

FOI/SAR Action Plan

Actions	Owner	Target Date	Completed	Comment
Complete backlog of work for FOI/ SAR	LE	31st March 2023		Backlog being worked on with significant reduction
Achieve performance Stats	LE	31st March 2023		Improvement in performance is on going
Resource	SC	Complete		
5 Additional FTE	SC	Complete	May-22	Resource dedicated to intime and backlog requests
Dedicated DPO resource	SC	Complete	Sep-22	DPO began in September
Strategic Information Manager	SC	Complete	Oct-22	SIM began in October
Review DPO JD and post responsibilities	DPO	Complete		As above - DPO recruited and working closely with IMT
Restructure & New JD's	PG/SC	Mar-23		Restructure as part of wider CDS restructure
Plan and Design	PG/SC	Complete	May-22	IMT resourced and working effectively tackling issues
Launch Consultation	SC	Mar-23		Restructure as part of wider CDS restructure
Embed new structure	SC	Apr-23		Dependent on restructure consultation
Ensure clear lines of repoting are defined and CMT updates regularly	DPO	Jan-23	In place	CMT report following IM-ICB meetings now in place inaugural meeting held 24/1/23).
Training for IM Team	SC	Jan-23	In progress	External training provider identified and budget obtained (SC). First courses scheduled for 17th April -25th April 23
Training	SIM	Sep-22		
Review and create Training materials for IM staff	SIM	Jan-23		
FOI	SIM	Jan-23	In progress	See row 15
SAR	SIM	Jan-23	In progress	See row 15
Data Breach	SIM	Jan-23	In progress	See row 15
Review and create Training materials for Organisation	SIM	Feb-23		
FOI	SIM	Feb-23		SIM to develop training materials and deliver
SAR	SIM	Feb-23		SIM to develop training materials and deliver
Data Breach	SIM	Feb-23		SIM to develop training materials and deliver
Governance	SC	Jan-23		
IMSG membership schedule 1st Meeting	LE	Complete	Jul-22	Refreshed IMSG to take place 1/11
IMSG ToR	SIM	Complete	Oct-22	Sent to IMSG ahead of meeting
IMT ICB new meeting (ToR, inaugural meeting)	SIM	Jan-23	In place	New chair appointed. Renamed IM Internal Control Board (IM ICB).ongoing monthly meetings scheduled
Identify Champions and create role profile	LE	Complete	Oct-22	Champions on IMSG
Breach Panel	SIM	Complete		Breach Panel regularly consulted for data breaches
Quarterly CMT and DMT attendance	SC	Nov-22		Part of revised communications strategy
Process	LE	Sep-22		
Comms to all requestors	LE	Complete	Feb-22	Templates in Infreemation
Data Cleanse of all open requests and prioritise	LE	Complete	Feb-22	Work completed
Benchmark against other LA's	LE	Complete	Jul-22	Use membership of IGFL
Review Policy for FOI	SIM	Feb-23		To be completed and reviewed by IM ICB
Review Policy for SAR	SIM	Feb-23		To be completed and reviewed by IIM ICB
Review and create Protocols	DPO	Feb-23		List of Protocols being obtained from Legal for review
Review technology	LE	Complete	Jun-22	Templates in Infreemation
Implement new system and request logging	SC/ LE	Complete	Sep-22	Templates in Infreemation
Review work demand	LE	Complete	May-22	Templates in Infreemation
Communications & Engagement	LE			List of Engagement being obtained from Legal for communications
Work with areas highest risk	SIM	Feb-23		Templates in Infreemation
Upskill services to take accountability for response and process	SIM	Mar-23		Templates in Infreemation
Pushing ownership to services	SIM	Mar-23	On going	Templates in Infreemation
Quality of responses and templates	DPO/SIM	Feb-23		Templates in Infreemation
Templates	DPO/SIM	Complete		Uploaded to Infreemation - the new request handling system
Trends	DPO/ SIM	Feb-23		Report to IMTICB
Publication	DPO/SIM	Jan-23	In place	Previous FOIs published at https://croydon.disclosure-log.co.uk . Will continue monitoring the effectiveness.
Reporting	SIM	Dec-22		Templates in Infreemation
Weekly Reporting initiated for key stakeholders	SIM	Jan-23	In place	Stable format. First reports issued to IM ICB 24/1/23 for approval. First distribution to business w/c 6/2/23
Monitor performance to ensure plan is on track	LE	Complete	May-22	Templates in Infreemation
Casework allocation	LE	Complete	Apr-22	Templates in Infreemation