

Board: Regulatory delivery group

Date: 15 October

Chair: James Dipple Johnstone

Topic: Update on the work of the regulatory delivery group

Reason for report: This report fulfils the requirement of the Board to provide an update on its work to SLT.

Areas for discussion by SLT: none

Executive Summary: The focus of the group has been to establish itself and to review and implement actions necessary to deal with the growth of data WIP in data protection complaints arising as a result of the inability to recruit new staff during the covid lockdown. In addition, the arrangements for the group and its future work programme have been agreed and a plan has been developed to address the data protection complaints backlog by increasing staffing to full complement and drawing more widely on experienced staff to deal with the cases.

Key achievements: Identification and implementation of a WIP reduction plan for the data protection complaints team. Agreement to the terms of reference and future work plan for the board. Confirmation of the associated governance structures and leads to link the board into the service operations.

Key challenges: The volume of work and ongoing reprioritization needed as a result of Covid-19 has made identification of key tasks and their sequencing challenging, with completion of a number of key operations delayed or out of sequence as staff focus on pandemic related issues. This is improving as work is now completing across the autumn and as plans for the year ahead now finalise. Ultimately these should be resolved with agreement to the business plans for next year and the work (and resource allocation) to link this year to next is delivered.

Upcoming issues: Design structure of our front end service model including clearing hub, updated assessment process, risk profiles and the allocation between intelligence, research, analysis and horizon scanning. We also continue to face resourcing and capability challenges as a result of the ongoing pandemic situation, including challenges to recruitment and training for key roles and development of systems and processes for

identification of available resources during remote working. This is impacting our ability to allocate sufficient quantity resource to the priorities identified by executive team and senior leadership team. The situation will improve as new staff come on stream over the coming months but developing resource allocation systems will continue to be important.

Publication considerations: This report can be published internally and externally.

Author: James Dipple Johnstone