of this CR.

## Executive summary

---

3. The delivery of the Scottish Information Commissioner's functions, duties and responsibilities must be to a defined standard which meets the needs and, where practicable, the expectations of people in Scotland seeking information.
4. Quality assurance is the system we use to measure, report on, and achieve continuous improvement in the quality of our work. Performance management is the system we use to monitor and report on organisational outcomes.
5. The performance and quality framework is the mechanism we use to report internally and publicly. It is supported by internal systems which allow us to identify and monitor how individual performance contributes to organisational outputs.
6. The document was previously circulated to SMT for comment. Comments have now been received from all the SMT. These comments have been considered and a final draft completed for the consideration of the SMT. Comments and final draft with track changes is at version 9.

## Risk impact

---

7. Implicit in a number of the risks in the Strategic Risk Register is a recognition of the importance of monitoring our performance and also of monitoring and reporting on organisational outcomes.

8. The key control we have in place in respect of this risk is our performance and quality framework.
9. It is important to keep this up to date and ensure that the performance being measured and the key performance indicators remain relevant.

## **Equalities impact**

---

10. There are no equality impacts arising from the review of the key document.

## **Privacy impact**

---

11. There are no privacy impacts arising from the review of this key document.
12. For our KPIs, the statistics are anonymised and therefore no personal data will be released. Our Privacy Notice covers the use of information on file to check on the level of service we provide.

## **Resources impact**

---

13. The work on key documents is “business as usual”. While it is time consuming, it is particularly important for us to ensure that our performance and quality framework is regularly reviewed and kept up to date.

## **Operational/ strategic plan impact**

---

14. The Operation Plan 2021-22 contains a requirement for managers to report on performance for their areas of responsibility in accordance with the Performance and Quality Framework (including carrying out appropriate quality assurance reviews) and to review Key Performance Indicators and other targets and standards annually.
15. It is therefore important that the P&QF 2021-22 is up to date and relevant.

## **Records management impact (including any key documents actions)**

---

16. This is a key document and the following key document actions will be carried out:
  - (i) the approved P&QF 2021-22 will added to the Register of key Documents and will be published within Class C7 of our guide to information.
  - (ii) the Commissioner will be the Responsible Manager and the SMT will be the approver
  - (iii) the P&QF 2021-22 will be reviewed annually.

## **Consultation and Communication**

---

17. All members of the SMT have commented on the draft key document.

## **Publication**

---

18. I recommend that this CR is published in full.
19. I recommend that the attached paper is withheld in full on the basis that it is exempt from disclosure under section 27(1) of FOISA (Information intended for future publication): the

document will be published once the necessary key document actions have taken place and the document is in its final form (such as with finalised document control sheet).