

Senior Management Team minutes

Tuesday 29 March 2016

Members and other attendees present

Simon Entwisle	Deputy Chief Executive Officer and Deputy Commissioner (chair)
Andy Laing	Head of Performance Improvement
Jonathan Bamford	Head of Strategic Liaison
Kenneth Macdonald	Assistant Commissioner - Scotland and Northern Ireland
Michael Collins	Head of Organisational Development
Paul Arnold	Head of Customer and Business Service
Steve Eckersley	Head of Enforcement
Steve Wood	Head of Policy Delivery
Louise Byers	Head of Good Practice (from agenda item 5)
David Murphy	Group Manager Press Office (from agenda item 4 onwards)
Greer Schick	Online and Internal Communications Manager (agenda item 4)
Andrew Jarvis	Group Manager (Business Development - CC) (agenda item 4)
Peter Bloomfield	Senior Corporate Governance Manager (secretariat)

1. Introductions and apologies

- 1.1. Apologies had been received from Christopher Graham, Louise Byers, Anne Jones and Robert Parker.

2. Matters arising from the previous meeting

Minutes

- 2.1. The minutes were agreed.

Action points and decision log

- 2.2. Jonathan Bamford advised that the ICO had submitted its evidence to the Public Bill Committee on the Investigatory Powers Bill.
- 2.3. Michael Collins advised that he was awaiting a response from the pay provider on moving to electronic pay slips for staff.
- 2.4. Robert Parker would be bringing an update on the May Citizen's Reference Panel to the next formal meeting.
- 2.5. Louise Byers was in discussion with BDO and the NAO about the treatment of SMT members in the Annual Report and Accounts (in particular in the Remuneration Report). There would be a report back to SMT once a decision was made.
- 2.6. Simon Entwisle updated SMT on the security incident referred to at the recent Audit Committee. No personal data had been involved. There would be a report back to the IT Steering Group and to Audit Committee.

3. Expenses

Issues

- 3.1. There were several issues covered in this item.

Overseas business travel expenses

- 3.1.1. It was proposed that payment of all subsistence expenses for overseas business travel by ICO staff be receipted. Doing so would allow continuing dispensation from the P11d process and would bring the ICO in line with other government bodies. The Foreign and Commonwealth Office subsistence limits would remain applicable for overseas travel.
- 3.1.2. It was highlighted that the move to fully receipted reimbursement could cause difficulties for staff due to the difficulty in obtaining receipts, for example at working dinners, and because some additional expenditure incurred is not receipted; eg telephone calls home.

Non-receipted expenditure

3.1.3.SMT was asked to confirm that, for domestic, as well as overseas expenses, where receipts were not provided the general rule would be that expenses would not be paid without good reason. Claims without receipts would have to be supported by managers and as much evidence as possible.

Monthly claims

3.1.4.Finance was requesting that staff put in one expenses claim per month. The claim could be made before the deadline if there was a risk that the deadline be missed (eg due to the authorising manager not being in the office). A reduction in the total number of claims made would free up resources in Finance.

Decisions

- 3.2. It was agreed that staff should be asked to put in one expenses claim a month.
- 3.3. The principle of providing receipts for expenses incurred during overseas travel was agreed; however this would not be implemented until a satisfactory approach to reimbursing staff for other costs is agreed.

Actions

- 3.4. Louise Byers to take forward with Finance the move to receipted expenses for overseas subsistence.
- 3.5. All SMT members to consider how the ICO can ensure staff are not out of pocket whilst travelling overseas.
- 3.6. Louise Byers to ensure steps were in place to move towards staff making one monthly expenses claim supported by receipts for both overseas and domestic work.

4. Digital services agenda

Issues

- 4.1. Paul Arnold, Greer Schick and Andrew Jarvis presented the new nuisance call reporting tool, replacing the current system, and the ability for real time statistics to be produced from it. The tool would be rolled out during April and it was hoped that it would make the gathering of intelligence from concerns expressed by the public much more efficient.
- 4.2. It was also highlighted that Live Chat would also be launched in April.

Decisions

- 4.3. SMT fully supported the two projects.

Actions

4.4. There were no actions needed.

5. Preparation for Management Board

Issues

5.1. SMT were asked for contributions to the draft agenda for the forthcoming Management Board meeting, including topics for the pre-briefing, specific agenda items and possible SMT attendance.

Decisions

5.2. It was agreed that the digital services agenda presentation (just given) would be useful to give to the Non-executive Directors as part of the pre-briefing session. There was the possibility that results of the Customer Contact Helpline customer satisfaction research would be available in time for the meeting and if so these could be included in the pre-briefing.

5.3. It was agreed that the Board agenda should include an update on the Change Programme (as a standing item for meetings in future). It was also agreed that an update on privacy seals and a review of risk appetite should come to a later meeting.

5.4. It was noted that the staff survey (paragraph 3.4 of the Management Board minutes of 25 January) would not be taking place in March; work had begun on the survey but the survey was due to begin in April.

Actions

5.5. Peter Bloomfield to update the agenda for the April Board meeting and to ensure the deferred items (on the privacy seals and risk appetite) were carried forward.

5.6. SMT members to consider whether or not they should attend the April Board meeting for specific items once the agenda was finalised.

6. Any other business

Change Programme

Simon Entwisle updated SMT on the Change Programme. The matrix detailing elements of the programme had been circulated and comments should be passed to Rachel Crag before the next informal SMT.

Paul Arnold had given a presentation to the staff network involved in the programme, and the slides would be on ICON shortly.

Common Thread Network

Steve Wood explained that the Common Thread Network (a group representing data protection authorities across the Commonwealth)

was co-chaired by the ICO and that the Finance Steering Group had discussed whether financial support of £4k for the group's secretariat could be provided. This payment would be made to the Commonwealth Telecoms organisation who would provide the secretariat. The Canadian Privacy Commissioner would also provide £4k. SMT approved the payment.

February Finance report

There were no further comments on the revised February Finance report.

ICO operations during the forthcoming elections

Guidance on the behaviour of the Civil Service and other public bodies during the forthcoming devolved body elections was discussed. It was re-iterated that the ICO was not explicitly covered by the guidance and would continue to undertake its business as usual, but acknowledged the need to do so in a way that could not be conceived as political. .

Annual IT survey

Paul Arnold advised that the annual IT survey would go out later this week and asked members to encourage staff to complete the survey.

Delays in procuring training

Mike Collins explained that there were delays in procuring training and asked managers to take this into account when deciding on what training was required when.

National Insurance increases

Mike Collins noted that staff would see an increase in their National Insurance contributions in their April salary.