

Ethical Standards Commissioner



The plan for our work from 2024-2028



If you need this document in another format like large print, audio or Braille please contact us:

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What does the Ethical Standards Commissioner do?



You can read about what the Ethical Standards Commissioner does and what we believe in here:

<https://www.ethicalstandards.org.uk/publication/esc-purpose-values-and-strategic-objectives-2024-2028-easy-read>

You might find it helpful to know this before reading our plan for work.

What we want to do and how will we do it.

Tell people about our rules and how we do our work



- Make a plan for sharing information with our **stakeholders**.

Stakeholders are people or organisations who support and are affected by our work.

We will make sure our staff understand what we want to tell our stakeholders.



- We will make sure our stakeholders can tell us what we are doing well and what we are not doing well.

We will make changes because we listen to what people tell us. We will share what we have learned.



- We will make parts of our work in Easy Read, British Sign Language and video.

Make sure we have the staff, money and materials to do our work



- The people that work in our organisation are very important.

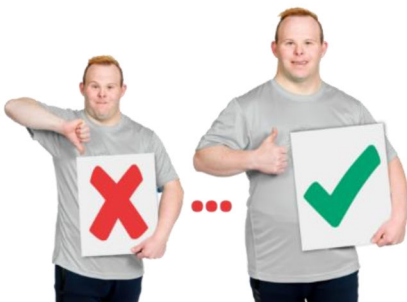
We will make a survey to ask our staff about their **wellbeing**.

Wellbeing is feeling good and healthy. This feeling will be different for everyone.



- We will make sure every team in the organisation has plans for their work.

We will have instructions for how to do our work.



- We will speak to organisations who do similar work to us to check if we can make our work more **efficient**.

Efficient is working in the best way, with the best things and in the best time.

We will make changes because we listen to what people tell us.



- We will spend the money we get to do the best job we can.

Make sure our staff have what they need to do their jobs



- We will support our staff to do their jobs in the ways that they need.

Staff will get training based on what they need and want.



- We will provide opportunities for staff to work together and learn about our different teams.



- We will use our **performance management framework** to support and help staff.

A **performance management framework** is a way of checking and helping staff be successful at their jobs.

Use computers and systems to help the way we work and to keep our work secure



- Our computers and **systems** will keep our work and **data secure**.

A **system** is a way of doing something that follows a set of rules.

Data is the information used by and made by the office



Secure means keeping our work safe.

We will make sure that our systems change and get better to help us with our work.



- We will keep only the data that we need to.



- We will train our staff on keeping our work safe.



- We will make sure people have a good experience when using any of our services.

Have a good complaints system



- We will use Key Performance Indicators for our work.

Key Performance Indicators are simple ways used to check and tell how well we are doing.



We will tell people how long we think it will take us to check their complaint.

We will tell people how long it takes us to check all the complaints we get.



- We will keep our **Investigations Manual** updated and make sure our staff follow its rules.

The **Investigations Manual** is a document about how we look into complaints.



- We will check how we work against other organisations who do similar work to us.

We will make changes because of what we learn to make our work better.



- We will tell people about what things are happening in the Complaints and Public Appointments parts of the office.

Make sure we are following our rules about how we do our work



- We will make a **governance framework** document.

A **governance framework** shows our rules and ways of working. It tells how our work will be done and who should do it.



- We will have ways to check our work.
We will tell people what we have learned.

Make sure we help keep an ethical standards framework that works well. We will do this by working with organisations like ours.



The **ethical standards framework** is a way of making sure that everyone keeps following the rules of what is right and wrong.

We will tell our staff about any changes to the ethical standards framework.



- We will talk to organisations who do similar work to us.

We will tell people about good ways of working and make sure organisations learn from us. We will also ask about their good ways of work and learn from them.

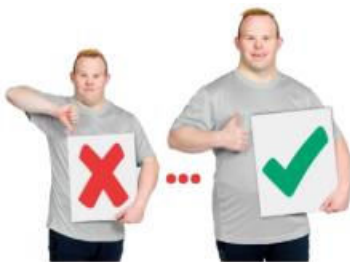


- We will give feedback to our stakeholders when they ask us to.

Help to make sure boards are diverse and look like the communities they work with



A **board** and its members look at the work an organisation is doing and check it is working well.



- We will keep telling people about how the new Code of Practice has changed the appointments process.

We will tell people about:

- things that work well
- new ways of working
- what we have learned
- what work could be better.

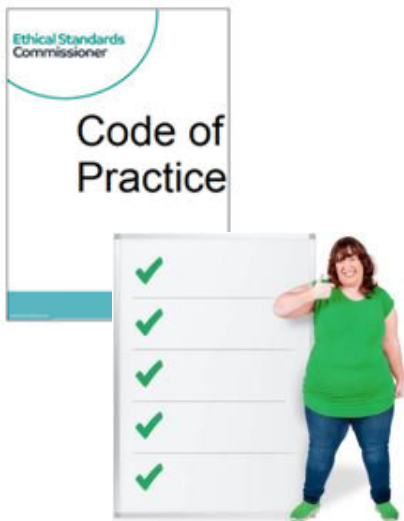


- We will give information and support to Scottish Ministers and boards to help make sure they treat everyone who applies to be a board member fairly and help them to make boards **diverse**.



Diverse means having a mix of different kinds of people:

- men and women
- young and old people
- people of different ethnic backgrounds
- people from both poor and more wealthy backgrounds
- disabled and non-disabled people.



- Find out how well people are following the rules of the Code of Practice and tell people about what we find.

Help make a public appointments system that follows our rules, is trusted and gets the best people for the board role



- We will make changes to [Diversity Delivers](#).

Diversity Delivers is a document about how boards can have a mix of different kinds of people.



- Learn from other organisations about good ways of working.

We will share what we learn about good ways of working.

How we will tell people how well work is going:



We do this:

- in our Annual Report and Biennial Business Plan

An **annual report** is a document that tells how an organisation has worked and used its money over the last 12 months.



Our **Biennial Business Plan** is a document that tells what we want to do and how we will do it over the next two years.



- by putting the notes of important meetings on our [website](#).
- using social media.



Our website has:

- reports about our work for Scottish Parliament Committees
 - information needed for laws and national guidance
 - information about what works well
- results of information we get from other organisations using surveys and other methods.



Our work is checked by:

- Scottish Parliament Committees
- The Standards Commission for Scotland
- The Scottish Public Service Ombudsman

What will the plan cost?



It will cost £1,778,000 in 2024/25.
It will cost £1,891,000 in 2025/26.
It will cost £1,951,400 in 2026/27.
It will cost £2,011,000 in 2027/28.

What work will be done when?



Dates are in our Biennial Business Plans which are put on our [website](#).