

Meeting: SLT

Date: 18/12/17

Agenda Item: 8

Time: 10 minutes

**Proactive
Publication:** Yes

**Internal
Publication:** Yes

Communications options:

Key messages / SLT extra / Blog / external communications

Presenter: Peter Bloomfield

Topic: Steering Group update

Issue: The minutes (inc draft minutes) for the following recent steering groups are presented for information:

- DCEO SG 23 November
- Operations SG 8 December

The minutes will be published as an SLT paper.

Deputy Chief Executive Officer Steering Group minutes 23 November 2017

Members

Paul Arnold	Deputy Chief Executive Officer (Chair)
Jonathan Bamford	Head of Parliament and Government Affairs
Ken Macdonald	Head of ICO Regions
Mike Collins	Head of Organisational Development
Emma Deen	Head of Business Development & IT
Faye Spencer	Head of Customer Contact
Andrew Laing	Head of Data Protection Complaints and Reviews
Steve Eckersley	Head of Enforcement
David Wells	Head of IT Assurance

Secretariat

Caroline Robinson	Corporate Governance Officer
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1. Introductions and apologies

Apologies were received from Robert Parker, Louise Byers and Heather Dove.

2. Matters arising from the previous meeting

Minutes

The minutes from the previous meeting were agreed.

Action Board

Actions were updated and cleared where possible. Paul Arnold updated on the progress on outsourcing and secondments.

3. Finance Report

2017-18 October Finance Report

Discussion

The main management accounts report was discussed. The reports will go to the Senior Leadership Team for formal review.

Paul Arnold updated on the funding for products and initiatives.

Decision

It was agreed to look further into the funding of new regulatory responsibilities with a view to applying for funding for the Sandbox regulatory work.

Apportionment Paper

Discussion

Paul Arnold confirmed that the draft budget will be coming to the DCEO SG meeting in December for approval and the apportionment model will be included as an annexe to the Budget.

4. IT Strategy

BAU Dashboard

Emma Deen ran through the new dashboard report:

- Delays in applying security patches, in particular due to compatibility issues with MERIDIO, were becoming serious.
- Work had begun on preparation for the end of the Northgate contract in July 2018.
- BAU resources were being brought into projects at the right time to ensure clear lines of support for staff during go live. This was supported by the Steering Group.
- Two new members have recently been recruited to the IT team and a new Group Manager starts in January; alleviating current workload pressures.

The difficulty of getting the timing right when rolling out new technology was discussed. Too early risked it not working properly, and too late meant full advantage was not taken.

Project Dashboard

The pressure across a number of key projects (flagged as amber) caused by the challenge of securing third party resources was highlighted. Initiatives were underway to identify ways of increasing capacity to mitigate these pressures.

Actions

Emma Deen to regularly update Paul Arnold on the progress of resourcing the IT projects.

5. Resilience Planning

Discussion

The combined resilience reports from across the organisation was discussed. It was agreed that it was a valuable exercise to get the heads of department to identify vulnerable areas within the organisation.

Actions

Paul Arnold to take the paper to the Senior Leadership Team.

Mike Collins and Andy Laing to circulate a managers brief with the paper to all heads of department by 21 December 2017.

6. Any other business

Discussion

Paul Arnold confirmed that the accommodation at Kings Court should be available in Quarter 4.

The plans for the London Office were discussed.

Mike Collins confirmed that he is currently working on the Annual Equality Report.

Mike Collins outlined the revisions to the guidance relating to informal/formal warnings for sickness absence. The group agreed to the planned changes.

Paul Arnold updated on the pay case review being carried out by Chameleon.

7. Risk Register

Actions

Group members to identify to Paul Arnold any risks within their area that need to be revised before the next DCEO SG meeting on 21 December 2017.

Operations Steering Group minutes 8 December 2017

Members

James Dipple-Johnstone	Deputy Commissioner (Operations)
Emma Deen	Head of Business Development & IT
Jo Pedder	Head of Policy and Engagement
Faye Spencer	Head of Customer Contact
Andrew Laing	Head of Data Protection Complaints and Reviews
Steve Eckersley	Head of Enforcement
Anulka Clarke	Head of Assurance
Robert Parker	Head of Corporate Communications

Attendees

Adam Stevens	Group Manager, Intelligence and Research
Andrew White	Group Manager, Freedom of Information Complaints and Appeals

Secretariat

Caroline Robinson	Corporate Governance Officer
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1. Introductions and apologies

Apologies were received from Adam Sowerbutts.

2. Matters arising from the previous meeting

Minutes

The minutes from the previous meeting were agreed.

Actions and decisions

The outstanding actions were cleared.

3. Operations Summary Report

Discussion

The effectiveness of the RAG rating was discussed.

Decision

It was agreed that the additional outcomes listing was a useful tool.

4. Operations Department Heads verbal updates

Assurance:

- Successfully recruited 4 of the 11 outstanding Lead Auditor vacancies.
- The Level E BCR role is currently being shortlisted.
- BCR Group Manager role is being advertised.
- The self-assessment tool kit has been the main focus in November.
- The BCR Blog was well received.
- Audits have been delivered to plan.
- Corporate Communications will stop advertising the Advisory Visit service for the next 6 months due to lack of resources.
- Charities follow up work is continuing.

Enforcement:

- Notifications to the Personal Data Breach team is working well with 17% of cases being referred.
- 57 cases have been closed.
- The resourcing of Operation Cederberg was discussed.
- Guilty verdict on Operation Spruce
- Potential case for Section 57. Interview currently underway
- Taking part in the A29 working party – presentation on calculation of fines.
- The Metropolitan Police case was discussed

FOI Appeals and Complaints:

- Intake for November was 553. The monthly average for the year is 480.
- Second highest rate in closures in November.
- Caseload has gone up by 30-40.
- JDJ updated on the meeting with the Home Office

DP Appeals and Complaints:

- Highest monthly figures ever with 1,983 cases in and 2,157 out.
- Caseload is down to 2,744.
- There has been a 12% rise in intake and 20% rise in output
- 86% of cases closed within 3 months and 96% closed within 6 months.
- Staffing; 91.7 staff against 100.1.
- Running at 8.4 vacancies at level C
- Further Level C and D recruitment campaigns are being run in the New Year.
- Putting together a timetable for GDPR Readiness and will coordinate with other departments.

Actions

James Dipple-Johnstone to ask Rachael Cragg to add training as a standing item on the Service Delivery Board.

Faye Spencer to send through to Steve Eckersley and James Dipple-Johnstone the numbers of enquiries coming through the helpline relating to Equifax and Uber.

5. Priority Cases

Discussion

The proposed process for Priority Cases was discussed. The aim is to give a clear process for identifying high profile issues and how to resource them.

The process has been agreed by the Senior Leadership Team and will also go to the Policy Steering Group in January.

Decision

Feedback from the group: -

- Look at the efficiencies around the identification process.
- Clarification is needed on Case Manager/SIO.
- Keep the resource allocation process under review.

6. Intelligence Strategy

Actions

Any comments on the strategy to be fed back to Adam Stevens, preferably before the next PSG meeting on 10 January 2018 and definitely by the end of January.

7. Risks and Opportunities Register

Discussion

This item was not covered due to pressure of time.

8. Any other business

Jo Pedder updated on the extra provisions relating to children in the DP Bill.

