Chief Executive's Report to the SPCB
April 2020

Introduction

I have already placed on record my thanks to every member of staff at the Parliament for the commitment they have shown to the organisation over the course of the last few weeks.

As you will be aware from the regular updates to the SPCB and my regular communications with all Members and staff, a huge and varied amount of work has been, and continues to be, done across the organisation in response to the current crisis. This has largely been overseen by our Incident Management Team, established under our business continuity arrangements. Our staff have undertaken this work while facing any number of challenges in their everyday lives and I cannot help but be proud of the Parliament's staff and all they have achieved in recent weeks.

This report looks at activities across the organisation from late February, and throughout March and April; and contains the Quarter 3 finance and performance reports.

Much of this report will focus on the work being done around the organisation to facilitate parliamentary business in the face of the current crisis. Please note however that this is not an exhaustive list and that every business area has been working extremely hard to tackle current challenges and facilitate parliamentary business in these difficult times.

Items include:

- The Parliament's Communications teams have been liaising with offices across the organisation to communicate what continues to be a fast-moving and challenging situation to MSPs, their staff, SPCB staff and externally, and provide up to date practical information.
- The Facilities Management and Security offices have implemented new procedures to allow staff to continue to provide essential services.
- Some of the Parliament's committees have held informal online meetings and, following the suspension of Standing Orders, committees will now be able to have formal meetings on a remote basis.
- A new COVID-19 committee has been established to consider and report on the Scottish Government's response to COVID-19 including the operation of powers under the new emergency legislation. The first meeting took place on 23 April as an online meeting.
- During recess and in the weeks following, a number of special virtual question time sessions were arranged to allow Members to put question directly to Ministers.
- Work is now being focussed on allowing formal plenary sessions to take place and the Parliamentary Bureau is expected to take decisions on this at its meeting on 28 April.
- SPICe has continued to focus on work in relation to COVID-19 and have established a Hub for all SPICe material on Coronavirus (COVID-19) which is updated daily.

- The Bill to establish a Scottish Biometrics Commissioner was passed by the Parliament on 10 March 2020. The Commissioner will be supported by the SPCB.

David McGill
Clerk/Chief Executive

OVERVIEW OF PARLIAMENTARY ACTIVITIES

Parliamentary Business

In mid-March usual committee business was impacted by the developing Coronavirus crisis. Committees looked at ways to continue scrutiny, mindful of restrictions being placed upon them.

As the crisis developed and MSPs and staff were instructed to work from home, new and innovative ways of maintaining contact with each other were used. Committees kept in touch with each other remotely both before and during recess, with a number sending letters to the Scottish Government seeking information on the impact of COVID-19.

Some committees have held informal meetings and, following the suspension of Standing Orders, committees will now be able to have formal virtual meetings.

In addition, a new COVID-19 committee has been established to consider and report on the Scottish Government's response to COVID-19, including the operation of powers under the Coronavirus (Scotland) Act, the Coronavirus Act and any other legislation in relation to the response to COVID-19. The Committee can also consider any secondary legislation arising from the Coronavirus (Scotland) Act and any other legislation in relation to the response to COVID-19. The first meeting took place on 23 April.

The work of the Legislation and Parliamentary Business Group has been largely focused on facilitating parliamentary scrutiny and Members access to Ministers in a public forum in ways that are keeping with current social distancing requirements. With the exception of days when the Chamber is sitting in person when a skeleton clerking and broadcasting team is in the building, all staff, including the Official Report team, are working remotely. This has involved making a range of changes to working practices and workflows.

Ahead of recess, the Legislation Team worked at pace to prepare for introduction the Coronavirus (Scotland) Bill. The Bill was by some way the largest ever considered by the Parliament under emergency procedures. The team supported Members in the preparing in excess of 50 amendments which were debated in the Chamber.

Social distancing measures were implemented in the Chamber ahead of recess. This means that the number of seats for Members has been reduced to 79. Since returning, Members have been invited to use same seat throughout each meeting of the Parliament and the messenger service has been suspended. Arrangements are in place to allow all Members to participate and vote if they wish.

During recess a number of special virtual question time sessions were arranged to allow Member to put question directly to Ministers. These virtual question times continue to take place. Work in ongoing to iron out some technical glitches, involve more Members and improve the quality of the broadcast output.

In addition to earlier temporary changes to the Standing Orders, including to allow access to the public galleries to be suspended and to allow a more flexible approach to committee substitutes, variations have now been made to the rules to allow committees and the chamber to meet remotely.

Significant effort is being made to ensure that the necessary technical arrangements are in place to support virtual committee meetings. That includes resource intensive work to get all participants set up and familiar with the technology and new arrangements for providing clerking support to committee members. The first virtual committee meetings took place in the week beginning 20 April, after the rule changes were agreed. Capacity to hold virtual committee meetings is being increase on a weekly basis, with 6 committees meeting on this basis in the second week of operation. The systems are effectively being tested live and lessons learned through that experience.

In the first instance any remote chamber business will be limited to questions and ministerial statements. However, options are being explored to extend remote participation to debates and remote voting, including during Stage 3 proceedings. Before remote voting can be enabled, the SPCB and the Bureau will require to be assured that a sufficiently secure, robust and efficient remote voting system has been identified.

Other voting methods are being explored to minimise the number of Members required in the Chamber to vote. Business Managers are consulting their party groups on options for proxy voting and continue to work together on pairing arrangements.

The Chamber is due to meet on one day in the week beginning 27 April and will do so again the following week. The Bureau continues to keep the business programme under review.

The Digital Engagement Tools Team (DETT) has continued to test Citizen Space (one of our digital tools) for its potential to add value to committees' calls for views and integrate with the new website. Initial testing has had a very positive response both from SPCB staff and from external participants who find the new tool easy to use and a good way of participating in committee business. Following the suspension of face to face engagement, DETT has continued to explore different ways the available tools can be used to achieve safe and effective public engagement. I hope to provide the SPCB with a presentation soon on improving scrutiny through participative and digital engagement.

The Parliament's British Sign Language Development Officer created a series of short videos illustrating a range of useful terms in BSL to help staff and MSPs develop confidence in using the language. The full series is available in the library of BSL signs on the website.

Lobbying Register

In response to COVID-19 situation, the Lobbying Registrar has extended all existing deadlines for submitting information returns until Monday 1 June. Normally, missing such a deadline would mean a statutory breach of the Lobbying (Scotland) Act 2016 being recorded against a company, organisation or sole trader (known as "registrants"). However, we have confirmed to all registrants that we will not record any breaches during this current period, as part of the Parliament's response to help manage the pandemic. We have also given the undertaking that we will review the extended Monday 1 June deadline again, nearer that time, and provide additional advice if this needs to be extended further. The Lobbying Register Team remains fully functioning (albeit working remotely) and available to registrants with any concerns, as well being able to process newly submitted Information Returns.

Electoral Commission

The Scottish Elections Reform Bill passed Stage 2 on 12 March 2020. The Bill reforms certain aspects of the law relating to Scottish parliamentary and local government elections including:

- the length of terms to be set;
- the role of the Electoral Commission around Scottish elections and that it is accountable to the Scottish Parliament for such work;
- providing the Electoral Commission with the power to make relevant codes of practice for various matters in relation to devolved Scottish elections and that it consults with the Scottish Ministers and the Scottish Parliament where appropriate; and
- that the SPCB will now fund the Electoral Commission's role in devolved Scottish elections.

The Financial Memorandum accompanying the Bill does not foresee any additional costs to the Electoral Commission for the changes proposed in the Bill. The financing of the Electoral Commission in respect of its functions relating to devolved Scottish elections will however transfer from the Speaker's Committee of the UK Parliament to the SPCB and these costs will be included in the SPCB's overall budget.

In addition, expenditure incurred by the Commission in relation to Scottish local government elections which is currently reimbursed by Scottish Ministers will in the future be funded by the SPCB. The cost of the Electoral Commission producing voter information material and advertising for Scottish local government elections is estimated at £1.5m over two financial years (the financial year preceding an election and the election year).

Scottish Biometrics Commissioner

The Bill to establish a Scottish Biometrics Commissioner was passed by the Parliament on 10 March 2020. The general function of the Commissioner will be to support and promote the adoption and lawful, effective and ethical

practice in relation to the acquisition, retention, use and destruction of biometric data for criminal and police purposes.

The Commissioner will be recruited by a cross-party selection panel chaired by the Presiding Officer and will be appointed by Her Majesty.

The Commissioner will be supported by the SPCB. The Financial Memorandum accompanying the Bill stated that the annual costs of this new office would be £378k per annum which allows for a part-time Commissioner (0.7 FTE) and four members of staff. These costs do not include funding for the Ethics Advisory Group which will have up to eight members and will meet two or three times a year. The cost of this group is estimated between £13k and £19k per annum. The set-up and year one running costs will be met by the Scottish Government in line with the agreement in place regarding the setting up of new officeholders or where additional statutory functions are added to an existing officeholder's remit. The SPCB is likely to have to start funding this new Commissioner towards the end of the financial year 2021/22.

Opportunities to share accommodation and services with others will be fully explored. The SPCB will be aware that the Finance and Constitution Committee often calls for the SPCB to review its supported officeholders. It is interesting to note this legislation provides for a Ministerial review of the Commissioner's duties and powers by the end of the period of three years after the Bill gets Royal Assent and at five yearly intervals thereafter.

Officeholders Contingency Arrangements

Officials have been keeping in touch with the officeholders and have collected information on their contingency arrangements during the COVID-19 pandemic.

Apart from the Scottish Public Services Ombudsman, all the other officeholders have closed their offices and they and their staff are working from home and continuing to provide services. The Ombudsman has a small team of essential staff working at Bridgeside House to deal with Scottish Welfare Fund applications and any urgent new complaints such as those about Covid-19 or its impact which relate directly to current service provision for vulnerable people, and those where there is a real and present risk to public health and safety.

The Ombudsman wrote to the Chief Executives of public bodies in March to assure them that she understood the pressures they were under but the importance of progressing complaints (for complainants as those complained about) and advised them that she would expect them to deal with urgent matters. Other complaints would be progressed as far as possible and she asked that in order to avoid her office contacting them that they inform her when they would be in a position to respond.

Details have been sought from the officeholders about who should be considered by the SPCB to act in their place should they be unable to undertake their duties.

All the officeholders have been following the COVID-19 guidance issued by the SPCB.

Parliamentary Services

Around the building

The Facilities Management and Security offices have implemented new procedures to allow staff to continue to provide essential services during this time. Our Security teams continue to protect the building 24 hours per day, and we have put in place social distancing measures in the Monitoring Suite. Following agreement from SPCB, FM and Procurement colleagues have implemented changes to contractor terms to allow key contracts to continue to operate. FM continue to operate mail redirection services for Members and to provide essential maintenance and cleaning to keep the building functional and ready for use when the chamber sits.

Corona Virus Communications

From the beginning of the Covid-19 Coronavirus outbreak, the Parliament's Communications functions (Media Relations, Web and Social Media Team, Public Information and Internal Communications) have been working with offices across the organisation, in particular HR, BIT and Allowances, to communicate what continues to be a fast-moving and challenging situation to MSPs, their staff, SPCB staff and externally, and provide up to date practical information.

In addition to regular (at first daily) messages with updates, guidance and information on the latest changes and what these mean for the organisation and its people, the team developed a set of Frequently Asked Questions in response to the main concerns and queries raised by Members, their staff and Parliament staff. The Web and Social Media team designed and created two websites to host the FAQs for Members and staff, to improve navigation and to make it easier to find information, as well as developing social media advice for MSPs during the pandemic.

As we continue to refine our communications in the current period, we would welcome feedback from Members. In particular, thoughts on the most helpful content and formats would be particularly appreciated.

SPICe

SPICe continues to focus on work in relation to COVID-19, which is a work in progress. The information below provides an update of resources as at 14 April.

The "sources of official and trusted information" blog is refreshed and updated every day and is a good first port of call for most constituent enquiries.

There is also now a Hub for all SPICe material on Coronavirus (COVID-19), this is also being updated daily and provides links to all SPICe resources, including on legislation and on specific subjects. The content on the Hub is typically driven by individual Member enquiries that SPICe receive, that is to say if there

are multiple questions on a similar topic, a blog will be produced so the information is shared more widely.

SPICe has also produced blogs on specific topics which can be accessed [here](#).

There is also a blog being updated daily showing the most recent statistics on the spread of the virus in Scotland, including by health board. This blog can be accessed [here](#) and for greater functionality should be viewed in Chrome.

There has been a very high level of interest in the above information. The blog on official and trusted information has so far had around 8,000 hits (blogs might be expected to get up to 1,000 in "normal" circumstances). The briefing on the bill, although only "current" for a very short period of time has had around 3,000 hits, and there has been a very high level of engagement on social media with SPICe material frequently re-tweeted by MSPs and others.

International Relations

As you will appreciate, international engagement has been suspended for much of March and April. However, below are some of the visits supported by the International Relations Office before restrictions were instigated:

- The Consul General of the Russian Federation, Mr Andrey Yakovlev, met with the Presiding Officer on his first official visit to the Scottish Parliament.
- Margaret Mitchell MSP attended the 7th Commonwealth Parliamentary Association Regional Commonwealth Women Parliamentarians Conference in the Falkland Islands, entitled "Combating Stereotypes in Small Communities".
- The Ambassador of Norway, His Excellency Mr Wegger Strømmen, met with the Deputy Presiding Officer, Linda Fabiani MSP.
- The Ambassador of France to the UK, Her Excellency Catherine Colonna, met with the Presiding Officer on her first official visit to the Scottish Parliament.
- Members of the Majlis al Shura in Bahrain met with MSPs, Members of the Education & Skills Committee and Scottish Parliament officials to discuss parliamentary engagement with young people, votes at 16 and child protection.
- President of the Legislative Council of New South Wales and Vice-Chair of the CPA Executive Committee, Honourable John Ajaka MLC, and Acting Secretary-General of the CPA, Jarvis Matiya, met with the Presiding Officer before meetings with members of the CPA Scotland Branch Executive Committee and Scottish Parliament officials for discussions on the legislative process and committee business.
- The Speaker of the Parliament of Malawi, Rt Hon Catherine Hara MP, met with the Presiding Officer, MSPs and Scottish Parliament officials for discussions on parliamentary business procedures, parliamentary reform and research facilities.
- Members of the Parliament of Malawi visited the Scottish Parliament as part of the Commonwealth Parliament for Democracy (CP4D) project. The delegation met with MSPs and Scottish Parliament officials for

discussions on parliamentary business procedures and committee work. Members of the Bangsamoro Transition Parliament met with the Presiding Officer, MSPs and Scottish Parliament officials for discussions regarding committee work, budget scrutiny, parliamentary process and procedures.

- The Ambassador of the Kingdom of the Netherlands to the United Kingdom, His Excellency Simon Smits, met with Deputy Presiding Officer, Linda Fabiani MSP, and the Convenor and Clerk of the Tourism, Europe and External Affairs Committee to discuss their current work.

Events, Exhibitions and Visitor Services

As with the international engagement, all public access to the building has been suspended for much of March and April. However, prior to this the annual Consular Corps' Burns Supper hosted by the Presiding Officer took place on Wednesday 22 January with musical contributions from a harp and fiddle duo from The Royal Conservatoire of Scotland and singer Abby Wilson, Port Glasgow High School. The address to the haggis was given by the Young Burnsonian Liam Kearney.

The annual International Women's Day 2020 event hosted by Deputy Presiding Officer Linda Fabiani MSP took place on Saturday 7 March. The event provided an opportunity for more than 300 women from across Scotland to come together to celebrate and discuss this year's theme "Women and Democracy".

A total of 35,266 people visited the parliament from January to the end of March with 1,978 visitors joining the guided tours service before these were suspended, representing 68% capacity fill.

SPCB Procurement Strategy

The SPCB's new Corporate Procurement Strategy for 2020 – 2024 has been published. This document, which is aligned to legislative requirement and organisational priorities, sets out the objectives and activities that will drive the SPCB's procurement approach over the next four years.

<u>Diversity and Inclusion</u>

The latest Diversity and Inclusion delivery plan was rolled out in February, focussing on the contribution that all offices can make to deliver the Parliament's objectives. Members of the Diversity and Inclusion Board held a number of well-attended sessions with staff from across the Parliament to talk about practical ways in which this can be done. This included discussing examples of good practice across the Parliament where thinking about diversity and inclusion has led to better decision-making and better outcomes for individuals and for the Parliament.

Our diversity networks continue to encourage discussion on issues. The mental health network has been particularly active during the current public health crisis, providing information and guidance on how to deal with anxiety, the psychological impact of COVID-19 and feelings of isolation.

SPCB Finance Report – Q3 2019-20

Purpose
This report is to inform the SPCB of the Q3 financial position for 2019-20.

Action to note for SPCB
- The budget underspend forecast for 2019-20 is provisionally c£0.6m.
- Leadership Group is invited to encourage all offices and project budget holders to ensure that 2019-20 budget commitments are recorded in the financial system promptly and to advise business accountants of any potential to utilise budget if it becomes available before the end of the financial year as soon as possible.

Headlines
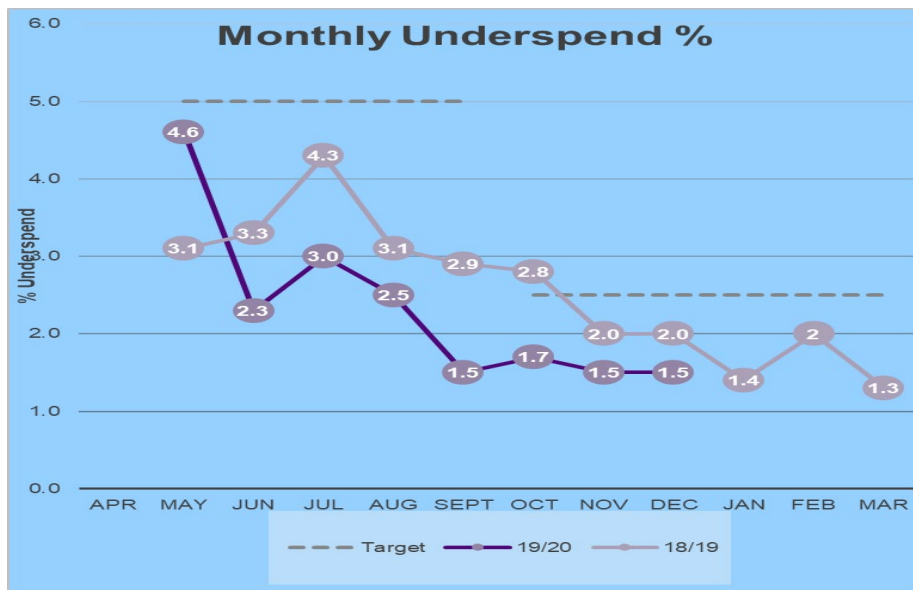
The Scottish Parliament's total revenue and capital budget for 2019-20 is £91.7m – up £1.4m from the original approved budget for ABR & SBR transfers due to employer pension rate changes and additional responsibilities for the commissioners. At the end of Quarter 3, expenditure was £65.5m against a year to date budget of £66.5m representing an underspend against budget of £1.0m **(1.5%).** The comparable 2018-19 position was an underspend against budget of £1.3m **(2.0%).**
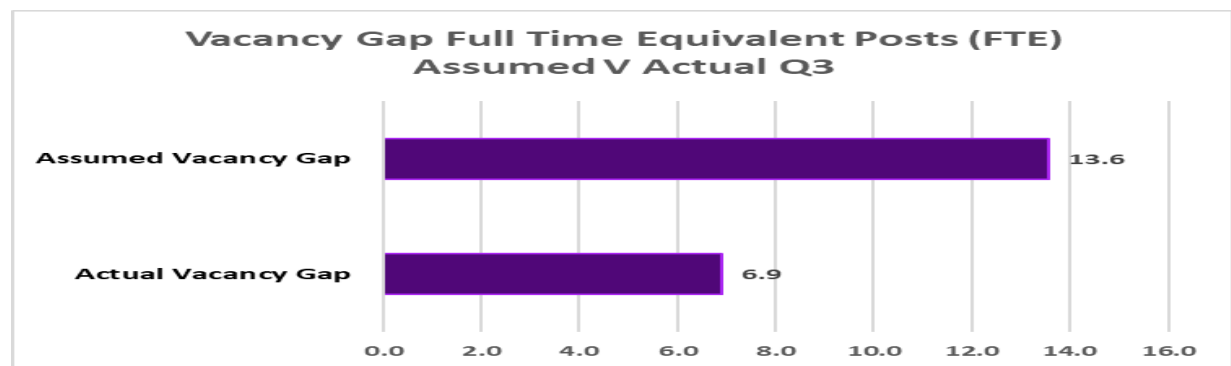
As at the end of Q3, SPCB had £0.1m showing as overcommitted against PS offices, £0.1m in Projects – a total of £0.2m. SRB has previously authorised overcommitment of £230k against forecast underspends in MSP costs. It looks likely that PS spend will come in £0.2m over allocated budget, though we are investigating if further project work can be undertaken. MSP expenses will be £0.7m and Commissioners £0.1m under budget.
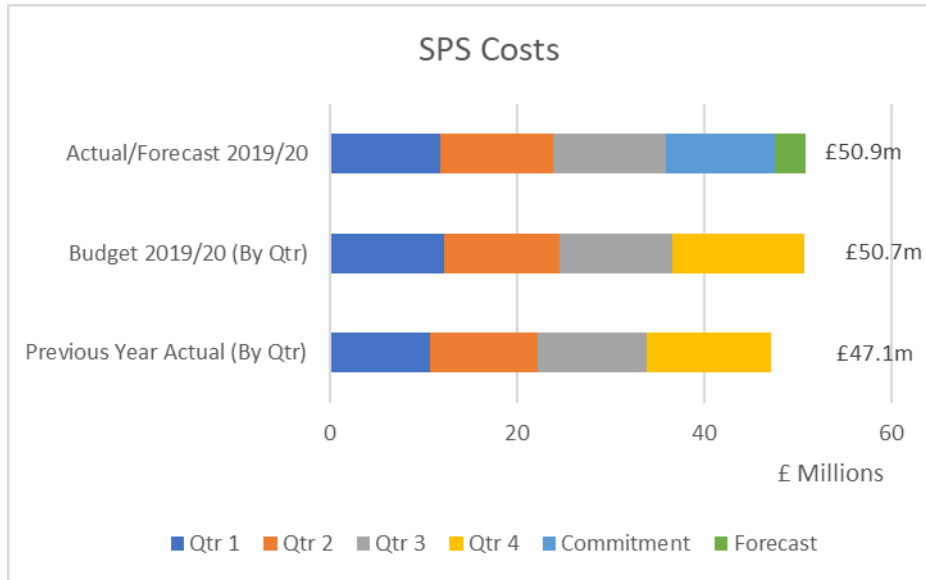
SPCB Expenditure Summary Outturn – Q3:

	Year to Date					Annual Forecast Outturn	Current Annual Budget	Original Annual Budget
	Actual	Budget	Variance	Variance				
	£'000	£'000	£'000	%		£'000	£'000	£'000
Parliamentary Service Costs	35,897	36,555	658	1.8		50,919	50,679	48,752
Members Costs	21,908	22,394	487	2.2		29,930	30,670	30.670
Commissioners & Ombudsman Costs	7,704	7,564	(140)	(1.9)		10,291	10,391	9,945
Sub Total	**65,508**	**66,513**	**1,005**	**1.5**		**91,240**	**91,740**	**89,367**
Reserves – SPCB contingency						0	0	1,000
Total SPCB Expenditure	**65,508**	**66,513**	**1,005**	**1.5**		**91,140**	**91,740**	**90,367**

Staff Costs & FTE – Q2:

Staff Costs & Full Time Equivalents		Current Annual Budget £k	Forecasted Staff Outturn £k	Budget FTE	Actual FTE
Total		29,949	29,924	542.2	535.3

Vacancy Gap Full Time Equivalent Posts (FTE) Assumed V Actual Q3

Assumed Vacancy Gap — 13.6
Actual Vacancy Gap — 6.9

Parliamentary Service Costs – Q3


SPS Costs

- Parliamentary service (SPS) costs - year to date expenditure for the Parliamentary Service (SPS) of £35.9m is £0.7m (1.8%) under budget. Parliamentary Service Costs incorporate both capital and revenue projects. The previous year's expenditure of £33.8m at Q3 was £0.7m (2.1%) under budget.

- Staff Pay is reported as £69k (0.3%) under budget including Agency staff and contractors. Approximately £1.2m to cover increased employers' pension contributions has been allocated to the full year staff pay budget – c75% of this is additional funding formally covered by the ABR. Actual FTE has increased 10.9 since Q2 to cover vacancies -the majority net increase going to the central cost centre for apprentices and maternity leave plus additions in the Digital HR group and Legal.

- Expenditure on Staff Related Costs is £480k. This is £45k (8.5%) below the phased Q3 budget of £525k. Actual spend on staff related costs is £34k (7%) below the equivalent period in 2018-19. Travel and Expenses (£61k) make up the biggest elements of the underspend offsetting a £28k overspend on Corporate Training. £72.5k of training budgets were taken to contingency in September to facilitate reprioritisation of planned expenditure in subsequent quarters.

- Property Costs of £5.6m within £28k (0.5%) of the YTD budget. Electricity is forecast to be c£120k over budget.

- Running Costs of £4.7m are £394k (7.0%) under budget. Main running cost underspends are in Mail Services & Postage (£68k), IT Contract (£42k) and Printing (£36k).

YTD Underspend / Overspend by Category £k:

Parliamentary Service YTD Under & Overspends £k
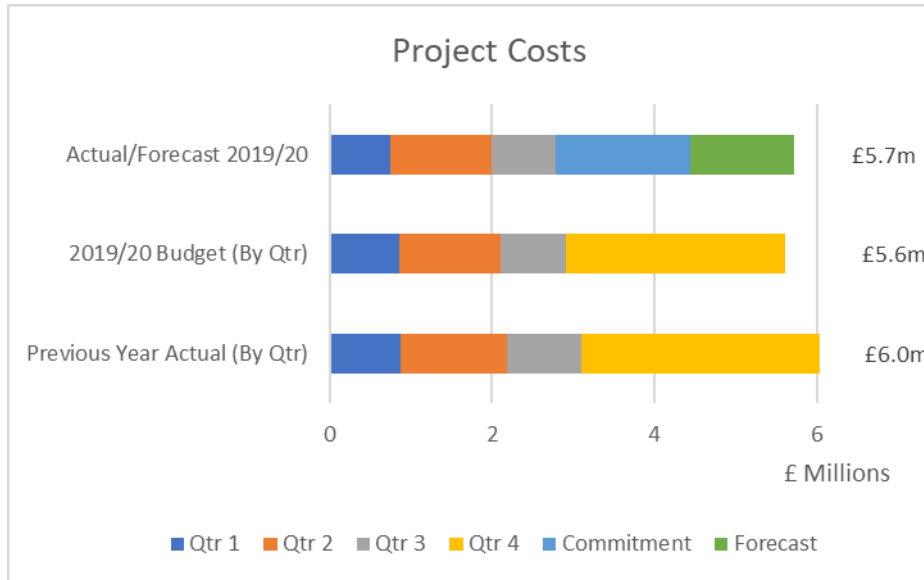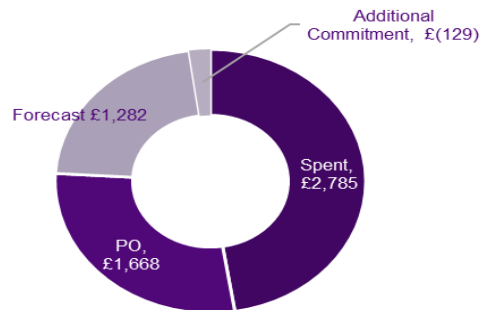
Projects – Q3

Projects
- Total project expenditure to Q3 2019-20 is £2,785k, £122k (4.2%) under the year to date budget. An additional £462k budget has been allocated to projects since Q2 in order to bring forward project spend from 2020/21 – in addition a further £230k from forecast overspends elsewhere has been authorised.
  - Capital Projects have spent £645k for the year, £80k (11.1%) lower than the phased budget of £726k. The expenditure is mostly in respect of the Security Systems Replacement and Lift Modernisation projects.
  - Revenue Projects show a total spend of £2,140k, an underspend of £42k (1.9%) against the phased budget of £2,181k.

Central Contingency
The original central contingency of £1m has reduced to zero, mainly as a result of staff budget transfers approved by SRB to cover staff posts, the balance on the employer pension costs required of £317k, not covered by the ABR transfer and the remaining amount to cover bringing forward project expenditure from 2020/21.

Members Costs
Members' show a £21.9m reported cost to Q3 2019-20, £487k under the YTD budget. This 38% higher than the corresponding period in 2018/19 of £354k. This is forecast to rise to c£740k by year end.

Commissioners and Ombudsman Costs
The SPCB's funding cost for Commissioners and Ombudsman (Officeholders) in the 9 months of 2019-20 amounts to £7.7m, which is £140k (1.9%) over the year to date budget. Commissioners Contingency decreased from £506.4k in Q2 to £233k in Q3 as £273k has been allocated out to individual commissioners. Further calls of @ £111k are expected on this contingency before the end of year.

Q3 SUMMARY OF PERFORMANCE (October to December 2019*)

Note, this Performance Report reflects status until end of December 2019. As at March 2020, the strategy and Delivery Plan has been affected by the COVID 19 pandemic, based on the circumstances work is ongoing to revise plans, to assess priorities and what aspects can and should be delivered.

The Delivery Plan reflects our day to day work to 'Run the Parliament". This is in addition to our new projects and activities to achieve our 'Improve the Parliament' objectives.

	2018-19	2019-20		
	Q4	Q1	Q2	Q3
SUPPORT TO MEMBERS				
'Run the Parliament' KPIs	G	G	G	G
'Improve the Parliament' activities	A	G	G	G
PARLIAMENTARY BUSINESS				
'Run the Parliament' KPIs	G	G	R	G
'Improve the Parliament' activities	G	G	G	G
ENGAGEMENT AND PARTICIPATION				
'Run the Parliament' KPIs	R	G	G	G
'Improve the Parliament' activities	A	G	G	G
CORPORATE GOVERNANCE				
'Run the Parliament' KPIs	G	G	G	G
'Improve the Parliament' activities* (see pages 7-8)	A	A	A	R
OUR WORKFORCE				
'Run the Parliament' KPIs (under review see page 3)	NS	NS	NS	NS
'Improve the Parliament' activities* (see pages 10-11)	N/a	G	G	A

Overall rating based on a number of Amber or Red ITP activities. Corrective action is being taken during Q4 for the majority of these activities and it is expected that these activities should return to Green by end of Q4.

Key:

R	LIVE ISSUE: Remedial action is required to bring the key activity/project back within delivery schedule, quality or budget.
A	ISSUE is being/has been addressed: There are issues and/or risks which have either been addressed during the quarter or are currently being addressed and remedial action is in progress.
G	NO LIVE ISSUE: No action required.

C	Closed
NS	Not Started
P	Delivery Plan Pipeline

"Run the Parliament" Objectives

	2018-19	2019-20		
	Q4	Q1	Q2	Q3

SUPPORT TO MEMBERS

100% of Members interviewed either Very Satisfied or Satisfied

100%	100%	100%	100%
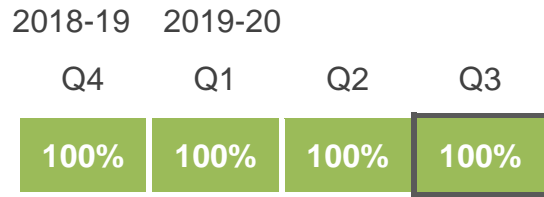
Parliamentary Role   **Constituency Role**

Legend: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied
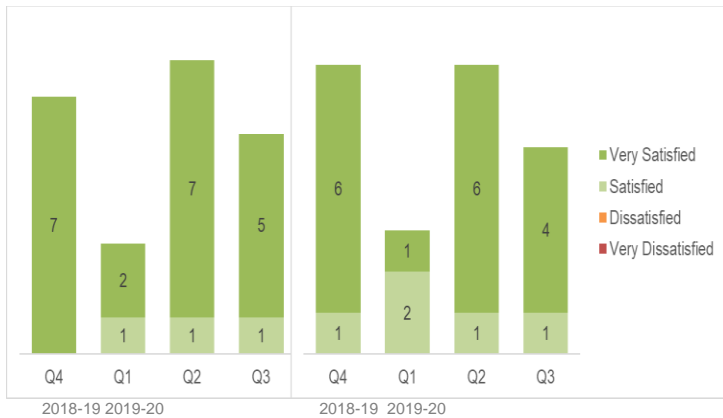
18 MSP's are selected for interview each quarter to give feedback on how well the parliamentary service supports them in their duties to fulfil their parliamentary and constituency roles. Note, 1 Member did not provide a rating in relation to constituency duties as does not run a separate regional office.

PARLIAMENTARY BUSINESS

Parliamentary business takes place as scheduled

100%	100%	99.9%	100%
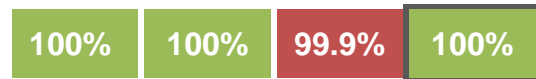
Overall status returned to **Green** as no issues were experienced throughout Q3 in terms of availability of Chamber and Committee rooms; and sound and voting functioning as required.

ENGAGEMENT AND PARTICIPATION

Engagement KPI's are made up of a basket of operational KPI's. This has been assessed as **Green**.

CORPORATE GOVERNANCE

	2018-19	2019-20		
	Q4	Q1	Q2	Q3
Budget: % Outturn against SPCB budget within target range of 0-2.5% under budget	1.3%	2.3%	1.5%	1.5%

Compliance:

	Q4	Q1	Q2	Q3
Health and Safety	G	G	A	G
Fire Safety	G	G	G	G
Gaelic Language Plan	G	G	G	G
Environmental Management	A	A	A	G
Complaints	A	G	A	G
Freedom of Information	G	G	G	G
Lobbying		A	A	A

Health & Safety: As at end of Q3 Display Screen Equipment returns were 88% now exceeding the target of 75%. Returns as at end of Q2 were 53%. Therefore, status has changed from **Amber** to **Green**.

Environmental Management: Overall Carbon Management Plan targets are to be achieved by 2021. On track to achieve the overall carbon target of 56% by March 2021, with waste and gas consumption requiring improvement. Note, the Q1 and Q2 performance results have been retrospectively reviewed based on more accurate data analysis and 2019-20 targets were revised and adjusted from **Red** to **Amber**. Overall performance is currently at 54% with a target of 53% for this financial year, therefore, status is **Green** for Q3.

Complaints: All complaints were responded to within service level agreements during the quarter. Therefore, status changed from **Amber** to **Green**.

Lobbying: Q3 saw the highest ever number of substantive and nil returns published (1,739) in any quarter since starting in March 2018, with 65% of those substantive returns published within seven days (just out with target of 66%). Returns within the '3 months plus' category have reduced considerably again and are now well within target. The concentrated audit to reduce the '6 months plus' category started in December 2019 - the audit will run until Spring 2020, currently at 46% (target is 7.5%). Status remains **Amber**.

OUR WORKFORCE

		Q4	Q1	Q2	Q3
Organisational absence performance: Target of 6.8 days or less per annum*	2.44		1.78	1.94	2.42

There is a project running through 2019-20 to review and refine our 'Run the Parliament' KPI's for reporting. This will be implemented for reporting from the start of 2020-21.

SUPPORT TO MEMBERS

AIM: Provide Members with high quality support and resources to allow them to excel in their roles as parliamentarians and representatives.

OBJECTIVE: Alignment of SPCB services to best meet Members' evolving parliamentary and constituency needs.

	2018-19	2019-20		
	Q4	Q1	Q2	Q3
Reimbursement of Members' Expenses Scheme Review Derek Croll, Group Head of Financial Resources	G	G	G	G

Timescales and outcomes all on track (budget N/A).

OBJECTIVE: Members are well supported during the transition to the sixth session of Parliament in 2021

Election 2021 Programme Planning Callum Thomson, Group Head Research, Communications & Public Engagement	NS	NS	NS	NS

This project has not yet started. However, paper to initiate project and facilitate strategic discussion was presented to LG in January 2020. LG agreed to establish a Programme Board with membership drawn from across the organisation supported by a secretariat.

PARLIAMENTARY BUSINESS

AIM: Strengthen democratic accountability through effective scrutiny and debate

OBJECTIVE: Embed agreed changes on parliamentary reform to have a stronger Parliament, engaging with the people of Scotland

	2018-19 Q4	2019-20 Q1	Q2	Q3
Witness Diversity Action Plan Susan Duffy, Head of Committees and Outreach	N/a	G	G	G

Timescales and outcomes all on track (budget n/a).

OBJECTIVE: Ensure robust plans and resources are in place to enable the Parliament to scrutinise and respond to the impact of the UK's withdrawal from the EU and any other constitutional change

ACTIVITIES:

Constitutional Issues Board Programme David McGill, Chief Executive	G	G	G	G

Timescales and outcomes all on track (budget N/A).

ENGAGEMENT AND PARTICIPATION

AIM: Encourage public involvement in our work through welcoming facilities and inclusive services

OBJECTIVE: Enhance the accessibility and security of our facilities and services

	2018-19	2019-20		
	Q4	Q1	Q2	Q3
Security Programme Lynsey Hamill, Group Head of Procurement, Business Continuity & Security	A	G	G	G

Timescales, outcomes and budget all on track.

OBJECTIVE: Celebrate our 20th Anniversary in a way which promotes the Parliament's vision

ACTIVITIES:

Scottish Parliament's 20th Anniversary Programme Callum Thomson, Group Head of Research, Communications & Public Engagement	N/a	G	G	G

Timescales, budget and outcomes are all on track. A Closure Report for the Programme was reviewed by the Public Engagement Group, Public Engagement Board and LG in February 2020.

CORPORATE GOVERNANCE

AIM: Efficiently provide the Parliament with high quality, effective corporate services and good governance

OBJECTIVE: Invest in our facilities and systems to improve effectiveness, efficiency and flexibility

ACTIVITIES:

	2018-19	2019-20		
	Q4	Q1	Q2	Q3
Sound and Voting System Replacement Tracey White, Group Head of Chamber, Reporting & Broadcasting	N/a	G	A	A

Outcomes are on track. However, timescales and budget are not on track, therefore, the project is being reported as **Amber**.

Currently, there is no budget allocation for 2019-20. A £10k budget now required to undertake consultancy work during the current financial year as a result of:

- A specialist consultant with market knowledge of Sound & Voting systems required to assist the Project Team with technical specification. This resource was not included in original budget estimates.
- A detailed audit was undertaken of the project timetable and established to achieve the intended installation date of summer 2021 (originally spring 2021), the contractor would require additional time to design and procure the solution.

Therefore, to maximise the opportunity for successful project delivery, the consultant is required to begin work during 2019-20 and budget is required to allow the appointment to be instructed. DSB confirmed funding is available and approval has been granted to release the required funds. The change in the project budget position has been captured within the Business Case.

Corrective action has been taken in Q4 in terms of the new time table and budget, the project should return to Green during Q4 as will be reporting against the new timescales.

OBJECTIVE: A modern Parliament, demonstrating a smart, confident use of technology and information to drive improvements in how we communicate and work

ACTIVITIES:

| | 2018-19 | 2019-20 | | |
| | Q4 | Q1 | Q2 | Q3 |

Deliver Our Web and Online Project
Alan Balharrie, Group Head of Digital Services

| G | A | A | R |

Timescales, budget and outcomes are not on track and are at risk. The project is being reported as **Red**. LG should note the following

- The Governance model for content management was due to be agreed by LG by December 2019, however, this was delayed. The model was discussed and agreed in principle at LG on 27 January 2020 subject to more detail being provided to LG before final agreement can be reached.
- There is a risk around a small budget shortfall, which, is being actively managed to bring to a £10k overspend;
- There are uncertainties around the timing of the transition to the new Web Service Team.

Telephony System Modernisation
Alan Balharrie, Group Head of Digital Services

| G | A | G | R |

Budget and outcomes on track. The project is being reported as **Red** as the timescales are not on track due to a combination of factors:

a) Additional technical steps being identified to enable the phone application to work over WI-FI.

b) SPS pilot was not completed by December 2019. Stage 1 of the pilot commenced in December 2019, with Stage 2 commencing in January 2020. Current plan is to complete by end of February 2020.

c) High risk the imminent End User Engagement Phase will extend delivery timescales as implementation phases are planned to avoid critical business periods. Therefore, revised timescales for the key milestone "Completing the migration of all Holyrood telephony users and services to the new system" is now May 2020

Note, corrective action is being taken, therefore, it is anticipated that the project will return to Green during Q4 based on the revised timescales and plan.

	2018-19	2019-20		
	Q4	Q1	Q2	Q3

Committee Agenda System Redevelopment
Susan Duffy, Group Head of Committees & Outreach

R	R	A	G

Timescales and outcomes all on track (budget N/A).

Project status is now **Green** as a result of completion of the review of outstanding work and confirmed end date for the project.

Legislative Drafting Tool Project
Tracey White, Group Head of Chamber, Reporting & Broadcasting

G	A	A	G

Timescales, budget and outcomes on track.

OUR WORKFORCE

AIM: Develop a skilled, diverse & inclusive workforce that embeds our values in all we do

OBJECTIVE: Meet the challenge of becoming a diverse and inclusive organisation

	2018-19	2019-20		
	Q4	Q1	Q2	Q3
Diversity and Inclusion Delivery Plan Susan Duffy, Group Head of Committees & Outreach	N/a	G	G	G

Overall timescales and outcomes are all on track (budget N/A).

Values Workstream Lynsey Hamill, Group Head Procurement, Business Continuity & Security	N/a	G	G	G

Overall timescales and outcomes are all on track (budget N/A).

Culture of Respect Programme Susan Duffy, Group Head of Committees & Outreach	N/a	G	G	A

Overall outcomes are all on track (budget N/A). However, timescales are not on track, therefore the project is reported as **Amber**.

The workshops for Line Managers was due to be launched by November 2019. However, this was not completed. Although the workshop content was finalised in October 2019, the actual workshops will not commence until February 2020. MSP staff group will be targeted initially, with further dates for SPS staff arranged for March 2020.

People Strategy Development Alan Balharrie, Group Head of HR and Digital Services	N/a	N/a	N/a	P

LG agreed in October 2019 that this activity should be removed from the Delivery Plan and included in the strategic pipeline until a substantive strategic discussion had taken place to scope the activity. The strategic discussion took place in January 2020.

	2018-19	2019-20		
	Q4	Q1	Q2	Q3

Recruitment Process Review
Alan Balharrie, Group Head of HR and Digital Services

N/a	G	G	A

This project is now completed, with the exception of Project Closure Report which will be reported by March 2020. Outcomes are all on track (budget N/A). The projects' key deliverables are:

- Introduction and implementation of Candidate Management System (AA compliant) to manage competitions.
- Introduction of methodology for job design so roles are inclusive and factor in flexible working options - embedded into process.
- Embedded use of values and behaviours in recruitment, as part of the process of assessing candidates' strengths, abilities, technical knowledge and experience and measured by the right assessment methods.
- Enhance and support manager's capability through recruitment and selection skills training, using a modular approach so they can access support on the stage of the process they need. Roll out from April 2020 (timescale agreed at the beginning of the project).
- Adopting a candidate-focused approach to specifying adverts and designing campaigns, with more understanding of the external market to inform decisions by using market intelligence – embedded into process.
- Measuring outcomes through metrics, structured feedback from candidates and recruiting managers – embedded into process.

OSSP Staffing Project
Judith Morrison, Group Head of Legal Services, Procurement and Audit

N/a	G	G	G

Timescales and outcomes are all on track (budget N/A).