

Chief Executive's Report to the SPCB

November 2021

Introduction

This Report looks at activities across the organisation from post-summer recess. It also incorporates the Quarter 2 Finance and Performance reports.

Items highlighted include:

- A sharp increase in urgent questions resulting in pressure on Chamber Desk
- Committees have begun work on their remits after successful business planning days
- Face-to-face public engagement has continued to gradually restart
- the Legal Services team were declared winners of the Inhouse Legal Team of the Year award at the Scottish Legal Awards

David McGill

Clerk/Chief Executive

Overview of Parliamentary Activities

Legislation and Parliamentary Business

Chamber Desk

Chamber Desk demands remain high. Work is ongoing to deploy resources flexibly in order to respond to this demand. Where Members submit motions that are particularly time sensitive, they are asked to flag this up to the Chamber Desk by email so that, where possible, priority can be given to the processing of such motions. It will not be possible for all motions to be treated as a priority in this way.

In terms of volume, there continues to be a particular increase in the number of urgent questions being submitted – a total of 85 so far this Session compared to a total of 69 between September 2017 and March 2021. Given the time-based nature of urgent question requests, they will take priority over other questions and motions.

We have three Scottish Government Bills progressing through the various stages of parliamentary scrutiny. A further Bill, having been passed, is awaiting Royal Assent. There are currently 6 Legislative Consent Memorandums (LCM) in the system and another potential supplementary LCM.

Legislation Team

The Legislation Team has provided two snippet sessions on LCMs (along with colleagues in legal, SPICe, Delegated Powers and Law Reform and Committee offices); spoken to the Conveners Group on the Presiding Officer's criteria for stage 3 amendment selection; provided briefings to a number of committees on legislative and LCM processes and provided training sessions on the legislative process to MSP staff and to clerking colleagues. An updated version of the Guidance on Public Bills was approved by the Standards, Procedures and Public Appointments Committee (SPPA).

Non-Government Bills Unit

Having experienced high levels of demand for initial meetings with Members who have proposals for new Bills, the Non-Government Bills Unit team is now working with numerous Members on their consultation documents for draft proposals, some with a view to publishing in the autumn.

Scrutiny Group

Committees

Following successful business planning days, where Committees considered their strategic approaches and working practices, several committees have consciously taken the time in September and October to have introductory sessions on current issues across their remits, to inform decisions about prioritisation in their work programmes.

Some specific areas of early committee work are highlighted below:

The **Standards, Procedures and Public Appointments Committee** (SPPA) has agreed to hold a Committee debate as a means of engaging with Members on the ways in which parliamentary business should be conducted in the future on hybrid platforms and the circumstances in which members should participate in person or virtually. The debate would help define the SPPA Committee's inquiry into parliamentary procedures and practices, which it plans to initiate at the beginning of 2022. The SPPA Committee recognises that the Session 5 Scottish Parliament Corporate Body indicated that it wished to be fully engaged in any discussions relating to resources.

The **Delegated Powers and Law Reform Committee** has agreed to carry out a short inquiry into the use of the made affirmative procedure.

The **Rural Affairs, Islands and Natural Environment Committee** has concluded its 'induction' sessions to the various aspects of its remit and it agreed its work programme on 27 October. The Committee is holding a number of evidence sessions over November and December on the implications of the climate and nature emergencies on the RAI remit and will consider the Good Food Nation (Scotland) Bill in early 2022. The Committee considered its approach to the Stage 1 inquiry yesterday and agreed a wide-focused inquiry, taking in the wider Good Food Nation policy, rather than just looking at the framework Bill. The Committee has also expressed a strong interest in engagement as part of both these pieces of work and members have an expectation that PACT will be able to support this across the Session.

The **Economy and Fair Work Committee** has launched an inquiry into the structural challenges facing Scotland's supply chain around the themes of people, place and product.

The **Finance and Public Administration Committee** published its pre-budget report on the impact of Covid-19 on Scotland's public finances on 5 November. The thread running through the report is the need for longer-term financial planning to respond to the lasting effects of Covid-19 and existing challenges like demography, inequality and poverty. Focussed and sustained

policy interventions will be needed across a number of years to tackle these combined challenges and grow the economy. Future fiscal sustainability will enable the Scottish Government to focus on preventative spend, whether that be to address climate change or improve the health of the nation. The National Performance Framework should be more closely linked to the Scottish Budget and be repositioned at the heart of government planning and policies. The Committee also makes a number of recommendations to be taken forward as part of the upcoming fiscal framework review.

The **Local Government, Housing and Planning Committee** is currently making preparations for the Parliament's consideration of NPF4. This is a significant piece of work with interest across committees and SPICe. Notwithstanding uncertainties around timescales, the Committee has agreed its approach to NPF4 at its meeting on 2 November. That included writing to other committees with an interest suggesting a joined up approach that includes a joint call for views, a joint debate at the end of the process and an agreement on what issues each committee will be focussing on to avoid duplication and also to avoid issues being missed.

The Committee is also considering retrofitting of homes for net-zero which again has interest across committees. The Committee will be undertaking a visit and an evidence session this month. Thereafter the Committee has obtained the agreement of the Convener's Group to hold a chamber debate where there will be an opportunity for other committees with an interest in this issue to contribute to the debate."

The **Social Justice and Social Security Committee** has begun its scrutiny of Social Security Scotland with a visit to its headquarters in Dundee. This executive agency is tasked with delivering the new devolved social security benefits and its success is therefore pivotal to the social security programme. The external committee visit is one of the first conducted by a committee this session. Preparations for the meeting including taking into account relevant guidance on COVID19 and how the meeting could be facilitated if the proposed ScotRail strike had proceeded.

The majority of new benefits will be brought to the Committee's consideration as affirmative and negative instruments. The Committee is keen to ensure its scrutiny of relevant benefits is timely, proportionate and adds value. It has therefore sought to identify forthcoming regulations that warrant some additional scrutiny before they are introduced. To facilitate this, Clerks have liaised with Scottish Government officials on provisional timetable for introduction and Committee Members have met with the Scottish Commission on Social Security who have a role in considering draft regulations. To date this has enabled the Committee's consideration of Council Tax reduction regulations to be informed by views from relevant

stakeholders and the Committee has agreed to hold an evidence session on Adult Disability Payment in advance of the relevant regulations being laid to maximise its time and opportunities for external engagement.

Participation and Communities Team (PACT)

The PACT has been facilitating lived experience evidence for committees on some highly sensitive topics, including on ending conversion therapy for the Equalities, Human Rights and Civil Justice Committee; on drug misuse and the criminal justice system, and on domestic abuse, sexual assault and gendered violence, for the Criminal Justice Committee; and on poverty and debt for Social Justice and Social Security Committee. In each case we are working closely with external partners and participants to co-design the sessions and will be reviewing the learning to develop how we take evidence in a positive and sensitive way on potentially traumatic topics.

SPICe

COP26: SPICe has been instrumental in supporting a wide range of Parliament activity, including the GLOBE Legislators Summit, arranging accreditation, supporting Members and the Presiding Officer, as well as publishing up to date and relevant blogs and briefings on the Conference and to support parliamentary business, all accessible [via the SPICe COP26 Hub](#).

The UK Budget and Spending Review was published on Wednesday 26 October. [SPICe analysis of the impact on Scotland was published on Thursday 27 October](#), summarising the Budget proposals and looking ahead to the Scottish Budget on 9 December.

The SPICe Data Visualisation team attended the virtual Inter-Parliamentary Data Visualisation Network (IPVIS) conference, speaking and presenting on developments in data visualisation and data science, including the [SPICe Constituency Data Dashboard](#). Statistical analysis and data science is a growth area and plans are being put in place to accelerate our capacity and capability in this area, to enhance the Parliament's scrutiny function.

The SPICe Desk in the Garden Lobby reopened on Tuesday 26 October and will be open on business days.

Conveners Group

At its previous meeting, the Conveners Group considered its strategic priorities for session 6. It has agreed these under four headings:

- Cross-committee working
- Diversity, inclusion & participation
- Post-legislative scrutiny

- Supporting members as Parliamentarians

The Minister for Parliamentary Business will attend its next meeting on 24 November. The First Minister will attend the following meeting on 15 December.

Parliamentary Services

Engagement and Communications

Face-to-face public engagement continues to re-start on a phased basis and in this period, there have been a number of notable events as set out below.

Kirking of the Parliament

The Kirking of the Parliament took place on Friday 1 October at St Giles' Cathedral – on the eve of the Opening Ceremony – followed by a reception hosted by the Presiding Officer in Parliament Hall with HRH The Duke of Rothesay in attendance.

Opening Ceremony

Her Majesty The Queen, accompanied by TRH The Duke and Duchess of Rothesay, addressed the Scottish Parliament on Saturday 2 October to mark the Opening of the Sixth Session of the Scottish Parliament. The ceremony included performances from the Royal Conservatoire of Scotland; The National Centre of Excellence in Traditional Music; the National Youth Choir of Scotland; Musicians in Exile; BBC Radio Scotland's Young Traditional Musician of the Year 2021 Michael Biggins; and Kathleen Jamie, Scots Makar. Local heroes were nominated by Members following an extensive summer search and joined The Queen for a short reception to celebrate their achievements and extraordinary contribution locally or nationally before meeting Members over a lunch reception. Following lunch many took the option to tour the Scottish Parliament including the Debating Chamber with tour guides on hand to speak to them.

The Opening Ceremony was received positively featuring local, national and UK media and broadcast coverage despite the lack of public involvement in the opening. Local hero news stories generated positive social media engagement and interest from communities across Scotland and gave those unable to participate in-person due to the guidelines in place an insight to the day.

The Festival of Politics 2021

The Festival of Politics took place between Wednesday 20 and Sunday 24 October hosting 24 online events programmed around the United Nations Sustainable Development with every panel – apart from one – being chaired by Members. These ranged from In Conversations with writers and environmentalists George Monbiot; and Professor Suzanne Simard; to events on Safe City Spaces; Violence Against Women; and academic and entrepreneurial solutions to address the climate crisis. We also held a number of non-climate emergency related subject panels on mental health; political representation; and Disability and Employment with good geographical reach across Scotland and beyond. For the first time, video-links to a selection of Festival events will be put up on the Festival website to afford the opportunity for audiences to re-watch the events at their convenience. A full evaluation of the 2021 Festival of Politics will be provided to the SPCB in due course.

The Moment

On Friday 29 October, the Presiding Officer hosted a roundtable discussion with ten members of the Children's Parliament and their Children's Voices Project Worker, and Bruce Adamson, Children and Young People's Commissioner Scotland, to discuss their calls to action for climate action as part of The Moment. The Moment – organised by the Children's Parliament, the Scottish Youth Parliament and GLOBE International – provided an opportunity for children and young people across Scotland to engage with their elected representatives and discuss their calls to action around what Scotland should do to tackle climate change in places where they live, learn and play. A number of children and young people who participated in The Moment gave a presentation to delegates attending the COP26 GLOBE Legislators' Summit hosted at the Parliament.

COP26 GLOBE Legislators' Summit

During Glasgow's hosting of the COP26, the Scottish Parliament hosted a two-day COP26 GLOBE Legislators' Summit on Friday 5 and Saturday 6 November, in partnership with GLOBE International. A hybrid-format Summit, that brought together international parliamentarians, and many others in-person and virtually, to discuss the role of parliaments in accelerating climate action and tackling the climate and biodiversity crises.

The Summit featured a number of keynote speakers and six challenge sessions that explored issues of – climate justice and the challenge of inclusion; Net Zero laws, NDCs and green recovery; the new financial landscape to support national net zero decarbonisation, adaptation, loss and damage, COVID and debt recovery programmes; governance as if planetary

boundaries mattered; climate litigation and how to accelerate momentum on the road from COP26 to Rio+30 and COP27. Keynote speakers included Al Gore, former Vice-President of the United States of America; Laurence Tubiana, Chief Executive, European Climate Foundation; Mohamed Nasheed, Speaker, Maldives Parliament; Lord Deben, Chair, UK Committee on Climate Change; Dean Lockhart MSP, Convener, Net Zero, Energy and Transport Committee; and Tanguy Gahouma-Bekale, COP26 Chair of the African Group of Negotiators.

Remembrance Day

On Thursday 11 November the Presiding Officer was joined by the Deputy Presiding Officers, parliamentary party leaders and their representatives and the Clerk/Chief Executive on the Garden Lobby Steps to observe the Two Minute Silence.

International engagement

The International Relations Office supported:

- the Presiding Officer at a meeting with the Prime Minister of Bangladesh
- the Presiding Officer at an event , jointly hosted by the Nordic Council, at COP26 in Glasgow
- the Presiding Officer, Deputy Presiding Officer and MSPs in their 'in person' meetings with the President of the State Parliament of Lower Saxony. IRO also supported an earlier virtual discussion between the Presiding Officer and President
- the Presiding Officer in a virtual discussion with the Speaker of the New Zealand Parliament
- the Presiding Officer in a virtual discussion with the President of the National Assembly of Quebec
- the virtual participation of Commonwealth Parliamentary Association (CPA) Branch Executive Committee members in the British Islands and Mediterranean Region Annual Conference, Belfast
- the Deputy Presiding Officer (LM) at a meeting with the Ambassador of the European Union in the UK
- the Presiding Officer at a meeting with the Consul General of Germany
- the Deputy Presiding Officer (AE) at a meeting with the Ambassador of the Republic of Moldova
- the Deputy Presiding Officer (AE) at a meeting with the Consul General of Ireland

Legal Services

At the Scottish Legal Awards held in Glasgow on 23 September the Scottish Parliament's Legal Services team were declared winners of the Inhouse Legal Team of the Year award (public sector). The team were delighted to receive recognition for the support they provided to Members and the Parliamentary Service over what has been a challenging year – and the first year since they were reformed in September 2020 as an in-house legal service directly employed by the SPCB. In addition to the quality of the professional skills deployed by the team, we are proud of our strong values-based and supportive team culture and believe that it has played a significant part in our resilience and our success. We are proud of what we and our colleagues across the Parliament do and we hope that this award will raise the profile of this area of legal practice and encourage a more diverse range of law students and newly qualified lawyers to consider a career in public law.

Digital Services

Appointment of new Data Protection Officer

Following the retirement of the previous post holder, a new Head of Information Management and Governance has been appointed. Robin Davidson started in the role on the 15 October and he will also fulfil the role of Data Protection Officer (DPO) for SPCB and Officeholders which is a requirement of data protection legislation.

Supply Chain Issues - Impact Refresh of Members and their staff

The current global computer chip shortage, exacerbated by the pandemic, has resulted in supply chain issues for the Business IT Office as they try to secure sufficient laptops to refresh returned Members and their staff. The impact of the supply chain issues is that lead times for the current HP laptops we use have increased from approximately 3 weeks to between 24-28 weeks.

Business IT have sought alternative supply routes to secure additional HP laptops, but there are limited supplies available of the model we are seeking and the small number available are approximately 100% more expensive than our normal supplier. Consideration has also been given to a change in manufacturer, but similar supply issues are now being encountered by most suppliers.

As a result, the refresh of returned Members and their staff will be paused to ensure we have sufficient stock for new staff (employed by Members or SPCB) or to replace any damaged or faulty laptops.

If the current lead times remain in place then it is likely we will restart the refresh of laptops for Members and their staff in April, but in the meantime we will continue to look for alternative supply routes with shorter lead times, at acceptable prices.

Quarter 2 2021-22 Monthly Finance Report

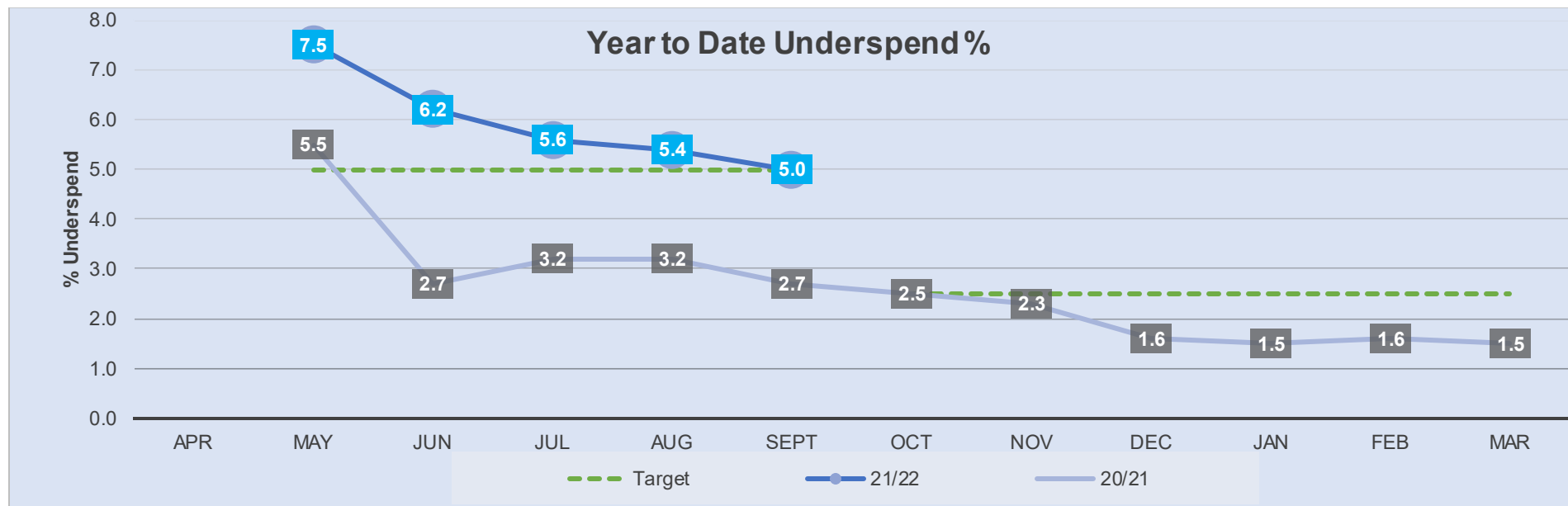
Executive Summary:

- Quarter 2 outturn is £2,692k, 5% under the phased current annual budget. This is at the target underspend percentage for the first 6 months of the year of within 5% or less. SPS accounts for £1,420k where the main variances are £833k in Projects (FM and Digital), £231k in SPS Running Costs and £255k in SPS Staffing and £186k in Property Costs.
- Members costs account for £1,045k of the underspend against year to date budget, particularly in staffing, engagement and travel associated costs and £227k for Officeholders.
- SRB are considering potential further expenditure to support the Session 6 Strategic Plan and in connection with Members Security but plans are not yet fully developed, costed and forecast.
- Finance engaged with SPS Offices during Q2 to verify year to date underspends and forecasts and £493k of staff budget was recovered to reduce the vacancy gap. At the end of Q2, 83%, £693k, of the full year £797k vacancy gap target has been recovered, with 62% - £493k - recovered in Q2 alone.

Summary position:

SPCB Expenditure Summary Outturn – Quarter 2:

	Year to Date				Full Year
	Actual	Budget	Variance	Variance	Current Annual Budget
	£'000	£'000	£'000	%	£'000
Parliamentary Service Costs	24,440	25,860	1,420	5.5	53,569
Members Costs	19,694	20,739	1,045	5.0	40,282
Commissioners & Ombudsman Costs	7,094	7,321	227	3.1	14,838
Sub Total	51,228	53,920	2,692	5.0	108,688
Reserves – SPCB contingency					1,895
Total SPCB Expenditure	51,228	53,920	2,692	5.0	110,583



SPS Expenditure Summary Outturn – Quarter 2:

	Year to Date				Full Year
	Actual	Budget	Variance	Variance	
	£'000	£'000	£'000	%	
Staff	15,081	15,335	255	1.7%	31,684
Staff Related Costs	132	185	53	28.8%	538
Property Costs	3,792	3,841	49	1.3%	7,907
Running Costs	3,089	3,320	231	7.0%	7,003
Projects	2,346	3,179	833	26.2%	6,437
SPS Expenditure	24,440	25,860	1,420	5.5	53,569

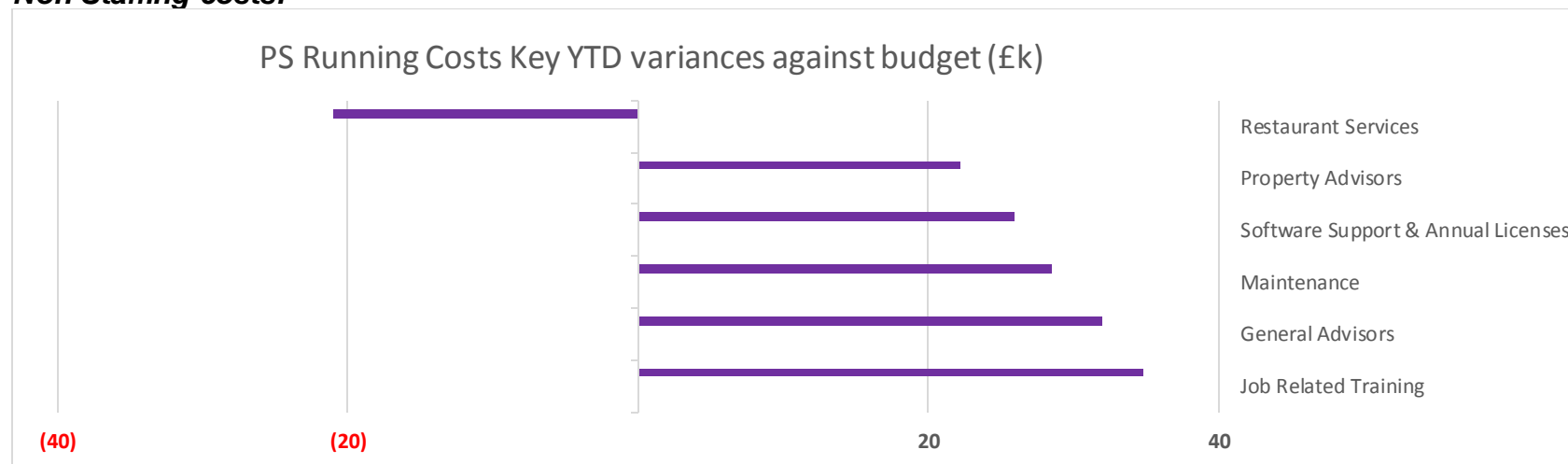
Staff costs:

Staff Full time equivalents:	Original Budget FTE	Current budget FTE	Actual FTE
Total	526.3	557.4	508.7

The additional 31.1 FTE are posts that have been agreed by SRB since the original budget submission. These have mainly arisen to support hybrid working or work related to Brexit. Actual FTE is lower than budgeted FTE due to vacancies. This is reflected in the budget value surrendered to the vacancy gap to date (£693k) plus the YTD staff underspend of £255k

Following pay negotiations an offer has been made which we expect the unions to ballot members on.

Non Staffing costs:



Commentary on variances against year to date budget:

Restaurant Services budget was re-phased evenly across the year, and the overspend to date reflects the shortfall in sales in Q1 and Q2 related to COVID restrictions on building use. The deficit was expected to be far higher and forecast sales for the year are better than expected. The annual budget was increased by £325k to reflect the effect of COVID, and we currently anticipate a year end underspend of £25k

Property Advisor costs are being absorbed by FM projects and this budget is forecast to be underspent. General Advisors is underspent due to planned expenditure on Scope 3 Carbon Emissions report being delayed for procurement reasons.

The underspend on Software Support and Annual Licenses of £26k is a timing issue which will be resolved in October.

Job related training is underspent by £35k to date across all PS Offices. Plans for spend are being pushed back to later in the year but are also unclear.

Underspend on Maintenance of £28k reflects restrictions on use of the building and prioritising MSP office partition project work after the election. The budgets are on track to be fully spent in year.

Projects:

Portfolio	Year to Date				Full Year Current Annual Budget
	Actual	Budget	Variance	Variance	
	£'000	£'000	£'000	%	£'000
BIT and Digital	495	995	501	50.3	2,782
FM Building & Equipment	478	842	364	43.2	1,635
Security Maturity Programme	1,207	1,181	(26)	(2.2)	1,241
Sound & Voting/Broadcasting	(3)	0	3	0.0	400
Other	169	160	(8)	-5.1%	232
Unallocated budget					147
Total projects	2,346	3,179	833	26.2	6,437
Categories:					
Capital projects	1,029	945	(85)	40.0	1,877
Revenue projects	1,317	2,234	918	40.0	4,133
Unallocated budget					147
Total projects	2,346	3,179	833	26.2	6,437

To the end of quarter 2, 36% of the full year project budget has been spent. A business case is prepared for the Sound and Voting project to consider options for a Video and Audio-Conferencing solution to work with digital voting which meets the needs of hybrid business in a changing work environment.

In light of year to date spend, SRB agreed at its meeting in September 2021 to allocate £438k of funding to DSB for capital server and network refresh expenditure planned in 22-23 to relieve potential project funding pressures next year. £130k was returned by the FM Election project and £28k by the Strategic Resource Review project.

The YTD underspend on Digital Projects of £501k is due to:

- Digital Work Place Programme (£105k) supplier issue delaying the data migration pilot
- BIT Election projects (£198k) delays to sourcing laptops and peripherals
- Network Refresh (£59k) and Wireless Controller refresh (£50k) – issues with the quality of proposals and robustness of costs from the technical partner. This is being addressed and work will complete in the year.

The YTD underspend on FM projects of £364k is due to underspends in Fabric – 25-year plan (£73k) and M&E – 25-year plan (£250k). These are timing delays due to restrictions on building access, some planned work reliant on power shutdowns being deferred and other work taking priority over summer recess. Fabric work has been delayed due to temporary contractor issues. There are no concerns about project work being completed by March and the budget being fully utilised.

There was a delay in work commencing on site with the Service Yard project. Construction completed over summer 2021 and negotiations are close to conclusion on additional contractor costs for the delay and extra work.

Members:

Members are showing an overall underspend of £1,045k (5%) of year to date budget. Members Expenses is the driver of the year to date underspending variance at £1,179k and Short monies underspending by £25k with these, offset by Members Pay, including officeholder severance costs, overspending against year to date budget by £159k.

The main categories of underspend in Members expenses are staff costs where it is taking 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. For the first 6 months of the year Members have spent 43% of their full year expenses budget. This expenditure includes £2,354k of staff winding up and £88k of other winding up costs to date and most of the election related expenditure is reflected in the year to date position. Monthly expenditure trends will be kept under review.

Officeholders:

Year to date expenditure of £7,094k is £227k below budget for officeholders with most of this accounted for by a £239k variance in the SPSO. They have confirmed that this is a timing issue and are expecting to spend their full budget this financial year.

The SPCB has already approved in principle funding of £481k against the Officeholders contingency fund of £400k for 2021-22. The additional £81k has been noted as a potential call on the SPCB contingency. Contingency funding will not be released until later in the financial year once the requirement for these funds has been demonstrated. All Officeholders have confirmed that they forecast to spend all their budget. These forecasts will continue to be reviewed for the impact on contingency and outturn position.

Q2 SUMMARY OF PERFORMANCE – July to September 2021

Key Highlights

Run the Parliament

In August 2021, the SPCB took a final decision on the first phase of the reintroduction of services at Holyrood in line with current regulations and public health guidance. This focuses on business-related services at Holyrood to support Members' ability to conduct parliamentary business in person; resuming some on-site facilities and in person support via helpdesks; and pre-planned public access in relation to parliamentary/constituency business; and the return of staff as part of their wellbeing plans. Phase 2 starts on 25 October 2021 focusing on the gradual re-introduction of in-person engagement activity including Member-sponsored events, exhibitions, tours and talks; education services and the return of remaining offices.

In August 2021, the SPCB agreed the Session 6 Strategic Plan. A key aspect of the plan is how the Scottish Parliamentary Service will continue to support the Parliament in the successful delivery of its purpose, vision and mission through delivering excellence in our parliamentary services.

Effort also focused on detailed planning and preparation for the Kirking of the Parliament, Opening Ceremony, Festival of Politics to be held in October and the COP26 GLOBE legislators Summit for international parliamentarians in November 2021.

Improve the Parliament

The project to implement the new Travel and Expenses system, My Expenses, was concluded in September 2021. Although the project is concluded the Allowances team will continue to provide additional support to ensure user experience meets expectations.

The 4-year Security Programme is nearing completion, with some remaining work to be concluded within BAU. Additional costs in the Service Yard Improvements project have been incurred due to additional contractor costs. The project is therefore reported as **red**. Negotiations on the final account with the main contractor are almost complete and an update will be made once this is agreed.

The Sound and Voting System Replacement project is **red** due to the completion of the plant room improvement works being delayed to December 2021 due to extended material lead times. In addition, a new outline business case is being developed in light of our changing requirements and the market for such systems.

The Committee Agenda System Redevelopment project is **red** due to continued time, effort and resource required to address performance and stability issues of the new COMMIT application, and, to assess and implement solutions to new requirements around virtual & hybrid meetings of the new COMMIT application. The revised target completion date is January 2022.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 2

2020-21 2021-22

SUPPORT TO MEMBERS

„Run the Parliament“ KPIs (see page 3)

„Improve the Parliament“ activities

	Q3	Q4	Q1	Q2
„Run the Parliament“ KPIs (see page 3)	S	S	S	S
„Improve the Parliament“ activities	G	G	G	C

PARLIAMENTARY BUSINESS

„Run the Parliament“ KPIs

„Improve the Parliament“ activities

„Run the Parliament“ KPIs	R	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 (see page 9)

„Run the Parliament“ KPIs (see page 4)	S	S	S	S
„Improve the Parliament“ activities (see page 9)	G	A	A	R

CORPORATE GOVERNANCE

„Run the Parliament“ KPIs

„Improve the Parliament“ activities* (see page 10-12)

„Run the Parliament“ KPIs	G	G	A	G
„Improve the Parliament“ activities* (see page 10-12)	A	A	A	R

OUR WORKFORCE

„Run the Parliament“ KPIs

„Improve the Parliament“ activities*

„Run the Parliament“ KPIs	G	A	G	G
„Improve the Parliament“ activities*	A	A	A	G

* Overall rating based on a number of Amber or Red Delivery Plan activities. Prioritisation, revision, and/or corrective action was taken during Q2.

Key:

R	LIVE ISSUE: Remedial action is required to bring the key activity/project back within delivery schedule, scope 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.
P	Delivery Plan Pipeline
NS	Not Started
S	Suspended
C	Closed

“Run the Parliament” Objectives

2020-21		2021-22	
Q3	Q4	Q1	Q2

SUPPORT TO MEMBERS

Members Satisfaction

100% of Members interviewed either Very Satisfied or Satisfied



Due to COVID-19, LG agreed to suspend all interviews from Q4 2019-20. Members interviews are planned to recommence in Q3, 2021-22. As LG agreed a new format of interview in 2019, a short refresh exercise was undertaken. A paper setting out the approach, process and procedures will be presented to LG by correspondence in November 2021.

Exceptions:

- The Business IT Office is currently running a project to issue new laptops to Members elected in May and their staff. This project also intended delivering the refresh of the laptops of returned Members and their staff. Unfortunately, the current global computer chip shortage, exacerbated by the pandemic, has resulted in supply chain issues, the impact is that lead times for the laptops we use have increased from approximately 3 weeks to between 24-28 weeks. As a result, the refresh of returned Members and their staff will be paused to ensure sufficient stock for new staff (employed by Members or SPCB) or to replace any damaged or faulty laptops. If the current lead times remain in place, then it is likely that the restart of the refresh of laptops for Members and their staff will take place in April 2022. In the meantime, alternative supply routes with shorter lead times, at acceptable prices will continue to be explored.

Highlights:

- From 30 August 2021, as part of the phased re-introduction of services and access at Holyrood engagement desks and in person drop-in enquiry services were re-introduced. In addition, increased capacity is available in Members’ offices and party resource rooms (both at 1 metre physical distancing) allowing more Members’ staff to return to Holyrood.
- Members received recruitment support with over 80 MSP staff roles being advertised on the Scottish Parliaments careers site since the election. Overall, Members feedback was positive and will be used to enable further improvements. In addition, staffing support has been provided to returned Members with mapping over existing staff to the new job families and salary ranges; drafting job descriptions; and, planning a safe return to office working.
- The Members’ staff learning and development programme was delivered with welcome and induction sessions being offered to all new staff over the summer recess to provide the opportunity to learn about how the Parliament works, along with a variety of other training courses.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 2

2020-21 2021-22
Q3 Q4 Q1 Q2

PARLIAMENTARY BUSINESS

Services

100% Parliamentary business takes place as scheduled



Highlights:

- From 30 August 2021, as part of the phased re-introduction of services and access at Holyrood, effort focused on supporting Members’ ability to conduct parliamentary business in person, with:
 - 100 Members now able to participate in Chamber Business in person, with an additional option to observe from the public gallery,
 - all Committees able to meet in person/or virtually as necessary,
 - witnesses able to attend committees in person, or virtually as discussed and agreed in advance,
 - all committees held business planning days at Holyrood to start work on their approach to scrutiny for Session 6, agree working practices and develop early work programmes.
 - Conveners’ Group met for the first time in September 2021.
- Hybrid arrangements for parliamentary business and remote voting continue to be supported as a service.

ENGAGEMENT AND PARTICIPATION

Operational Public Engagement KPIs are on target



In line with government advice and regulations, all public engagement activities at Holyrood continued to be suspended throughout Q2, therefore, reporting of KPIs was also suspended.

Highlights:

- In July 2021, as part of the Session 6 Opening Ceremony, the Parliament launched a Local Heroes initiative, searching for 129 local community heroes. Every Member was asked to nominate one constituent who made an extraordinary contribution locally or nationally to the lives of other people during the Covid-19 pandemic.
- In July 2021, an outdoor educational display on the work of the Parliament was opened.
- In August 2021, onsite visitor reception and orientation services on business days reopened at Holyrood for Members meetings and Committee witnesses.
- In September 2021, LG approved the Public Engagement Strategy for Session 6. The strategy focuses on issues-based engagement and making engagement an integral part of scrutiny; builds on existing work to increase diversity; and aligns with the aspirations set out in the Session 6 Strategic Plan.

2020-21 2021-22

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 2

Q3 Q4 Q1 Q2

CORPORATE GOVERNANCE

Finance

% Outturn against SPCB budget within target range of 0-5.0% under budget

1.6%	1.5%	6.2%	5%
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Compliance

Health and Safety

Fire Safety

Gaelic Language Plan

Environmental Management

Complaints

Freedom of Information

Lobbying

Equalities (measure reported annually)

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

Exceptions:

- Complaints: 4 complaints were received during Q2, consistent with the low number of complaints received since March 2020. The **Amber** status is a result of one complaint exceeding the 5-day timeframe for resolving a stage 1 complaint (a complaint that is not considered complex or needing more detailed investigation), although, there has been prompt and constructive ongoing dialogue between Parliament staff and the complainant in line with SPSO guidelines. The complaint concerns the absence of certain content on the new website and resolution remains ongoing.
- Lobbying: During Q2, targets were exceeded relating to the publication of valid substantive information returns and follow-up breach letters being issued within agreed timescales. However, 56% of invalid substantive information returns returned to registrants for amendment with advice within 7 days of submission, was below the target of 66%. Therefore, resulted in the **Amber** status. Q2 is a peak period for returns, with 2/3 of the Register's 1,200 active lobbying organisations reaching the end of the six-month statutory period for each to submit their lobbying information returns. This creates a sharp lift in the number of returns submitted making responding to all invalid returns in the 7-day period very challenging. For future years, the KPI RAG tolerances will be reviewed for Q2.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 2

Highlights:

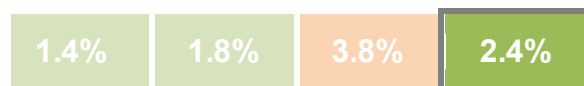
- In August 2021, the SPCB approved the Session 6 Strategic Plan and was published in line with the launch of the Corporate Planning page on the new Intranet and is also available on the Scottish Parliament website.
- In September 2021, the SPCB approved the 2020-21 SPCB Annual Report and Accounts which had been audited by Audit Scotland with an unqualified audit opinion. The Accounts and Annual Report were laid before Parliament on 29 September and published on 30 September 2021.
- The annual budgeting process continued throughout Q2 with project and office budget bids being submitted in August and September 2021, respectively. Offices also completed an office planning exercise to inform their budget bid submissions.

2020-21		2021-22	
Q3	Q4	Q1	Q2

OUR WORKFORCE

Workforce Demographics and Health & Wellbeing

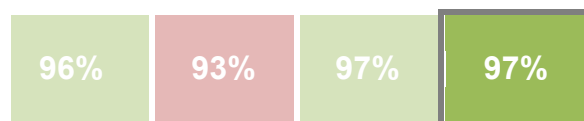
% SPCB Staff Turnover (target equal to or less than same quarter, prior year)*



Attendance

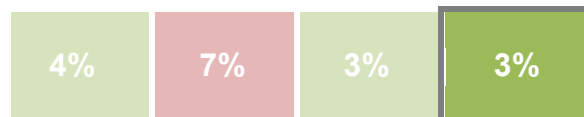
SPS staff attendance rate based on available hours during the quarter within target of Pre-COVID attendance level of 96%

(includes annual leave & public and privilege holidays)



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**



Culture of Respect

Number of complaints recorded by the Independent Support Service



*The measurement/target used for turnover is being reviewed, any changes will be implemented for Q3 2021-22.

**Of the 3% unplanned leave – 2.4% related to sickness and 0.8% special leave (includes Special Paid Leave relating to caring responsibilities).

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 2

Highlights:

- From 30 August 2021, phase 1 of the return of all passholders to Holyrood commenced, with working from home still being encouraged where feasible for effective service delivery. To support the transition back to the office, online workshops were delivered from August to October 2021. The session covers aspects such as recognising the stress impacts of the pandemic; exploring the impacts of the return to the workplace; exploring a range of emotional responses; discussing the use of wellbeing plans and strategies.
- Following the results of the Culture of Respect survey, subsequent reference groups were held over summer recess for people to share their views on the survey results to help us to embed our values of respect and inclusiveness; develop support measures for staff; and improve awareness and access to policy and procedures. Further SPS staff engagement sessions are to be held in October 2021.

“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:

	2020-21		2021-22	
	Q3	Q4	Q1	Q2
Implement Outcomes of Members’ Expenses Scheme Review & New Travel & Expenses System Sara Glass, Chief Financial Officer	G	G	G	C

This activity is now **complete**. Timescales, budget, resources and outcomes are on all track.

Delivery Plan key milestones achieved during Q2 included:

- Training for 124 Members and 125 Members’ staff was completed by September 2021. Any future training needs for either Members or their staff will be delivered through business as usual. Note, not all Members staff require training in the T&E system.

The Closure Report was submitted to LG in November 2021.

Although the project is concluded the Allowances team will continue to provide additional support to ensure user experience meets expectations.

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:

	2020-21		2021-22	
	Q3	Q4	Q1	Q2
Constitutional Issues Board Programme 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:

	2020-21		2021-22	
	Q3	Q4	Q1	Q2
Responding to COVID-19 Emergency Michelle Hegarty, Deputy Chief Executive	G	G	G	G
Timescales and resources are on track (budget and outcomes are N/A).				
Delivery Plan key milestones achieved during Q2 included:				
<ul style="list-style-type: none"> Prepared SPS and Members for post-summer recess operations at Holyrood, including review of redeployment over summer 2021. Agreed applicable regulations and guidance for Holyrood and for Local Offices as Scotland moved "beyond Level 0" in August 2021. Implemented the distribution of lateral flow devices in September 2021. 				
In addition, some other key achievements included:				
<ul style="list-style-type: none"> LG and SPCB were advised on applicable regulations in relation to face coverings and consequential continuing of 1m physical distancing across the campus and impact on building and office capacity. Offices resuming activities and included in the phase 1 return to Holyrood were supported. This included thorough consideration of regulations and support to relevant offices in terms of resuming engagement activities. Consideration of additional support needed for "Phase 2" offices returning to Holyrood. 				

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:

2020-21		2021-22	
Q3	Q4	Q1	Q2

Security Programme

Lynsey Hamill, Group Head of Resilience and Sustainability

G	A	A	R
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The Security Programme is nearing completion. Timescales, resources and outcomes remain on track. However, the budget is not on track due to additional contractor costs. Negotiations with the main contractor are almost complete and an update will be made to SRB once the final account is agreed. Therefore, the programme is being reported as **Red**.

Delivery Plan key milestones achieved during Q2 included:

- Physical security works completed in August 2021.
- New office and operational structure was identified by October 2021, moving to implementation from March 2022.

All remaining actions have been subsumed into the Security Office to become business as usual.

The Closure Report will be submitted to LG in December 2021.

Session 6 Opening

Susan Duffy, Group Head of Engagement & Communications

NS	NS	A	A
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Timescales, resources and outcomes are on track. However, the budget is not on track. Therefore, the project is being reported as **Amber**. This was due to the easing of Covid-19 restrictions meaning funding in person elements of the ceremony, with both Members' guests and local heroes would attend in person. These additional costs have been covered from existing operational budgets.

Delivery Plan key milestones achieved during Q2 included:

- Final decision on format, programme and invitations in regards public health guidance was taken by SPCB in September 2021.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 2

	2020-21		2021-22	
	Q3	Q4	Q1	Q2
COP26	-	-	G	G
Lynsey Hamill, Group Head of Resilience and Sustainability				

Timescales, resources and outcomes are on all track (budget N/a).

Delivery Plan key milestones achieved during Q2 included:

- Chief Executive updated the Net Zero, Energy and Transport Committee on Scottish Parliament involvement in COP26 event in August 2021.
- Launched key Parliament led COP26 events in September 2021

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:

Sound and Voting System Replacement

Tracey White, Group Head of Legislation and Parliamentary Business

G	R	A	R
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Timescales, budget, resources and outcomes are not on track. Therefore, the project is being reported as **Red**. This is as a result of:

- The completion of the plant room improvement works being delayed to December 2021 (originally October 2021) due to extended material lead times.
- A new outline business case, requested by SRB, is being developed which acknowledges the changes in the external market and Parliament requirements since project inception and identifies a new approach. This will be submitted to SRB in November 2021.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 2

OBJECTIVE: Develop and agree a Strategy for the Sixth session of Parliament that aligns and integrates our various strategies and is in line with our values.

ACTIVITIES:

	2020-21		2021-22	
	Q3	Q4	Q1	Q2
Session 6 Strategy Michelle Hegarty, Deputy Chief Executive	G	G	G	C
<p>This activity is now complete. Timescales, resources and outcomes are all on track (budget N/a).</p> <p>Delivery Plan key milestones achieved during Q2 included:</p> <ul style="list-style-type: none"> • LG and SPCB approved the Session 6 Strategic Plan in August 2021 and launched in line with the new Corporate Planning page on the Intranet. <p>The Closure Report will be submitted to LG in November 2021.</p>				

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

ACTIVITIES:

Committee Agenda System Redevelopment Callum Thomson, Group Head of Scrutiny	R	G	R	R
<p>Resources and outcomes are on all track. Timescales and budget are not on track. Therefore, the project is being reported as red. This was due to:</p> <ul style="list-style-type: none"> • A revised target completion date of January 2022 due to performance and stability issues encountered when implemented in the Committee Office. The project is currently working to address the issues with the aim of providing a stable, robust & future proofed application. • Due to the extended time required and resource capacity within BIT there is a need to employ a contractor until the end of December 2021. The budget request was approved by the Digital Strategy Board in October 2021. 				

Legislative Drafting Tool Project Tracey White, Group Head of Legislation and Parliamentary Business	G	G	G	G
<p>Timescales, budget, resources and outcomes are on all track.</p> <p>Note, despite moving to full use from the start of Session 6, development work on the project will continue through 2021 and so the project will not be closed immediately. Further refinement of the system will continue and the legacy tools will not be decommissioned entirely until this is completed – expected in Q3 2021-22. There is then a transition to a business as usual management and governance.</p>				

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 2

	2020-21		2021-22	
	Q3	Q4	Q1	Q2
Digital Workplace Programme Alan Balharrie, Group Head of Digital Services	-	-	A	A

Timescales, budget and outcomes are on all track. Resources are not on track, therefore, the project is being reported as **Amber**. This is due to awaiting the appointment of a User Researcher. This has resulted in delays to the project undertaking comprehensive user research to assist in exploring opportunities and developing the new Intranets content.

Delivery Plan key milestones achieved during Q2 included:

- LG approved DRM's new protective marking system for SharePoint Online in August 2021.
- Programme board agreed the Intranet's architecture and governance in September 2021.

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:

Diversity and Inclusion Delivery Plan Susan Duffy, Group Head of Engagement & Communications	G	A	G	G
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Resources and outcomes are on all track (budget N/a). The D&I Board will recommend to LG in November 2021 that a separate D&I Strategy is not required as this is now embedded into the Session 6 Strategic Plan and strategies such as the Public Engagement Strategy.

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

ACTIVITIES:

People and Culture Strategy David McGill, Chief Executive	A	G	A	G
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Outcomes are on track (budget is N/a). Although timescales and resources are not on track in terms of the new approach to performance management due to the ongoing impact and response to Covid-19. Work is underway to undertake a 3-month trial on a new performance management approach during Q3. In addition, the new People and Culture Strategy is on track. Therefore, the project is reported as **Green**.