Report to:	QSMTM Q4 2022-23
Report by:	Daren Fitzhenry, Scottish Information Commissioner
Meeting Date:	26 May 2023
Subject/ Title: (and VC no)	Key document: C7 Performance and Quality Framework 2023-24 (VC187261)
Attached Papers (title and VC no)	C7 Performance and Quality Framework 2023-24 (draft) (VC183711)

Purpose of report

1. The purpose 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 2023-24 (P and QF 2024-24)

    (ii)   the key document actions, as set out in the Key Document section of this CR, are agreed

    (iii) this CR is published in full as set out in paragraph 17.

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 is attached to this CR for the consideration of the SMT.

Risk impact

7. Having an up to date annual performance and quality framework ensures that performance is being measured and the related key performance indicators are relevant. This is also a key control which helps us to monitor and report on performance and organisational outcomes and having an effective framework in place ensures that there is an effective control mechanism.

8. The P and QF 2023-24 will help to mitigate a number of operational and strategic risks.

Equalities impact

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

Privacy impact

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

11. For reporting on our KPIs, the statistics are anonymised and, therefore, no personal data should be disclosed. Our Privacy Notice sets out how we use information that is on file to check on the level of service we provide.

Resources impact

12. The work on key documents is "business as usual". While it is time consuming, it is important for us to ensure that the performance and quality framework is regularly reviewed and kept up to date.

Operational/ strategic plan impact

13. The Operational Plan 2023-24 will contain 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.

14. It is therefore important that the P&QF 2023-24 is up to date and relevant.

Records management impact (including any key documents actions)

15. This is a key document and the following key document actions will be carried out:

- the approved P and QF 2023-24 will added to the Register of Key Documents and will be published within Class C7 of our guide to information.

- the Commissioner will be the Responsible Manager and the SMT will be the approver

- the performance and quality framework will be reviewed annually.

Consultation and Communication

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

Publication

17. I recommend that:

- that this CR is published in full

- 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) as the

document will be published once the necessary key document actions have taken place and the document is in its final form