



The Scottish Parliament  
Pàrlamaid na h-Alba

## **Minute of the Senior Executive Team (SET) meeting held on Monday 20 May 2024 at 9.00am**

### **Present:**

- David McGill (chair)
- Michelle Hegarty
- Lorna Foreman
- Sara Glass
- Lynsey Hamill
- Callum Thomson

### **In attendance:**

- Willie Heigh, Erin Borthwick (items 6-7)
- Vicky McSherry, Helen Nicolson (item 7)
- Judith Proudfoot, Secretary

### **Item 1: Previous minutes**

1. SET agreed the minute of the previous meeting held on Monday 29 April 2024.

### **Item 2: Matters arising**

2. There were no matters arising.

### **Item 3: Information sharing**

3. SET discussed and noted updates on the following:

- Corporate systems programme – this is a critical digital project for this and next year encompassing applications for Finance, People Services and Payroll. The Programme Board had assessed the status of the programme based on the key elements within the Business Case: strategic business needs; desired outcomes; approach; transformation and benefits. In addition, they analysed if the key elements were relevant to Phase 1, 2 or both.

The Finance element was on track and the Board was confident it would meet the organisation's requirements albeit maybe not fully from day one. The People Services/Payroll element had been subject to some constraints. The product was good and would provide some benefits while not being transformative.

Engagement on the new systems had started with Office heads and training plans were being developed. SET noted that the work done in the early stages of the project had been very beneficial. It had been time well spent and had stood the Board in good stead. The next phase of the project was expected to be intensive with a lot of work for the relevant teams.

- Subject access request – SET discussed a subject access request received and noted the planned course of action for handling.
- Un-authorised camp – SET noted an update on the ongoing camp on the parliament's grounds.

#### **Item 4: SPCB meeting feedback**

- SET noted feedback from colleagues on issues discussed by the SPCB at its meetings on 2 and 16 May 2024. Topics included: the social media monitoring service; commissioning of the Sessional review of the Reimbursement of Members' Expenses Scheme; publication of Members' data; security and disability provision requests; the Procurement Annual Report; and the invitation from the Finance and Public Appointments Committee to the SPCB to provide evidence as part of its enquiry - Scotland's Commissioner Landscape: A Strategic Approach.

#### **Item 5: SPCB and SET forward looks**

4. SET noted the items currently planned for future SET and SPCB meetings.

#### **Item 6: Members' feedback interviews – Paper 5**

5. Fifty-one Members were interviewed as part of the latest feedback exercise. Responses were very positive with no unexpected issues being raised, reflecting a high level of satisfaction in the parliamentary service. Feedback relating to public engagement was up on previous exercises and this would feed into the planned review of the Public Engagement Strategy which would focus on how the public wants/expects to engage with the Parliament.
6. A high-level summary of the key themes and issues, and an outline response to Members' feedback, would be presented to the SPCB. Individual comments were being picked up directly with Members and information relating to each directorate would be provided to Directors to enable them to engage and develop approaches within their directorates.

**Action: Directors, Willie Heigh**

7. SET noted its appreciation for the work of the Team in pulling this exercise together and analysing the feedback and for the cross-organisational effort in undertaking the process.

## **Item 7: Q4 Reports**

8. Summaries of the following reports would be included in the next Chief Executive's report to the SPCB:

### **Performance Report – Paper 6**

9. SET discussed those activities being reported as status 'red'.
10. A review of the process for reporting performance was planned over the summer and discussion on SET's approach would be scheduled for the autumn. It was recommended that external expertise be engaged to assist in the review. There was unlikely to be any substantial change in the process until Session 7, noting the need to improve our understanding of and approach to data management for effective and efficient business analysis.

**Action: Willie Heigh**

### **Finance Report – Paper 7**

11. SET noted that an underspend of 0.8% was being reported which was well within the target variance of 2.5%. SET welcomed in particular that expenditure had been closer to budget throughout the year which demonstrated an improvement in budget management. Profiling of project budgets remained an area for improvement.

### **Workforce Report – Paper 8**

12. The report was welcomed as reflecting a healthy organisation in terms of attracting and retaining staff. SET noted that considerable effort had been targeted at marketing jobs to a wide audience in a competitive market and the benefits were being realised. Absence levels were also low and it was noted that the flexible working arrangements were a contributing factor to this.

### **Date of next meeting**

13. The next meeting was scheduled for Monday 3 June 2024.

**SET secretariat**  
May 2024