

## **Senior Management Team minutes**

Tuesday 26 April 2016

### **Members and other attendees present**

Christopher Graham	Information Commissioner (chair)
Andy Laing	Head of Performance Improvement
Kenneth Macdonald	Assistant Commissioner – Scotland and Northern Ireland
Louise Byers	Head of Good Practice
Michael Collins	Head of Organisational Development
Paul Arnold	Head of Customer and Business Services
Robert Parker	Head of Corporate Affairs
Simon Entwisle	Deputy Chief Executive Officer
Steve Wood	Head of Policy Delivery
Neil Bostock	Corporate Governance Officer (secretariat)

## **1. Introductions and apologies**

- 1.1. Apologies were received from Jonathan Bamford, Anne Jones, and Stephen Eckersley.

## **2. Matters arising from the previous meeting**

### Minutes

- 2.1. The minutes from the previous formal meeting were adopted after one amendment.

### Action points and decision log

- 2.2 It was noted that whilst most action points had been cleared Management Board had asked for more detailed updates for action; i.e. if delayed the reason for the delay and expected clearance date. Christopher Graham asked SMT members to do this where appropriate.

## **3. Helpline customer satisfaction research.**

### Issue

- 3.1 Paul Arnold presented the results from the recent 'mystery shopper' helpline research, conducted by the research company BDRC.
- 3.2 The exercise was carried out between December 2015 and March 2016 during which 150 calls were made for the benefit of the research.
- 3.3 BDRC described the vast majority of calls as having been handled immaculately, with an aggregate rating of 93% being recorded. This is higher than the previous result from 2013.

### Decisions

- 3.3 No decision was required from SMT – the paper was for information.

### Actions

- 3.4 Paul Arnold will write a blog for both internal and external audiences on the results from the research.

## **4. End of year financial report**

### Issue

- 4.1. Simon Entwisle and Louise Byers gave an oral update to SMT members on the financial situation at the end of 2015/16.

- 4.2. The anticipated hand back to the DCMS would be between £800k and £1m. The actual figure was dependent on discussion between the Ministry of Justice and DCMS.
- 4.3. A meeting with DCMS on taking forward a new fee structure had been arranged.

#### Decisions

- 4.4 There was no decision required.

## **5. Information rights report**

#### Issue

- 5.1 The Management Board information rights report was presented for information.
- 5.2 It was agreed that the report continued to be a useful resource for understanding many of the issues the ICO were involved in.

#### Decisions

- 5.3 There was no decision required.

## **6. Feedback from Management Board**

#### Issue

- 6.1 This agenda item was an opportunity for the Information Commissioner to report back on the recent Management Board to members of SMT.
- 6.2 The main point of note was that the recruitment process for the fourth non-executive director post would begin once the appointment of the next Information Commissioner was confirmed.
- 6.3 Christopher Graham reported that the draft annual report was reviewed by the non-executive directors and was well received.

#### Actions

- 6.4 Robert Parker was asked to liaise with DCMS press office in readiness for any announcement on the next Commissioner appointment receiving approval.

## **7. Updated staff code of conduct**

#### Issue

- 7.1 Michael Collins presented an updated version of the staff code of conduct.

- 7.2 Following the approval of the draft code earlier in the year, the code was consulted upon, and met with approval from the Trade Unions.
- 7.3 Final approval was now sought from SMT for the amended version.

#### Decisions

- 7.4 The staff code of conduct was approved.

#### Actions

- 7.5 Michael Collins was asked to communicate the new code of conduct to staff.

### **8. Any other business**

Robert Parker updated SMT on the SME Conference held on 25 April at the NEC, Birmingham. During the course of the day approximately 400 delegates attended workshops on subjects including records management, information Security and subject access requests. Early feedback given on social media was that the conference had been well received.

Kenneth Macdonald alerted SMT to a complaint made in connection with the Scottish Parliamentary election.

SMT agreed the proposal to allow a change in line management for regional casework officers. This proposal was brought to the attention of SMT members a week prior to this meeting.

SMT members were asked to give some thought on how the recognition budget for the team could be best utilised.