

Report card for 2010/11 Annual report¹

Key

- ✓ Achieved
- ✗ Not achieved
- C/f Carried forward to 2011/12

Strategic Aim 1: Case closures – length of investigations		
Objective	Activities	Results
Reduce time to investigate and close cases – average case closure 5 months ²	Review and improve investigations procedures	✓

Strategic Aim 2: Compliance		
Objective	Activities	Results
Promote public authority compliance with FOISA and the EIRs	Establish new Assessment Team by June 2010	✓
	Conduct 12 practice assessments	✓

Strategic Aim 3: Awareness		
Objective	Activities	Results
Increase awareness and use of FOI by civil society	Give presentations at five events	✓
	Conduct pilot “roadshow”	✓
	Publish second phase of civil society research on uptake of FOI. Report due for publication in November 2011	C/f
Support Consumer Focus Scotland to gain an understanding of consumers’ use of FOI	Consumer Focus Scotland unable to proceed with project	Discontinued

Strategic Aim 4: Practice		
Objective	Activities	Results
Implement findings from 2010 web survey and develop social media proposal	Develop social media strategy	✓
	Make improvements to website including new “Your Rights” section	✓
	Conduct web accessibility audit and training	✓
Publish and promote Annual Report 2010	Create online report with video case studies showing FOI in practice	✓
Revise approach to publication schemes	Pilot single model publication scheme (scheme widely adopted, survey shows strong support for new model)	✓

¹ View the full Strategic Plan 2008-2012 on the Commissioner’s website www.itspublicknowledge.info/StrategicPlan

² For decisions validated on or after 1 April 2008

Strategic Aim 5: Development		
Objective	Activities	Results
Secure designation of new bodies ³ under Section 5 of FOISA	Make strong case to Scottish Government for designation.	✓
	Ministers elected not to proceed with designation	✗

Strategic Aim 6: Practice		
Objective	Activities	Results
Produce and publish extensive guide to FOISA and the EIRs	Project to run until 2011/12 Publish guide in October 2011	✓
Support Centre for Freedom of Information in Scotland, in association with Dundee Law School	Ran two successful seminars (target was four) Problems with speaker availability in run up to 2011 Scottish election	✓
Explore possibility of an association of FOI professionals through the Centre for FOI	Agreement to continue discussion as part of 2011/12 operational plan	C/f

Strategic Aim 7: Governance		
Objective	Activities	Results
Review Equalities Policy to ensure compliance with Equalities Act 2010	Review Equalities Policy and complete staff training	✓
Inform development of the SPCC ⁴ Bill, and work with Scottish Parliamentary Corporate Body (SPCB) on working protocol	Give evidence to the Finance Committee	✓
	Work with SPCB on protocol framework	✓

Strategic Aim 8: Organisational Management		
Objective	Activities	Results
Review of resources and strategic objectives in anticipation of reductions from 2011 onward	Participate in officeholders working group	✓
	Review strategic objectives	✓
	Submit 2011/12 budget and indicative budget for 2012/13 and 2013/14	✓
Develop plan for dealing with significant unplanned staff absence	Report from Business Continuity Project Phase 2	✓
	Implementation of staff absence procedures and training scheduled for 2011/12	C/f

³ Local authority leisure, sport and cultural trusts, PPP/PFI contracts for hospitals, schools, trunk roads, private prisons and prisoner escort services, the Glasgow Housing Association and the Association of Chief Police Officers in Scotland.

⁴ Scottish Parliamentary Commissions and Commissioners etc. Bill

Ensure ICT ⁵ continues to support organisational objectives	Conduct full needs analysis and business case for new ICT system	✓
	Invite tenders for new system and complete procurement	✓

Strategic Aim 9: Human Resources

Objective	Activities	Results
Develop staff competence to support organisational objectives	Complete Learning and Development Plan for 2011/12	✓
Ensure terms and condition remain aligned with the Scottish Parliament's	Complete Employee Handbook project	✓

Core Activities⁶

Enforcement	Policy and Information	Operational Management
Investigations management	Publication schemes	Budgeting and finance
Legal advice to Commissioner	Media relations	Management information – key performance indicators
Enquiries function	Website management and information guides	Internal and external audit
Compliance and enforcement management	Stakeholder and policy research	Information management systems and support
	External relations	Administration
	Newsletter, conferences and events	Human resources
		Sustainable development
		Organisational policies and procedures
		Equality

⁵ Information and Communications Technology

⁶ Ongoing activities which cut across projects and objectives, in support of the Commissioner's functions.