

# **Chief Executive's Report to the SPCB May 2022**

## **Introduction**

This Report looks at activities across the organisation from mid-March to mid-May and includes the Quarter 4 Finance and Performance reports.

Items highlighted include:

- On-going work to improve facilities used to support hybrid working
- Committees are undertaking external visits for the first time in two years
- The building re-opening to the public

**David McGill**

Clerk/Chief Executive

# **Overview of Parliamentary Activities**

## **Legislation and Parliamentary Business**

### **Prescribed Persons**

As mentioned in previous reports, we have for some time now been pursuing the addition of MSPs to the statutory list of prescribed persons. Unfortunately, there has been a further delay to the updating of the Order, and it is now estimated for the Order to be laid after Summer recess. I am more confident about this timetable as it has also been indicated that we should see a draft of the Order sometime in June.

### **Standards, Procedures and Public Appointments Committee (SPPA)**

The SPPA Committee's survey of MSPs on the future practices and procedures of the Parliament has now come to an end. The Committee held four focus group sessions and received 24 responses to its survey. The responses indicate that there are a range of views among Members, with some firmly of the view that Members should participate in parliamentary business – particularly Chamber business – in person, while others of the view that greater flexibility will allow MSPs to balance their parliamentary, constituency and personal responsibilities more sustainably.

The SPPA Committee has also held four evidence sessions and will complete its collection of evidence with a session on 26 May with stakeholders who engage with the Parliament on a regular basis to hear their views on hybrid committee meetings. The Committee will then engage further with the SPCB, the Parliamentary Bureau and the Conveners Group on its findings.

The Committee then hopes to report before the summer, although this timeframe would not allow for permanent rule changes. As there is now a potential for temporary rules, there is potential for the Committee to recommend piloting changes before introducing any changes permanently.

### **Non-Government Bills Unit (NGBU)**

NGBU continues to experience a high level of demand from members to discuss and progress proposals for members bills. This work can include producing versions of consultation documents that can encourage engagement including with specific stakeholder groups where this is a members' preference and authorisation for funding from the SPCB is received. For example, the proposal on residential outdoor education was launched on 29 April included in Gaelic and using BSL videos.

## **Hybrid facilities and broadcasting**

### **Business**

- Following the failure of the audio system during FMQ on 4 May, extensive tests are being undertaken. Some installed cabling has found to be damaged, and a phased replacement of all cabling will be undertaken to ensure service resilience.

### **Hybrid Working**

- All new equipment for hybrid working in Committees and the Chamber has been installed and should be ready for demonstrations within a week.
- Engagement with committee, chamber clerks and BIT is underway to configure the system, and design training plans for Members and SP staff.
- Engagement plans with party groups, the SPPA Committee, the Parliamentary Bureau and the Scottish Parliamentary Corporate Body are also being implemented.

### **Audio Reinforcement**

- All installation and fabrications for the audio and reinforcement project are on track, with installation and commissioning in July, ready for the Festival of Politics and Culture Summit events in August.

## **Committees**

### **Conveners Group**

The Group continues to make progress in developing its work under its strategic priorities.

At its most recent meetings on 30 March and 27 April the Group focused on cross-committee working, in particular on the scrutiny challenges of post-EU scrutiny and of net zero.

Based on work led by SPICe, the Group has considered its role in relation to these two complex scrutiny areas and is in the process of developing its strategic approach to these issues. This is structured under the respective roles of the lead committees, other committees and the Conveners Group and the Parliament as a whole and where resources can best be focused. It will be focusing on cross-committee working and developing this strategic priority further at future meetings.

Highlights from the Scrutiny Group:

- Committees have been on a number of external visits for the first time in over two years after Covid restrictions are lifted.
- First attendance of the new Permanent Secretary at a parliamentary committee
- Launch of inquiry into participation by the Citizen Participation and Public Petition Committee
- Ongoing work by Public Audit Committee into Auditor General for Scotland's (AGS) report on ferries
- The Financial Scrutiny Unit attended, and spoke at, the 14th Annual Meeting of the OECD Working Party of Parliamentary Budget Officials and Independent Fiscal Institutions

Some specific areas of committee work in the last period are highlighted below:

### **Social Justice and Social Security Committee**

The Social Justice and Social Security Committee is progressing its scrutiny of poverty issues. A recent session looked at the Scottish Government's second tackling child poverty delivery plan, having responded to the Scottish Government's consultation using evidence gathered from its pre-budget work on meeting the interim child poverty targets. The Committee's current inquiry is on low income and problem debt. It held an informal session with people with lived experience in November and points raised by those participants have formed the basis of the inquiry. The Committee plans to continue engaging with these participants through a series of sessions led by PACT in partnership with trusted organisations.

### **Education, Children and Young People Committee**

The Education, Children and Young People Committee has been out to meet young people and teachers to discuss its Scottish Attainment Challenge inquiry. Members met children and young people in Greenock and Dundee and went to a Glasgow High School to hold discussions with teachers. Members valued the opportunity to hold face-to-face engagement now that this is possible again.

### **Public Audit Committee**

The Committee commenced its scrutiny of the Auditor General for Scotland's report, "New vessels for the Clyde and Hebrides" by taking evidence from the Auditor General at its first meeting back after recess. The report raises significant concerns about multiple failings that have led to delays and cost overruns on the delivery of two new lifeline ferries. Given the significance of the issues and volume of detail in the report, the Committee took further evidence from the Auditor General the following week. It has now agreed to

take evidence from officials at Transport Scotland and the Scottish Government and will consider any further next steps in due course.

The Committee has recently written to the Cabinet Secretary for Finance and the Economy at the Scottish Government and the Secretary of State for Housing, Communities and Local Government of the United Kingdom to understand what consideration has been given to the future audit and accountability arrangements or replacement European Union Funding. Responses are expected imminently to the Committee's correspondence and will be considered at a future meeting. Recognising the Finance and Public Administration Committee's ongoing interest in this area, the Committee will seek to work collaboratively on these matters.

In noting the extension until the end of May to allow householders across Scotland to complete their census return, the Committee has agreed to consider its future scrutiny of the 2020/21 audit of National Records of Scotland report after summer recess.

### **Finance and Public Administration Committee**

The Committee took evidence from the new Permanent Secretary in relation to public administration in government on 3 May. This is the first time a Permanent Secretary has appeared before the Committee since public administration was added to its remit and follows the serious criticism by the Committee of his predecessor for failing to engage with it regarding its invite to give evidence on her reflections of her time in government. Issues relating to openness, transparency, governance, oversight, records-keeping, information management, and culture in the civil service were raised with the new Permanent Secretary. It is expected that this session will be a regular feature in the Committee's work programme.

Following an exchange of letters regarding the costs of the Scottish Parliament's website, the Committee has now invited the SPCB to give evidence on the issues raised in its response on 17 May. This session is part of its ongoing scrutiny of the SPCB's budget.

The Committee is currently undertaking an inquiry into the National Performance Framework (NPF): Ambitions into Action, looking at how the NPF shapes policy development, priorities and spending choices. The Committee recently held an engagement event with Scottish Government officials on the role that the NPF plays in their day-to-day work and is visiting Dundee and Glasgow in two groups on 10 May to explore these issues more broadly with external local bodies. A report is expected to be published in September.

The Committee heard evidence from the Deputy First Minister on 26 April in relation to the Scottish Government's latest update on progress with its Continuous Improvement Programme, which was part of the SG's response to the three harassment reviews last session. Issues relating to openness and transparency, information management and cultures were raised, amongst other issues.

### **Local Government, Housing and Planning Committee**

The Committee has recently come to the end of its scrutiny of the draft NPF4. The Committee worked on a cross-committee basis to scrutinise the draft NPF4, concluding with a committee debate in the Chamber. The Committee will be giving thought to how it intends to scrutinise the final version of NPF4 once it's laid. The Committee will shortly be holding evidence sessions on Building Safety Regulations. These reflect the outcome of the Scottish Government working group that was formed in the aftermath of Grenfell. We expect there to be considerable interest in these Regulations and the issues that gave rise to them.

### **Citizen Participation and Public Petitions Committee**

This month the Committee will launch an inquiry into how to ensure the Scottish Parliament's work involves, reflects and meets the needs of the full range of communities it represents. This will seek to understand why some individuals and groups are more closely involved in our work than others – and why some are not involved at all. The inquiry will help us critically analyse the way in which the Parliament currently operates, including establishing where there are barriers to communities becoming involved in our work and establishing innovative ways for us to engage with those communities in future. It is the first stage in a wider, long-term project which will look at how citizen participation can be embedded across the Parliament.

### **SPICe**

- SPICe has run the Sustainable Development Impact Assessment (SDIA) tool on ferries policy with the Net Zero, Energy and Transport Committee.
- The Financial Scrutiny Unit attended, and spoke at, the 14th Annual Meeting of the OECD Working Party of Parliamentary Budget Officials and Independent Fiscal Institutions, in Dublin on 5-6 May 2022. Topics include green budgeting, policy costings and best practices for parliaments in budgeting (to which the FSU are contributing).
- SPICe continues to draw on academic expertise to support the work of committees and the Parliament. Recently we have commissioned two pieces of research for committees - on environmental fiscal measures and town centre regeneration success stories. We currently have two

fellows working with us on human rights budgeting and the Gender Sensitive Audit and a placement student working with us for three months on social work, in advance of the National Care Service Bill. We recently launched a monthly newsletter for the Scottish Parliament Academic Network, which aims to keep academics up to date with current opportunities for academics to engage with the Parliament.

## **Parliamentary Services**

### **Engagement and Communications**

The Group's focus continues to be on delivering on the Public Engagement Strategy and on the reopening of the building and the phased increasing of services and activities. Since reopening on 19 April, we have welcomed members of the public into the building, with just over 2000 people observing Parliamentary business in both the Chamber and in committees. Just over 350 people took a tour and 199 attended a talk provided by our Visitor Services staff.

A couple of specific examples of engagement work are outlined below:

The Participation and Communities Team (PACT) has supported engagement sessions with 157 people for 5 committees and supported digital engagement from over 9,000 people. Committees have heard valuable lived experience on issues including the National Planning Framework, the Miners' Strike Bill, alternative pathways to primary care and the fireworks bill where over 1400 people contributed to a consultation on the Your Priorities platform. The team delivered this work in partnership with nearly 70 different community and third sector organisations.

On 16 March, the Futures Forum held its second seminar with the Education, Children and Young People Committee as part of its work to support longer-term thinking within the Parliament. The seminar, which looked to how teaching and learning could change over the next 20 years, provided an informal space for MSPs and invited experts to explore the issues involved. Another session is planned for the autumn.

## **International Relations**

The International Relations Office supported the:

- Presiding Officer at a meeting with the Consul General of Switzerland (and current Dean of the Consular Corps in Scotland)

- CPA Scotland Branch Executive Committee at the CPA's regional conference in the Isle of Man
- Presiding Officer, Deputy Presiding Officer and MSPs across meetings with the Speaker of the Flemish Parliament
- Convener of the COVID-19 Recovery Committee at a meeting with a member of the New South Wales Legislative Assembly
- Presiding Officer at a meeting with the Minister President and President of the State Parliament of Lower Saxony
- Presiding Officer, Deputy Presiding Officer and MSPs across meetings with the Speaker of the Legislative Assembly of New South Wales, Australia
- Presiding Officer, Deputy Presiding Officer and MSPs across meetings with the Speaker of the Western Cape Provincial Assembly, South Africa
- Presiding Officer on a visit to the Houses of the Oireachtas, Dublin
- Presiding Officer at a meeting with the High Commissioner of Bangladesh
- Presiding Officer at a meeting with the Consul General of India
- Presiding Officer at a meeting with the Consul General of Japan
- Deputy Presiding Officer (AE) at a meeting with the Ambassador of Romania
- Deputy Presiding Officer (LM) and MSPs across meetings with the John Smith Fellows

## **Financial Governance**

The Pay and Pensions Office, in collaboration with the People and Culture Office, are currently finalising a system migration project to upgrade the Payroll system functionality and Human Resources database. Following a period of parallel running, the system went live effective 1 April with the new employee self-service system launched to individuals on 20 April.

The new self-service system can be used to update personal details and review pay documentation such as payslips, P60s and P11D. In line with the project scope, the Pay and Pensions Office are working with the new system provider to make available historical payslips in the new system and hope to have the project finalised by the end of May.

## **People and Culture**

### **MSP Staff Caseworker Forum**

Since 11 March, the Caseworker Forum project has held 3 sessions. The first was led by the SPSO on their recently updated complaints handling guidance.



The second was facilitated by Carolyn Hirst, an expert on managing conflict resolution. Our third was a panel session on Ukrainian refugee awareness with presentations from JustRight Scotland, the Scottish Refugee Council and SPICe. All sessions were fully subscribed, with 35 to 40 attendees per session. The feedback we have received from all of our sessions has been very positive. The Forum will be re-running the SPSO session on 31 May, with a further 20 caseworkers now signed up.

The project team has been liaising with SPICe about planning for future topical and skills development sessions and aims to have a full programme in place by the end of summer for the year ahead.

Our [intranet page for the Forum](#) has been accumulating resources and presentation materials from the sessions we've run, providing caseworkers with a database of useful signposting they can refer to. We will continue to build this as further sessions are held.

## 2021-22 Quarter 4 Year End Finance Report – SPCB

### Executive Summary:

- Q4 2021/22 Draft outturn is £3,864k (3.5%) under the year to date current annual budget. This exceeds the target underspend of under 2.5% for the 2<sup>nd</sup> half of the year. COVID continued to impact on SPCB's financial plans:
  - Social distancing rules
  - IT equipment and FM materials supply chain issues and lead times
  - Contractor and staff absence levels due to COVID illness
  - Challenges in engaging contractors in specific sectors (IT; Recruitment) and general labour shortages (FM)

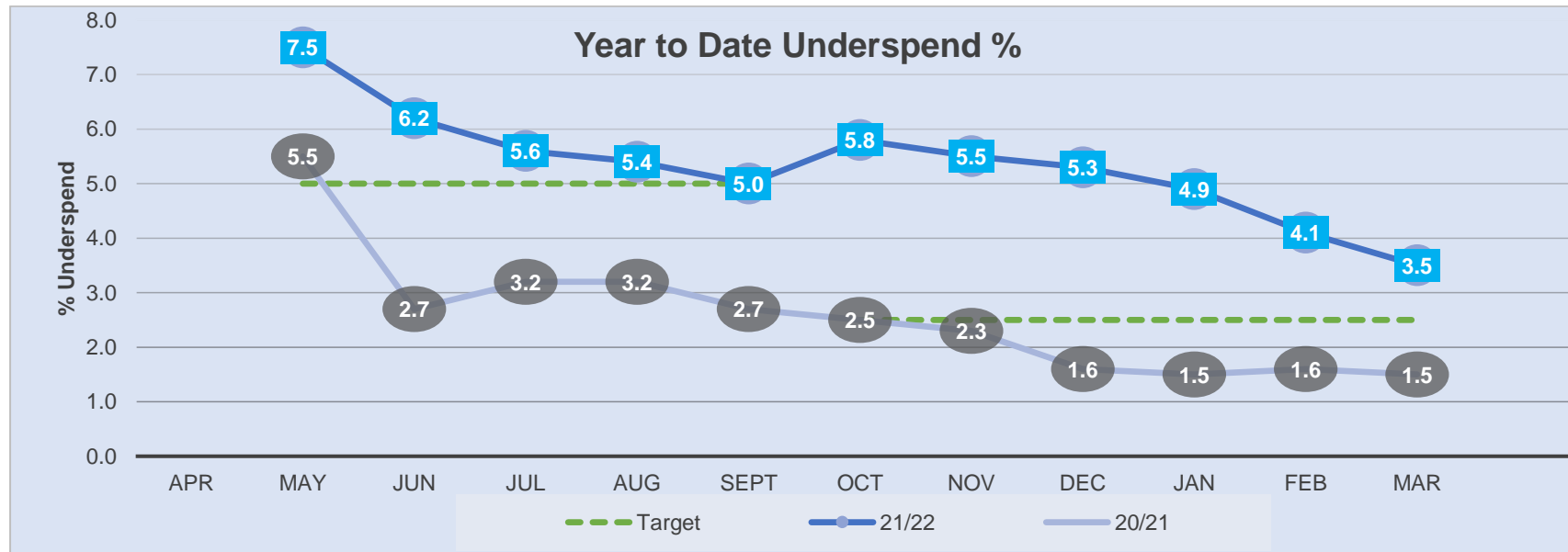
This specifically affected:

- Post-election set up of Local Offices with significant slippage into 22-23
  - IT and FM projects
  - Filling SPS vacancies
  - Public engagement, IRO, PO activities and other external activities which generate costs such as T&E, Committee expenses, conferences etc
- £1,214k of the Q4 underspend is within SPS, including
    - £520k in Projects due to supply chain and contractor shortages.
    - £376k in SPS Staffing due to vacancies.
    - £281k in running costs due to Equipment maintenance, Telephony, Restaurant Services and Events
  - Members costs account for £1,507k of the underspend against year to date budget, mainly in staffing, engagement and travel expenses and Officeholders have underspent by £485k.
  - In P11 we forecast that the SPCB year end underspend would be £3,087k. The actual underspend recorded in Q4 is £777k higher. Underspends increased between P11 and P12 in:
    - SPS by £238k
    - Members by £254k
    - Commissioners by £285k

**Summary position:**

**SPCB Expenditure Summary Outturn –Q4:**

	Year to Date					Full Year
	Actual	Budget	Variance	Variance		Current Annual Budget
	£'000	£'000	£'000	%		£'000
Parliamentary Service Costs	53,590	54,804	1,214	2.2		54,804
Members Costs	38,110	39,617	1,507	3.8		39,617
Commissioners & Ombudsman Costs	14,766	15,251	485	3.2		15,251
<b>Sub Total</b>	<b>106,467</b>	<b>109,672</b>	<b>3,205</b>	<b>2.9</b>		<b>109,672</b>
Reserves – SPCB contingency		659	-659	100.0		659
<b>Total SPCB Expenditure</b>	<b>106,467</b>	<b>110,331</b>	<b>3,864</b>	<b>3.5</b>		<b>110,331</b>



**SPS Expenditure Summary Outturn –Q4:**

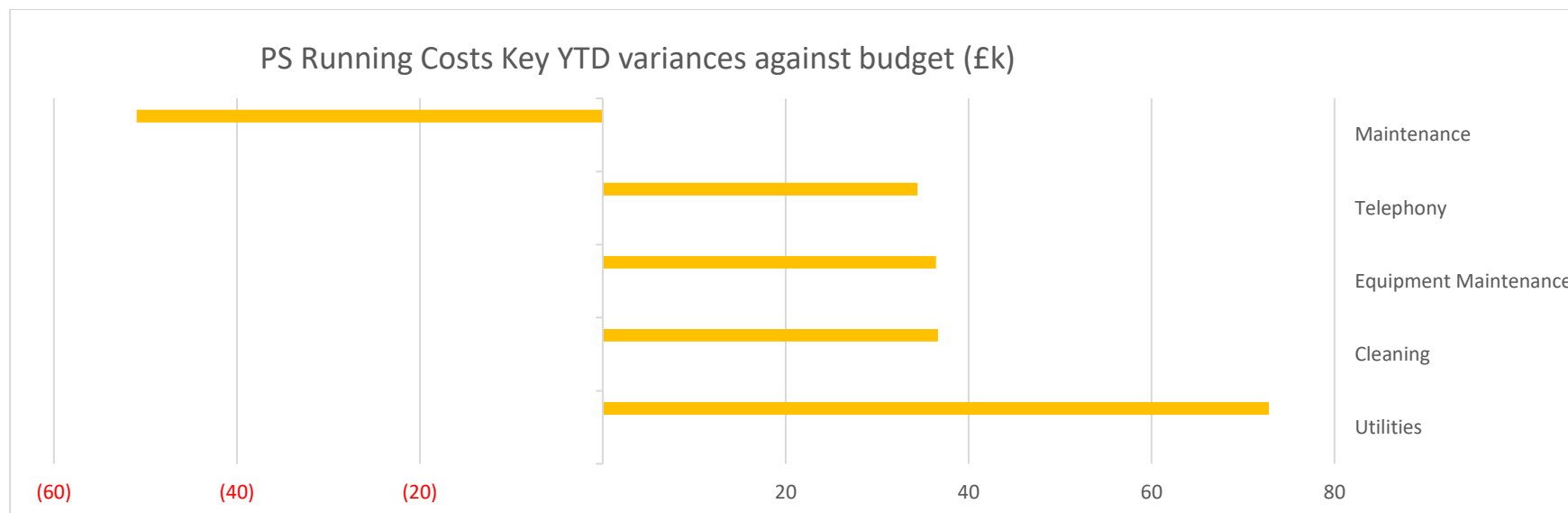
	Year to Date					Full Year
	Actual	Budget	Variance	Variance		Current Annual Budget
	£'000	£'000	£'000	%		£'000
Staff	31,497	31,873	376	1.3%		31,873
Staff Related Costs	518	493	-25	10.4%		493
Property Costs	7,825	7,886	61	0.0%		7,886
Running Costs	6,270	6,551	281	4.3%		6,551
Projects	7,481	8,001	520	6.5%		8,001
<b>SPS Expenditure</b>	<b>53,590</b>	<b>54,804</b>	<b>1,214</b>	<b>2.2</b>		<b>54,804</b>

**Staff costs:**

Staff Full time equivalents:	Original Budget FTE	Current budget FTE	Actual FTE
Total	526.3	558.4	519.4

As at 31/3/22 vacancy levels were 39 FTE, however recruitment has been very active in April and this will continue into May and June.

## Non-Staff costs:



### **Commentary on selected year end variances to annual budget:**

The (£51k) overspend on Maintenance is offset by an underspend on utilities. The utilities year end outturn was confirmed in P11 and the surplus budget was reallocated to maintenance by FM.

As forecast in P11, telephony has maintained a year end underspend of £34k This area will continue to experience fluctuations in expenditure while we run 2 mobile contracts and work from home – and until the Telephony project has completed.

Equipment maintenance underspent by £36k, 17.5% of the annual budget

Cleaning underspent by £37k, 5% of the annual budget, largely because of relaxation of COVID prevention measures

Utilities underspent by £73k, 7.1% of annual budget, an increase of £17k on P11. This can be offset against the overspend on Maintenance above.

**Project Summary Q4 Outturn :**

Portfolio	Year to Date				Full Year	
	Actual	Budget	Variance	Variance		Current Annual Budget
	£'000	£'000	£'000	%		£'000
BIT and Digital	2,586	2,836	250	8.8%	2,836	
FM Building & Equipment	2,310	2,447	137	5.6%	2,447	
Security Maturity Programme	1,476	1,477	1	0.1%	1,477	
Sound & Voting/Broadcasting	787	915	128	14.0%	915	
Other	321	326	4	1.3%	326	
<b>Total projects</b>	<b>7,481</b>	<b>8,001</b>	<b>520</b>	<b>6.5%</b>	<b>8,001</b>	

At the end of February 49.4% of the annual project budget of £8,001k had been spent. £3.53 million expenditure (44% of annual budget) was achieved in March. The original budget of £6.437 million increased by £1.54 million during the year, a significant proportion allocated at the end of Q3. 6.5% of the £8m budget remains unspent as at Year end.

The factors which caused the corporate underspend listed in the Executive Summary above have impacted SPS projects:

- Slippage in DSB and FM Election projects to set up local offices and refresh the digital equipment allocated to members and their Staff after the election. This is due to well publicised IT supply chain issues. £310k has been allocated to complete this work in 22-23.
- Slippage on BIT core infrastructure projects again due to supply chain issues. These projects were due to continue into 22-23 and this budget has been increased to cover the delayed equipment cost
- DSB reallocated £255k of underspend in Q4 to fund equipping meeting rooms to host hybrid attendance to and by bringing forward other planned expenditure from 22-23.
- The Sound and Voting project underspent by £128k due to postponement of cabling work and delayed delivery of equipment from Canada.

**Members:**

Members outturn in Q4 is £1,507k (3.8%) of the current annual budget. Members Expenses is the driver of the outturn underspending variance at £1,483k (6.3%), Short monies underspending by £20k (14.2%) and Members pay £3k.

The main categories of underspend in Members expenses was staff costs where it has taken time to recruit staff, travel associated costs where members and their staff are still travelling less than pre-pandemic and engagement where again, post-election, Members are slower to commence engagement activities. 2021-22 includes expenditure which only occurs in an election year of £2,354k of staff winding up and £95k of other winding up costs.

**Officeholders:**

At Q4, outturn expenditure is £14,766k which is £485k below budget for officeholders. The underspend mainly consists of £205k unallocated from the Officeholders contingency £141k in the SPSO's budget (2.3% outturn variance against budget), £88k in SIC (4.4% variance against budget) and £57k in CYPCCS (4.5% against budget).

Follow up work will be carried out with the Officeholders on explanations for the outturn variances and to improve phasing and forecasting in year.

## Q4 SUMMARY OF PERFORMANCE – January to March 2022

### Key Highlights

#### Run the Parliament

- As part of the Parliament's covid recovery, when restrictions eased in January 2022, our operating stance changed. This involved a phased return to pre-omicron levels in relation to parliamentary business arrangements; reintroduction of services and facilities (including in-person helpdesks and more public access to parliamentary proceedings).
- With the removal of the remaining legal restrictions to manage covid and move towards adapting how we work and live with the virus; further preparations were made for our ongoing covid recovery. The next phase focuses on enabling all staff to work onsite for at least part of the working week. In March 2022, the Interim Covid Recovery policy was published which will take effect from 2 May until at least 24 September 2022. This policy is a bridge between a way of working imposed on us by Covid and where we aspire to be in future under New Ways of Working.

#### Improve the Parliament

- The Diversity and Inclusion Delivery Plan is reported as **red** due to further delay in proposing future governance arrangements for Diversity and Inclusion, this was due to a number of factors including unplanned staff absence. It should be noted that this status relates to governance, and we have continued to progress our important diversity and inclusion work, which included the publication of the Trans and Non-binary Policy during the reporting quarter. A recommendation will be taken to LG for discussion before summer recess.

#### Delivery Plan for the Session 6 Strategy

- The Delivery Plan continues to be developed and will be finalised by LG in May 2022. It will be used to inform business area's planning and the strategic priorities and budgeting priorities for discussion with the SPCB at their planning day in August.



SCOTTISH PARLIAMENTARY PERFORMANCE REPORT  
2021-22: QUARTER 4

2021-22

**SUPPORT TO MEMBERS**

'Run the Parliament' KPIs

'Improve the Parliament' activities

	Q1	Q2	Q3	Q4
'Run the Parliament' KPIs	S	S	S	G
'Improve the Parliament' activities	G	C	C	C

**PARLIAMENTARY BUSINESS**

'Run the Parliament' KPIs

'Improve the Parliament' activities

'Run the Parliament' KPIs	G	G	G	G
'Improve the Parliament' activities	G	G	G	G

**ENGAGEMENT AND PARTICIPATION**

'Run the Parliament' KPIs (see page 4)

'Improve the Parliament' activities

'Run the Parliament' KPIs (see page 4)	S	S	S	S
'Improve the Parliament' activities	A	R	G	C

**CORPORATE GOVERNANCE**

'Run the Parliament' KPIs (see pages 4-5)

'Improve the Parliament' activities

'Run the Parliament' KPIs (see pages 4-5)	A	G	R	A
'Improve the Parliament' activities	A	R	A	G

**OUR WORKFORCE**

'Run the Parliament' KPIs

'Improve the Parliament' activities (see page 10)

'Run the Parliament' KPIs	G	G	G	G
'Improve the Parliament' activities (see page 10)	A	G	A	A

**Key:**

<b>R</b>	LIVE ISSUE: Remedial action is required to bring the key activity/project back within delivery schedule, scope or budget.
<b>A</b>	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.
<b>G</b>	NO LIVE ISSUE: No action required.
<b>P</b>	Delivery Plan Pipeline
<b>NS</b>	Not Started
<b>S</b>	Suspended
<b>C</b>	Completed

## “Run the Parliament” Objectives

2021-22  
Q1 Q2 Q3 Q4

### SUPPORT TO MEMBERS

#### Members Satisfaction

100% of Members interviewed either  
Very Satisfied or Satisfied



Due to COVID-19, LG agreed to suspend all quarterly Members feedback interviews from Q4 2019-20. The regular interviews are to recommence during 2022-23. A discussion paper setting out proposals for the process, procedures and interview questions will be taken to LG in June 2022. In the interim period, in February 2022 LG, Office Heads and Team leaders interviewed 40 Members to receive feedback on current service delivery and facilities, and, to gain an initial understanding of views and aspirations on how Members and their staff might work in the longer term. Overall, Members were either very satisfied or satisfied with service delivery so far this session.

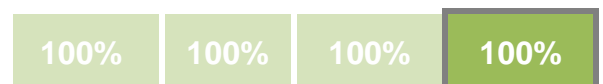
#### Highlights:

- New technology to deliver a fully digital vetting service was introduced, where applicants and sponsors can now track the progress of their security questionnaire and ID form as they move through the stages of approval.
- The MSP staff Caseworker Forum was launched in March 2022. This provides a knowledge exchange for caseworkers to access knowledge and expertise, both internally and externally to the Scottish Parliament.

### PARLIAMENTARY BUSINESS

#### Services

100% Parliamentary business takes place as  
scheduled



#### Highlights:

- In late January 2022, following the easing of legal restrictions, this enabled up to 100 Members to be seated in the Chamber and enabled committees to meet fully in person as far as possible. With witnesses being offered the choice of how to participate in proceedings. In addition, face to face services resumed during business days.
- During Q4, the Standards, Procedures and Public Appointments Committee held focus-group sessions with Members on future parliamentary practices and procedures in relation to virtual and hybrid proceedings. Based on the issues raised during the sessions the Committee launched a Citizen Space consultation for all Members to capture a wider set of views. The consultation ran until 29 April 2022.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT  
2021-22: QUARTER 4

2021-22  
Q1 Q2 Q3 Q4

**ENGAGEMENT AND PARTICIPATION**

Operational Public Engagement KPIs are on target

S	S	S	S
---	---	---	---

Although face-to-face public engagement activities were reintroduced on a phased basis during the quarter, reporting of KPIs remains suspended.

**Highlights:**

- From February 2022, a phased approach was taken to reopening public access to Holyrood. This was to enable the expansion of services in a safe and sustainable way, in line with continued obligations under current Covid-19 regulations and guidance. The first phase included facilitating supported Members’ tours, events and education sessions with schools, and public access to the Chamber public gallery for MSPs’ constituents for First Minister’s Questions and Members’ Business. Bookings were then opened to the general public, with plans to further increase public access with a view to being fully open to the public in Spring.
- International Women’s Day: In March 2022, in partnership with the Scottish Women’s Convention the PO hosted the annual event. The theme Celebrating Women in Scotland marking women’s contribution during the pandemic, over the last two years and highlighted what women want Scotland to look like post-pandemic; and how women can be empowered to tackle the climate challenge.

**CORPORATE GOVERNANCE**

**Finance**

% Outturn against SPCB budget within target range of 0-2.5% under budget

6.2 %	5.0%	5.3%	3.5%
-------	------	------	------

**Compliance**

Health and Safety

G	G	G	G
---	---	---	---

Fire Safety

G	G	G	G
---	---	---	---

Gaelic Language Plan

G	G	G	G
---	---	---	---

Environmental Management

G	G	G	G
---	---	---	---

Complaints

G	A	A	A
---	---	---	---

Freedom of Information

G	G	G	G
---	---	---	---

Lobbying

G	A	A	A
---	---	---	---

Equalities (measure reported annually)

-	-	-	G
---	---	---	---

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT  
2021-22: QUARTER 4

Note, assurance mapping work is currently under way covering all areas where there are statutory and regulatory requirements. This work will inform a review of the Compliance Reporting with agreed approach to be implemented in 2022-23.

**Exceptions:**

- Budget: The % outturn against SPCB budget within the target range of 0-2.5% is being reported as **Amber**. Covid-19 impacted on expenditure plans in 2021-22 through social distancing rules, IT and FM materials supply chain issues and lead times, contractor and staff absence levels due to Covid-19 illness and challenges in engaging contractors in specific sectors and general labour shortages.
- Complaints: 3 complaints were received during Q4. The **Amber** status is a result of 1 complaint exceeding the 20 working days timeframe for resolving a stage 2 complaint. An extension was authorised due to limited resource availability and to finalise the specific elements of the complaint with the complainant. Although extensions are allowed in accordance with SPSO guidelines, any complaint processed outside the 20 working days, irrespective of the extension are to be categorised as late.
- Lobbying: During Q4, although overall performance improved significantly, internal targets were not met in two categories. Where, 78% of valid substantive information returns were published within 7 days of submission, below the target of 80%; and, 52% of invalid substantive information returns returned to registrants for amendment with advice within 7 days of submission, below the target of 66%. Therefore, resulted in the **Amber** status.

**Highlights:**

- Recruitment of posts as part of the Strategic Resourcing Review is being facilitated on a phased approach by People and Culture.

2021-22				
Q1	Q2	Q3	Q4	

**OUR WORKFORCE**

**Workforce Demographics and Health & Wellbeing**

% SPCB Staff Turnover (target equal to or less than 10% - pre-Covid turnover level)

3.8%	2.4%	2.3%	<b>0.9%</b>
------	------	------	-------------

**Attendance**

SPS staff attendance rate based on available hours during the quarter within target of Pre-covid attendance level of 96%

*(includes annual leave & public and privilege holidays)*

97%	97%	96%	<b>96%</b>
-----	-----	-----	------------

**Total Unplanned Absence**

Absence rate: The number of hours sickness absence & paid special leave as a percentage of available hours during the quarter. Target 4% or less\*

3%	3%	4%	<b>4%</b>
----	----	----	-----------

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT  
2021-22: QUARTER 4

Culture of Respect	2021-22			
	Q1	Q2	Q3	Q4
Number of complaints recorded by the Independent Support Service	0	0	0	0

*\*Note, whilst there is an increase in the number of reported positive Covid-19 cases in the second half of this quarter, overall unplanned absence levels remained within tolerance levels.*

**Highlights:**

- The 2021 staff engagement survey results report was published in February 2022, follow up steps were agreed by LG including Office Head workshops in March and team discussions.
- Trans and Non-binary policy: In February 2022, the new policy and supporting guidance was published setting out our approach to promoting equality, inclusion, and support for trans and non-binary colleagues. This is underpinned by our values which commit to creating an inclusive environment in which all staff feel safe and supported.
- Interim Covid Recovery Policy: In March 2022, the new policy and supporting guidance was published. Taking effect from 2 May 2022 and will be in place until at least 24 September 2022 (expiry date for statutory Covid-19 requirements). The policy is a bridge between a way of working, which has been imposed on us by Covid, and where we aspire to be in future under New Ways of Working. It is expected all SPS will return to Holyrood on a weekly basis as agreed within teams (subject to any cohort arrangements Group Heads determine necessary).

## Delivery Plan Key Activities

The Delivery Plan continues to be developed and will be finalised by LG in May 2022. This will inform business areas' planning and the strategic priorities and budgeting discussion with the SPCB at their planning day in August.

## “Improve the Parliament” Objectives

### 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.

**ACTIVITIES:** All activities are now complete.

### PARLIAMENTARY BUSINESS

**AIM:** Strengthen democratic accountability through effective scrutiny and debate

**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:**

	2021-22			
	Q1	Q2	Q3	Q4
<b>Constitutional Issues Board Programme</b> David McGill, Chief Executive	G	G	G	G
Timescales, outcomes and resources are all on track (budget N/A).				

**OBJECTIVE:** Ensure robust plans and resources are in place to allow Parliament to continue its functions in light of the COVID 19 emergency

**ACTIVITIES:**

<b>Responding to COVID-19 Emergency</b> Michelle Hegarty, Deputy Chief Executive	G	G	G	G
Timescales and resources are on track (budget and outcomes are N/A).				
Some key deliverables and achievements included:				
<ul style="list-style-type: none"> <li>• LG and SPCB were provided with regular updates and the impact of Covid-19, with written briefings to SPCB as appropriate.</li> <li>• SPCB agreed to resume booked public access to the Chamber public gallery from after February recess.</li> </ul>				

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT  
2021-22: QUARTER 4

In February 2022, the Scottish Government published the updated Strategic Framework setting out the approach to managing the virus for the period ahead. Due to the impact of the BA.2 variant, this delayed the low threat level from March to April 2022. Whilst, most restrictions were removed as planned during Q4, the continued regulations on face coverings and physical distancing, limited the expansion of services at Holyrood and resulted in revisiting plans for resuming public engagement.

## 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

ACTIVITIES: All activities are now complete.

## CORPORATE GOVERNANCE

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

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

ACTIVITIES:

	2021-22			
	Q1	Q2	Q3	Q4
<p><b>Sound and Voting System Replacement</b> Tracey White, Group Head of Legislation and Parliamentary Business</p> <p>Timescales, budget, outcomes and resources are all on track.</p> <p>Delivery Plan key milestones achieved during Q4 included:</p> <ul style="list-style-type: none"> <li>Revised outline business case approved by SRB in January 2022.</li> </ul>	A	R	R	G

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

ACTIVITIES:

<p><b>Digital Workplace Programme</b> Alan Balharrie, Group Head of Digital Services</p> <p>Timescales, budget, outcomes and resources are all on track.</p>	A	A	A	G
--	---	---	---	---

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT  
2021-22: QUARTER 4

**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

ACTIVITIES:

		2021-22			
		Q1	Q2	Q3	Q4
<b>Diversity and Inclusion Delivery Plan</b>		G	G	A	R
Susan Duffy, Group Head of Engagement & Communications					
<p>Timescales, resources and outcomes are not on track (budget N/A). Therefore, the activity is being reported as <b>Red</b>. This is due to further delay in proposing future governance arrangements for Diversity and Inclusion, this was due to a number of factors including unplanned staff absence. It should be noted that this status relates to governance, and we have continued to progress our important diversity and inclusion work, which included the publication of the Trans and Non-binary policy during the reporting quarter. The recommendation will be taken to LG for discussion before summer recess.</p>					

OBJECTIVE: Meet the challenges of the future and drive improvement by investing in the capacity, knowledge and skills of our staff.

ACTIVITIES:

<b>People and Culture Strategy</b>		A	G	A	G
Lorna Foreman, Head of People & Culture					
<p>Timescales, resources and outcomes are on track (budget N/A).</p>					