

Report to:	QSMTM Q1 2023-24
Report by:	Helen Gardner-Swift, Head of Corporate Services (HOCS) Margaret Keyse, Head of Enforcement (HOE)
Meeting Date:	24 August 2023
Subject/ Title:	C2 Responding to Information Requests and Review Requests: Internal Guidance and Procedures for staff - Review of key document (VC191635)
Attached Paper	C2 Responding to Information Requests and Review Requests: Internal Guidance and Procedures for staff – DRAFT (VC187709)

Purpose of report

1. To seek SMT approval following the review of a key document.

Recommendation and actions

2. I recommend that SMT:
 - subject to any further comments or suggested changes, approve the draft key document
 - agree the recommendations as set out in “Records management impact” section below and in the document control sheet attached to the key document
 - agree with the publication arrangements as set out in paragraph 18.

Executive summary

Requests for information and requests for reviews

3. As a Scottish public authority, we have statutory obligations to respond to requests for information we receive. Requests and requests for reviews are forwarded, on receipt, to the most appropriate member of staff for a response. We maintain a record of all requests in our case management system.
4. Our target response timescales are set out in the Key Document C7 Performance and Quality Framework 2023-24.
5. We have policies and procedures in place providing detailed guidance to staff on how to respond to requests for information and requests for review and these have been reviewed to ensure that they are up to date and that such requests are being appropriately handled and responded to.
6. The HOCS is the Responsible Manager for the key document.
7. The HOE undertook the review of the administration aspects of handling requests for information including managing and responding to requests for information and requests for reviews.

Risk impact

8. Failure to respond to information requests and reviews within the statutory timescales would have an adverse impact on the reputation of the Scottish Information Commissioner (the Commissioner).
9. This CR contributes towards the control measures aimed at reducing the likelihood and impact of risk relating to information governance.

Equalities impact

10. There are no direct equalities impacts arising as a result of the recommendations in this report.

Privacy impact

11. There is no direct privacy impact arising from this committee report or from the document submitted for approval.

Resources impact

12. None directly arising from this report.

Operational/ strategic plan impact

13. The review of the guidance supports various operational plan activities.
14. Reviewing the guidance also works towards the strategic objectives as set out in the Strategic Plan 2020-2024, including enabling and supporting high standards of FOI policy and practice (Strategic Aim 2).

Records management impact (including any key documents actions)

15. The following records management actions are recommended if the draft document is approved:
 - the document is a key document and published in Class 2 of the Commissioner's Register of Key Documents
 - the HOCS is the Responsible Manager for the document
 - the review date will be 3 years from approval
 - the HOE will update the relevant templates and provide an update to staff at the All Staff Meeting (ASM) on 29 August 2023.

Consultation and Communication

16. The revised draft has been considered by the Commissioner, the Head of Policy and Information, a Deputy Head of Enforcement and the Corporate Services Team.
17. QSMTM 1 minute and ASM.

Publication

18. The following publication arrangements are recommended

- this CR is published
- the draft document is withheld on the basis that it is exempt from disclosure under section 27(1) of FOISA (information intended for future publication).