Chief Executive's Report to the SPCB September 2023

Introduction

This Report looks at activities across the organisation from the end of June to mid-September. It also incorporates the Quarter 1 Finance, Performance and Workforce Data reports.

Items highlighted include:

- An update from our Broadcasting Team on work carried out over the summer recess
- An overview of activity from the Events and Exhibitions Team
- An update on the Parliament's bees and our Sustainability Interns

David McGill
Clerk/Chief Executive

Overview of Parliamentary Activities

Legislation and Parliamentary Business

The **Standards, Procedures and Public Appointments Committee** launched a consultation on Standing Order Rule changes in relation to Legislative Consent procedures before the summer recess. It is also considering changes to the Standing Order rules on portfolio questions.

Chamber Desk

In the period from March to June this year, the Chamber Desk experienced a significant increase in the number of written questions submitted. This equated to an increase of 60-65% in numbers compared to the same period in 2022. Although this increase did impact on processing times, the Chamber Desk was able to process questions while continuing to support Chamber business within its existing resource.

Business Team

The digital voting application has been updated to include proxy voting, in line with the scheme set out under the temporary Standing Order put in place in January of this year. The proxy voting option has been deployed and has been available for Members to use from w/c 11 September. The proxy voting system has been demonstrated to both the Parliamentary Bureau and the Standards, Procedures and Public Appointments Committee. Party groups will be offered the opportunity to have the system demonstrated and guidance will be provided to any Member who requests and is granted a proxy under the terms of the scheme.

Broadcasting Office

During the summer recess, the Broadcasting Office completed the transition to the new hybrid working system in committees. As well as improving the experience of remote working for Members and witnesses, the system automates administrative tasks in setting up and running meetings and improves overall security. Broadcast colleagues are now working on a feature to securely allow pre-briefs to be held on same video conference platform.

In response to feedback that Gaelic interpreters are increasingly difficult to source, translation systems in committee rooms 1 and 2 have been upgraded to allow interpreters to work from home rather than being required in the building.

The Chamber console replacement project has continued to face supply chain delays, postponing the go-live date, but during the summer technical acceptance testing was completed using prototype units temporarily installed into desks. Adaptations were made and features added to the Presiding

Officer and Clerks' control system, and the obsolete clocks were replaced with new video screens.

Also in the summer recess, the Chamber Dias was stripped, rewired and resurfaced following the installation of new conferencing control systems.

Scrutiny

Committees

The **Constitution, Europe, External Affairs and Culture Committee** considered a draft report on the "culture in communities" inquiry at its first meeting back; culture also being the continuing thread of the Committee's forthcoming pre-budget scrutiny.

September is an important month in terms of implementation of cross-committee scrutiny arrangements, with the issue of guidance and also the publication of the first EU Law Tracker report. This aligns with the Conveners Group's strategic direction in this area.

Over the recess, preparations were made for the launch of the **Citizen Participation and Public Petitions Committee's** report on public participation, which was agreed in June. The report was published in multiple formats on12 September. The Committee is keen to securea Chamber debate on the report, hopefully, before the October recess. The Conveners Group will consider recommendations and some will feed into its participation, diversity and inclusion strategy.

The Committee also took oral evidence in June on a petition calling on the Scottish Government to complete the dualling of the A9 between Perth and Inverness on road-safety grounds. This included powerful testimony from the petitioner, and evidence from a representative of the civil engineering industry, who said the industry had known for years that the Scottish Government's 2025 target (set in 2011) would not be met, and that part of the problem lay with Transport Scotland's procurement process, which transfers all the risk to the company, as a result of which many firms are no longer prepared to bid for the work. The Convener went to Kingussie in early August to launch a public consultation on the A9 petition, which has already attracted hundreds of responses and a lot of local publicity.

The **Criminal Justice Committee** will begin scrutiny at Stage 1 on the Victims, Witnesses and Criminal Justice Bill with a 'setting the scene' opener with the Cabinet Secretary for Justice on 27 September. This is a large, complex and controversial bill which has, as a result, led to a much longer Stage 1 timeframe than is ordinarily the case.

The **Economy and Fair Work Committee** starts the new term with four new members.

It also starts its scrutiny of the Bankruptcy and Diligence (Scotland) Bill at Stage 1 and planning for its next agreed inquiry. In addition, it will take evidence on the economic contribution of the pharmaceuticals sector. It will also have two Legislative Consent Motions (LCM) for early consideration, including for the Economic Activity of Public Bodies (Overseas Matters) Bill.

The **Education, Children and Young People Committee** is preparing for its next inquiry, focusing on children and young people with additional support needs. The Committee took scoping evidence from Scottish Government officials and COSLA in June. The Committee also took evidence on violence in schools in June; this is a high-profile issue which generated a lot of interest in the media.

In its Stage 1 report on the Children (Care and Justice) (Scotland) Bill, the Committee stated that it was dissatisfied with the financial information provided by the Scottish Government on implementation costs. The Committee has agreed to take further evidence prior to Stage 2; with a longer timetable being successfully negotiated to enable this extra scrutiny to happen.

The **Equality, Human Rights and Civil Justice Committee** will begin scrutiny at Stage 1 on the Regulation of Legal Services Bill shortly. They are also planning some further evidence-taking on the UNCRC Bill before reconsideration stage in the Chamber.

The **Finance and Public Administration Committee** has continued to take evidence in relation to its Inquiry into the Scottish Government's Public Service Reform Programme. This evidence will feed into the Committee's Pre-budget 2024-25 scrutiny on the Sustainability of Scotland's Public Finances, along with evidence heard from the Scottish Fiscal Commission and Deputy First Minister regarding the latest Economic and Fiscal Forecasts and the Government's Medium-Term Financial Strategy. The Committee held a public engagement event in Largs on 30 August to hear from local people, businesses and public bodies about their priorities for the Scottish Budget 2024-25 and beyond in the context of the financial and demographic challenges ahead. The views gathered will feed into Pre-budget evidence sessions in September/October, with a report being published in late October.

In June, the Committee published its report into Effective Government Decision-making, the first Scottish Parliament Committee report focusing on public administration and how the government and civil service works. It will consider responses received to the report in September, before agreeing any next steps.

Conveners Group

The Group met on 20 September to consider and agree its participation, diversity and inclusion (PDI) strategy. It also considered its strategic priorities, focusing on post-EU issues and post-legislative scrutiny.

The Group will also meet on 27 September for its meeting with the First Minister. This meeting will focus on the Scottish Government's Programme for Government.

SPICe

Fully funded by UK Research and Innovation Economic and Social Research Council (UKRI-ESRC) and delivered by a partnership between the Scottish Parliament and a number of Scottish universities, a new post of Knowledge Exchange Manager – Climate Change Scrutiny is currently being recruited. The 2-year fixed term role will focus on building academic capacity and capabilities to provide relevant research and support diverse academic engagement with the Scottish Parliament on climate change.

Parliamentary Services

Engagement and Communications

Events and Exhibitions

A loan artwork exploring the impact of the war in Ukraine and the wider impact of war, **War Memorial** by Alison Kinnaird, went on display in the Main Hall on Monday 17 July. The glass art installation is on loan until March 2024.

A Lego™ model of a suffragette, **Hope**, was displayed in a public area over the summer recess, from Wednesday 26 July until Friday 25 August. This was on loan from the House of Commons via their Education and Engagement team.

The Festival of Politics - in partnership with Scotland's Futures Forum - took place between Wednesday 9 and Friday 11 August with an additional and final *In Conversation with Gustavo Dudamel* event taking place on Friday 25 August. This closing event was the culmination of the Festival's first partnership with the Edinburgh International Festival. This event was attended by young people from the six Big Noise Communities from across Scotland and included a

special performance by the String Ensemble from the Big Noise Raploch and a String Quartet from the Simón Bolivar Symphony Orchestra in the Garden Lobby.

The 2023 Festival included *In Conversation with* events with Dame Evelyn Glennie OBE and Michael Portillo; and a programme of discussion-based panels covering everything from Ethics in A.I., How to disagree agreeably; the future of Scotland's arts and culture; and Radical uses for Scotland's land. The Festival Café Bar once again featured a free programme of music, choir, dance and exhibitions. A full report will be prepared for the SPCB.

The **World Press Photo Exhibition 2023** ran from Saturday 5 to Saturday 26 August. As part of public engagement work to reach local people, an after-hours exhibition viewing, tour and feedback session was held on Friday 4 August. Those that attended really valued the opportunity to come into Parliament building at a quiet time to see the exhibition.

The Scottish Environment LINK **A Voice for Nature Champions: 10 Years of Nature Champions** outdoor exhibition is on display from Sunday 27 August until Thursday 21 September. This explores the work of Members over the last ten years as nature champions and ambassadors for a number of wildlife species and ecologically significant habitats.

Gaelic Language Plan

Bòrd na Gàidhlig has responded to our **Gaelic Language Plan 4** positively, commending the quality of our plan. They suggested some changes to provide more context and / or specific deadlines or steps, which we will now undertake. They have required us to make two small changes (Update data set from 2015 to 2021; Provide recruitment deadlines) which we are undertaking and do not impact on our overall plan. We will submit the updated plan for approval at the Bòrd's next meeting in November.

5* Visit Scotland award

We have retained our status as a 5* attraction and received high praise for our staff interactions and the quality of our shop.

Scotland's Futures Forum

As part of its project on tackling inequality, Scotland's Futures Forum, in partnership with the David Hume Institute, held **a private workshop for MSPs and invited guests with Professor Danny Dorling** from the University of Oxford on Wednesday 23 August. The event attracted MSPs from across different committees, as well as MSP staff, senior government officials, councillors and council officials and representatives from the public and private sector. Feedback from the event was very positive, including

compliments on "such a wide range of senior people from organisations in different sectors alongside MSPs in Chatham [House] discussion".

International Relations

The International Relations Office supported:

- The Presiding Officer, Deputy Presiding Officer Liam McArthur MSP, Deputy Presiding Officer Annabelle Ewing MSP and officials at meetings with the Speaker and Members of the Presidium of the Faroe Islands Løgting
- The Deputy Presiding Officer Annabelle Ewing MSP at a meeting with the Deputy Ambassador of Israel
- The Deputy Presiding Officer Liam McArthur at a meeting with the Ambassador of Slovakia
- The Presiding Officer at a meeting with the Presiding Officer of the Tobago House of Assembly

CPA Advanced Parliamentary Development Residency Programme

On 16-20 October the Scottish Parliament will be hosting an Advanced Parliamentary Development Residency Programme run by the Commonwealth Parliamentary Association (CPA). 30 delegates from Parliaments across the Commonwealth will take part in a five-day programme to examine how they can become better performing legislators, representatives and scrutineers.

Based on a mentoring and coaching approach, participants will identify practical solutions to the challenges they face and hone their skills at a higher level through simulations, role-play, one-to-one discussions, group activities and exercises. The programme will also include a welcome reception hosted by Sarah Boyack MSP, member of the CPA Scotland Branch Executive Committee; and a mock Chamber debate chaired by Deputy Presiding Officer Liam McArthur MSP. The mentors will include, among others, Martin Whitfield MSP, Ruth Maguire MSP and Neil Stewart from the Non-Government Bills Unit.

Facilities Management

Sustainability

Bees

The Parliament's bee population received a lot of media attention when we announced the hives had exceed one million bees. The bees help the biodiversity of the local area. Any excess honey is sold in the Parliament

shop and the wax is used for the seal of the Great Seal of Scotland for Acts of the Scottish Parliament.

Sustainability interns

We currently have two interns on 12-week placements in the sustainability team. Erin Stowell is looking at our Climate Change Adaptation Risk Assessment and identifying how we can best adapt our building and operations to the changing weather patterns we are seeing. Harry Richardson is working on one of the objectives in the Sustainable Development programme which is to map the Sustainable Development Goals to our Strategic Goals.

Security

The staffing strand of the security maturity programme hit a major milestone at the beginning of September with the introduction of the new security staffing roster. The security maturity programme invested significantly in physical infrastructure to improve the security of the Parliament. The staffing strand sought to update the deployment of staff to reflect the new infrastructure and to better match resource levels to parliamentary sitting times. The roster review took place over a period of three years with extensive engagement and consultation with staff and unions.

Q1 2023-24 Finance Report – SPCB

Executive Summary

- Q1 outturn is £160k (0.6%) below the year-to-date (YTD) current annual budget. This is within the target underspend for the year of below 5%. In 22-23 the Q1 YTD underspend was £1.898m YTD, (7.1%). Early 23-24 figures are showing significant change in SPS and Members expenditure from 22-23.

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	YTD £000		
	P03 23-24	**P02 23-24**	**P03 22-23**
SPS	41	85	1,137
Members	(16)	45	501
Officeholders	135	93	261

- Year-end position: we currently forecast an underspend of £712k (0.61%) well within SPCB target of 2.5% of the annual budget.

Summary Outturn position year to date including forecast:

SPCB Expenditure Summary Outturn – Q1:

	Q1 Out-turn					Full Year Results		
	Actual	**Budget**	**Variance**	**Variance**		**Out-turn**	**Under/ (Over)**	**Current Annual Budget**
	£'000	**£'000**	**£'000**	**%**		**£'000**	**£'000**	**£'000**
Parliamentary Service Costs	13,877	13,918	41	0.3		59,892	(273)	59,619
Members Costs	9,640	9,624	(16)	(0.2)		40,417	0	40,417
Commissioners & Ombudsman Costs	4,167	4,301	135	3.1		16,503	135	16,638
Sub Total	**27,683**	**27,844**	**160**	**0.6**		**116,812**	**(138)**	**116,674**
Reserves – SPCB contingency						0	850	923
Total SPCB Expenditure	**27,683**	**27,844**	**160**	**0.6**		**116,812**	**712**	**117,597**

Year to Date Underspend %

Chart values (22/23): MAY 6.7, JUN 7.1, JUL 5.9, AUG 5.2, SEPT 5.8, OCT 5.7, NOV 5.4, DEC 4.6, JAN 3.6, FEB 2.9, MAR 1.5

Chart values (23/24): MAY 1.2, JUN 0.6

Legend: — — Target · —•— 23/24 · —— 22/23
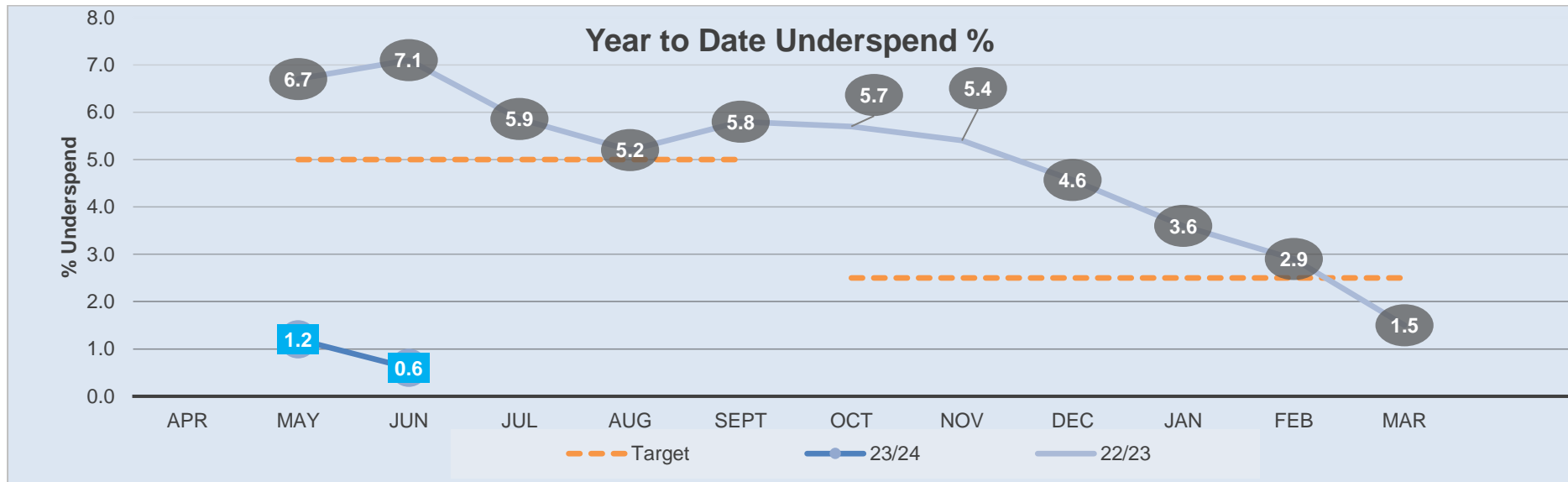
SPS Expenditure Summary Outturn – Q1:

	Year to Date					Full Year Forecast				
	Actual	Budget	Variance	Variance		Out-turn	Under/ (Over)	CAB		Under/ Over P02
	£'000	£'000	£'000	%		£'000	£'000			
Staff	9,682	9,270	-412	-4.4%		38,042	(673)	37,369		-605
Staff Related Costs	156	179	23	12.8%		777	21	798		-5
Property Costs	2,214	2,196	-18	-0.8%		9,211	-235	8,976		-94
Running Costs	1,581	1,810	229	12.7%		7,063	97	7,161		77
Projects	244	463	219	47.3%		4,799	512	5,316		28
SPS Expenditure	**13,877**	**13,918**	**41**	**0.3**		**59,892**	**-273**	**59,619**		**-600**

SPS Summary narrative

- We forecast a (£600k) overspend in staffing and (£235k) overspend in electricity costs. We budgeted for a considerable increase in 23-24 utility costs, but unforeseen price hikes considerably exceed this.
- Projects forecast a £512k year-end underspend. The BEMs project accounts for £494k based on the initial outcome of the procurement exercise to be confirmed in July. This underspend will be transferred to contingency.

SPS Staff Costs

The approved FTE 2023-24 is 583.
At Q1 most Offices have full or close to full staff complements.

The Q1 YTD overspend in staffing is (£412k).
This overspend comprises:
- Shortfall in Q1 vacancy gap recovery target   (£319k)
- YTD overspend in staff budgets   (£93k) This is due to the cost of IT contractors covering developer and applications roles which we have been unable to recruit on the open market.

Running Costs

PS Running Costs Key YTD variances against budget (£k)
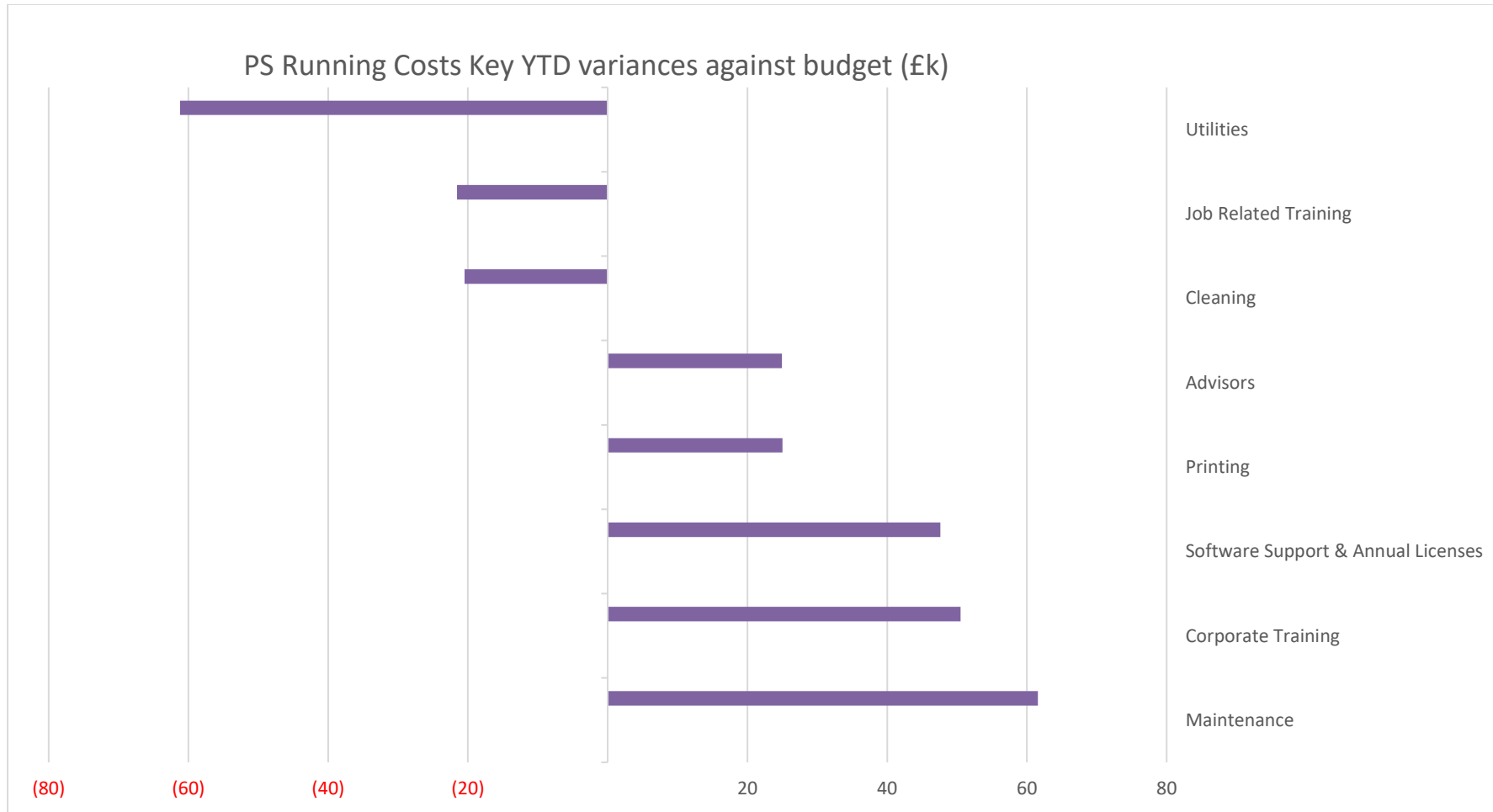
Commentary on significant variances to the annual budget:

Utilities (£61k) YTD overspend. This mainly electricity. Monthly consumption is approximately 5% lower than 22-23 but invoices are about 65% higher. This Q1 overspend is consistent with year-end overspend forecast for Property (£235K).

Job Related Training (£22k) YTD overspend. BIT is deploying staff training to recruit, retain and upskill employed staff

Cleaning (£20k) A supplier refund for Q1 is due in P04.

Advisors £25k YTD underspend is split across Legal Advisors (P&C/Legal), General Advisors (BIT) and Committee Advisors. These are all demand led budgets which generally spend up, but their timing is uncertain

Printing £25k underspend is in Design and Digital Production. There is an ongoing trial using a temporary in-house staff resource which is proving cheaper than outsourced service. The underspend is also due to budget phasing/timing.

Software Support and Maintenance £48k underspend in BIT of which £30k is a timing difference.

Corporate Training - £51k underspend. This is primarily in the People and Culture office where the process to procure a Managed learning system/service has been delayed. The year-end forecast currently indicates this budget will be fully used.

Property Maintenance – £62k underspend.
Expenditure against Minor works and reactive maintenance budgets are delayed due to resource gaps within both Mitie and the FM property services teams.

Projects

Portfolio	Actual	Budget	Variance	Variance		Outturn	Under/ (Over)	Current Annual Budget
	£'000	£'000	£'000	%		£'000	£'000	£'000
BIT and Digital	79	53	-27	-51.3%		1,131	0	1,131
FM Building & Equipment	31	85	54	84.1%		1,055	0	1,055
BEMS	10	170	160	94.1%		1,606	494	2,100
Sound & Voting/Broadcasting	11	21	10	48.8%		450	0	450
Other	113	134	21	15.9%		558	-22	540
Unallocated budget						0	40	40
Total projects	**244**	**463**	**219**	**47.3%**		**4,799**	**512**	**5,316**

Categories:	Actual	Budget	Variance	Variance		Outturn	Under/(Over)	Current Annual Budget
Capital projects	19	21	2	10.2%		1,854	56	1,950
Revenue projects	225	442	217	49.1%		2,945	417	3,366
Unallocated budget	0	0	0			0	40	0
Total projects	**244**	**463**	**219**	**47.3%**		**4,799**	**512**	**5,316**

BIT & Digital
(£27k) YTD portfolio overspend is because DSB have yet to allocate budget to 2 live projects pending Business Cases. The Corporate systems project budget is currently £612k which may increase depending on the outcome of the procurement of a new Payroll/HR system and the backfill costs of permanent Payroll/HR and Finance staff currently undergoing recruitment.
The potential projects to be approved supports the forecast to spend the total budget

FM
£214k YTD underspend.
- The core portfolio has underspent by £62k because work has been reprioritised (due to staff shortages in Mitie and FM project team) and replanned for summer recess.
- BEMS reports a £120k YTD underspend due to consultancy fee invoice delays. The timing of other costs will be confirmed now the contract award has been made.

Broadcasting
The replacement of Chamber consoles remains on track with the majority of costs materialising in Q3.

Other projects
The £21k YTD underspend is due to delayed expenditure for Workforce Planning and timing differences in other projects.

Members Costs

Members YTD Q1 overspend was (£16k) (0.2%).
This arises because of Ministerial severance of £125k paid in Q1 for the changes following Humza Yousaf's election as First Minister. The 23/24 Staff Cost budget uptake assumption was revised down reducing the budget available and this is now running at a slight overspend of £96k to date offset by underspends in Engagement (£227k) and Edinburgh Accommodation provisions (£64k). Trends and expenditure patterns will be kept under review for the year and will support modelling for the 24/25 budget submission

Officeholders:

Officeholders have underspent by £135k (3.1%) against the YTD budget. This is mainly due to underspend in Ethical Standards Commission of £102k offset by under and overspends in other commissioners and ombudsmen. Q1 22-23 underspend was £261k.

Officeholders contingency is £500k and although there approved calls of £310k against this as at Q1 no transfers will be made until later in the year.

Performance Report

2023-24 Q1: April to June 2023

Performance Overview

Our Services	KPI Overall status	Trend	Strategic Change Objectives	Overall status	Trend
Members support and resources	✅	↑	A modern, dynamic parliamentary democracy	⚠️	→ 2nd quarter
Scrutiny and debate	✅	→	Adapting for a sustainable future	⚠️	↓
Public involvement	✅	↑	A values-driven culture	✅	→
Corporate services and governance	✅	→	Operational excellence	⚠️	→ 5th quarter
Working environment	✅	↑			

Delivering excellence in our parliamentary services

Key Performance Indicators

Members support and resources

Core Members' services operating within targets

Exceptions: Overall Core Members' services operating within targets is reported as **Green** with one **Amber** KPI to note:

- Total number of major incidents (IT) declared that impacted service: Two incidents were declared (target 0) due to a regular automated antivirus software update impacting access to internet for some users, and some Members experienced a loss of connection to the voting application during a vote. The major incident process was followed where both incidents were investigated - for the 1st incident changes made to resolve the internet access issues; and for the 2nd incident changes were made with a full chamber test carried out during summer recess

Scrutiny and debate

Parliamentary Business takes place as scheduled*

✓

→

Parliamentary business services operating within targets

✓

→

Exceptions: None

- Note, the KPI for parliamentary business takes place as scheduled now includes a measure around disruption to parliamentary business. Although there was one minor disruption during First Ministers Questions on 20 April (down from 3 such events in Q4 2022-23, the overall rating remains green.

Public involvement

Public feedback surveys	Digital engagement
✓ →	! →
	2nd quarter
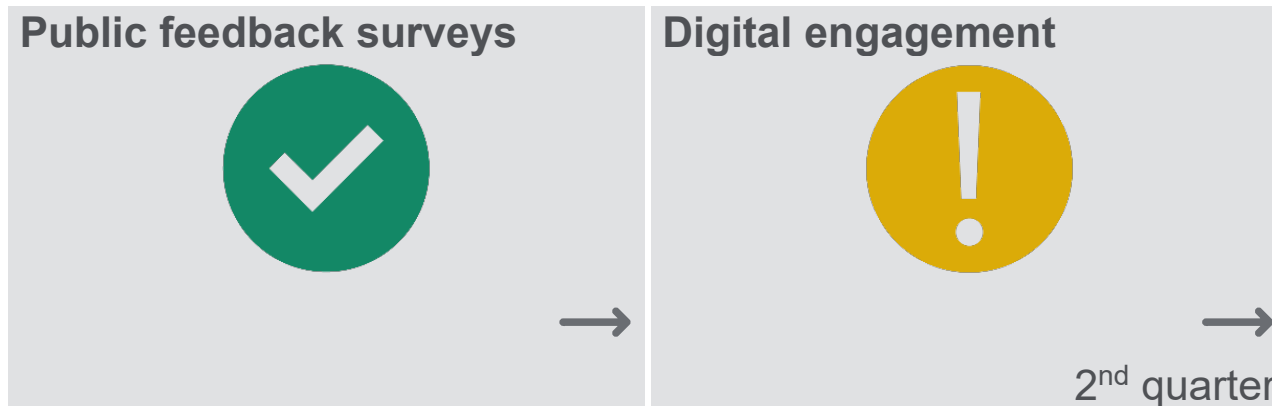
Exceptions: Digital engagement reported as **Amber** for the 2nd consecutive quarter, albeit reporting against new performance measures. Two Amber KPIs are to be noted:

- Social media channels meet bespoke engagement rates – **Amber** – achieved 69% (target 75%) – this is a new performance measure - reduction in engagement rates across Twitter accounts is likely related to the changes to Twitter/X – this will be monitored to determine if temporary. Meanwhile levels of interest in the Facebook live stream of FMQs have dipped.

- Bespoke adverts aimed at key Public Engagement Strategy audiences per quarter – **Amber** – achieved 2 (target 3) – due to difficulties setting up a defined Public Engagement Strategy audience group within Facebook.

Corporate services and governance

Outturn against SPCB budget

0.6%

→

Corporate payment performance

99.6%

→
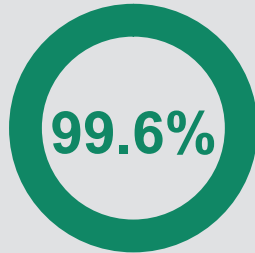
Compliance*

✓

→

Health & Safety	✓	Environmental Management	✓
Fire Safety	✓	Complaints	⚠
British Sign Language	✓	Freedom of Information	✓
Gaelic Language Plan	✓	Lobbying	⚠

Exceptions: Overall, Compliance is reported as **Green** with two **Amber** KPIs to note:

- Complaints – **Amber** - 8 new complaints were received during Q1: 3 complaints were closed out-with timescales due to staff availability and delays in accessing information. This is reported as amber for 8th consecutive quarter. Although extensions are allowed in accordance with SPSO guidelines, any complaint processed outside the timeframe, irrespective of the extension are to be categorised as late. Also, in SPSO terms, timescales start as soon as the complaint is received, even if extensive clarification is required before an investigation can begin. No concerns have been raised by SPSO who are keen for organisations to focus on the quality of investigations and learning. RAG tolerances for this KPI are being reviewed.

- Lobbying – **Amber** - Targets for publishing valid substantive information returns and returning invalid submissions for amendment with advice were not achieved. With performance at 75% (target 80%) and 62% (target 66%) respectively - due to a very busy period with 2,016 returns published during the quarter, a 30% increase on Q4. This is reported as amber for 2nd consecutive quarter.

Working environment

SPCB staff turnover	SPCB staff attendance rate	SPCB staff absence rate	Respect Complaints (Independent Support Service)
0.7% →	**96.0%** ↑	**4.0%** ↑	**0** →
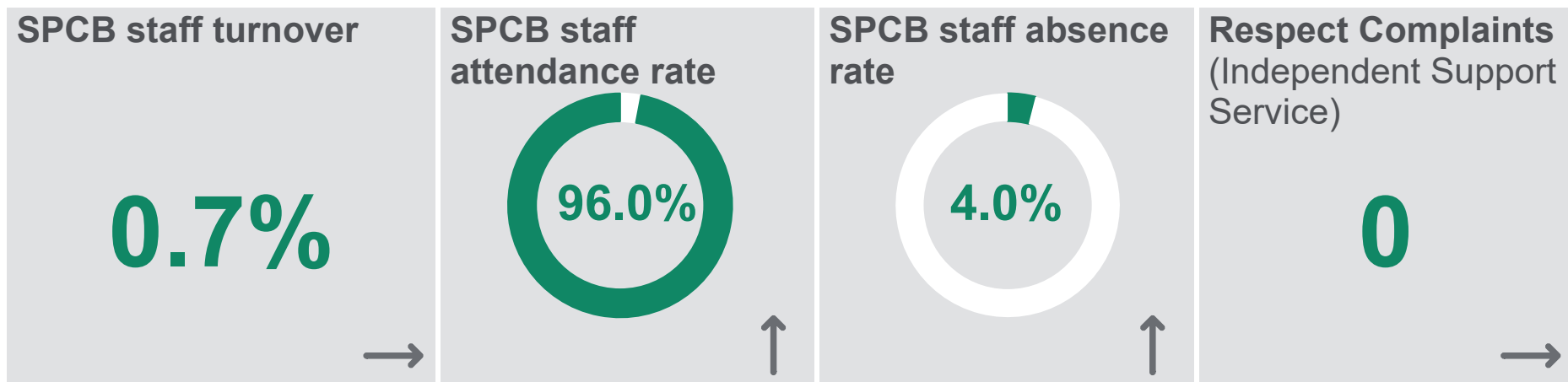
Exceptions: None

Strategic change objectives: key activities

Status

A red, amber, green status (RAG) sets out the overall performance against the project, programme or activities time, cost, people and change resources, and outcomes and benefits:

Indicator	RED	AMBER	GREEN
Time	Milestone(s) and/or activity completion date delayed by more than one month	Milestone(s) and/or activity completion date delayed by up to one month	Milestones and activity completion date remains on schedule
Cost/Budget	Costs exceed approved budget for current financial year and/or overall agreed activity cost by more than 5% or over £50,000	Costs exceed approved budget for current financial year and/or overall agreed activity cost up to 5% or a maximum of £50,000	Current approved budget and overall agreed activity cost is on target
People and Change Resources	Lack of resources to deliver activity impacting ability to meet activity plan.	Risk to resources as not yet committed and is being managed	Resources committed and plans in place.
Outcomes and benefits	Significant change in outcomes and/or benefits are not or highly unlikely to be delivered.	Risk of / or minor changes in outcomes and/or delivering benefits	Outcomes and benefits will be delivered in line with business case and benefits plan
Overall	RED if one or more indicators are red OR If one or more indicators are reported as Amber for the 3rd consecutive quarter	AMBER if one or more indicators are amber and none are red	GREEN if all indicators are green.

If there are any issues and/or risks either addressed during the reporting quarter or are currently being addressed and remedial action taken, the activity must be reported as Amber or Red.

A modern, dynamic parliamentary democracy

Activity	Overall status & trend	On track Time	Total cost/ current fy budget	People/ Change Resources	Outcomes/ Benefits	Delivery Plan milestones Q1 completed milestones
Conveners Group Session 6 Priorities Callum Thomson	✅ New	✅	-	✅	✅	• N/a
Scrutiny Improvement Programme* Callum Thomson	✅ ↑	✅	-	✅	✅	• N/a
Constitutional Issues Board David McGill / Judith Morrison	⚠️ ↓	⚠️	-	✅	✅	• N/a
Engagement Strategy Delivery Plan Susan Duffy	⚠️ → 2nd Qtr	⚠️	✅	✅	✅	• Performance measurement and data collection: Tender to conduct annual surveys made via direct award in June 2023.
Implement recommendations of the Parliaments' Gender Sensitive Audit Susan Duffy	✅ New	✅	-	✅	✅	• The Women's forum was established with the first meeting held on 31 May 2023.

- Constitutional Issues Board - **Amber** – timescales are not on track with the planned September update to Office Heads/Team Leaders on Constitutional Issues Board activities and implications for the Scottish Parliament scrutiny functions is now scheduled for October 2023 as it will now be combined with roll-out of the post-EU scrutiny toolkit engagement. It is expected that this this activity will return to Green in Q2.

- Engagement Strategy Delivery Plan - **Amber** – timescales are not on track as the installation of the new digital screen was delayed from June to October 2023.

Adapting for a Sustainable Future

New ways of working

Activity	Overall status & trend	On track Time	Total cost/ current budget	People/ Change Resources	Outcomes/ Benefits	Delivery Plan milestones Q1 completed milestones
Workplace Flexibility* Lynsey Hamill	❌ ↓	⚠️	⚠️	❌	⚠️	• Launched the Hub in April 2023.
New ways of Working Toolkit and Working Practices* Lorna Foreman	✅ →	✅	-	✅	✅	• N/a

Activity	Overall status & trend	On track Time	Total cost/ current budget	People/ Change Resources	Outcomes/ Benefits	Delivery Plan milestones Q1 completed milestones
Telephony Modernisation* Alan Balharrie	✅ →	✅	✅	✅	✅	• Completed deployment to all telephony users based in Holyrood by June 2023
Hybrid Parliamentary Business Systems and Support* Tracey White	❌ ↓	❌	✅	✅	✅	• Phase 1 - hybrid control systems was completed. • Completed roll out of new hybrid system in initial committee room in June 2023

*Activities to be completed within 2023-24

Exceptions:

- Workplace Flexibility - **RED** – people and change resources are not on track due to reduced space planning resource availability during Q3. Contingency planning on how resource demand is to be met is currently in progress.

- Hybrid Parliamentary Business Systems and Support – **RED** – timescales are not on track: Although the technical acceptance has been completed for the debating chamber hybrid systems, there continues to be supply chain issues delaying the installation of the console replacement, with the installation expected in December and go-live early 2024.The committee room broadcast automation system has been delayed as a consequence of the delays on the chamber consoles. Go live was scheduled from September, however, now planned to be installed in one committee room by November 2023, with testing and configuration from January 2024.

Sustainability and Climate Change

Activity	Overall status & trend	On track Time	Total cost/ current budget	People/ Change Resources	Outcomes/Be nefits	Delivery Plan milestones Q1 completed milestones
Net Zero Infrastructure Programme Lynsey Hamill	✅ →	✅	✅	✅	✅	• Received tender submissions in May 2023
Embed Sustainable Development thinking across the organisation Lynsey Hamill	❌ ↓	❌	✅	✅	✅	

Exceptions:

- Embed Sustainable Development thinking across the organisation - **Red** – timescales are not on track as the Sustainable Travel Plan was due to be published in April, subject to agreement of the Business Travel Policy. However, the plan was published in August 2023 excluding the business travel policy. The policy will be discussed with the SPCB in September 2023. The activity is expected to return to green during Q2.

A values-driven culture

Activity	Overall status & trend	On track Time	Total cost/ current budget	People/ Change Resources	Outcomes/ Benefits	Delivery Plan milestones Q1 completed milestones
Power Imbalances* Lorna Foreman	✅ New	✅	-	✅	✅	• N/a
Positive Action* Lorna Foreman	✅ New	✅	-	✅	✅	• N/a
Organisational Training Needs Analysis (TNA) and Review of our Approach to Setting Training Budgets* Lorna Foreman / Lynsey Hamill	⚠️ ↓	⚠️	-	✅	✅	• N/a
Performance Management* Lorna Foreman	✅ →	✅	-	✅	✅	• Completed training (in-person workshops and webinars) by May 2023. Now business as usual with training available on demand via intranet.

*Activities to be completed within 2023-24

Exceptions:

- Organisational Training Needs Analysis and Review of our Approach to Setting Training Budgets - **Amber** – although policy and intranet pages are complete, timescales for the publication of the mandatory training policy has been delayed from June to July as awaiting final feedback from TUS colleagues – delay due to annual leave. Policy will be sent to the SPCB by correspondence.

Operational excellence

Activity	Overall status & trend	On track Time	Total cost/ current budget	People/ Change Resources	Outcomes/Benefits	Delivery Plan milestones Q1 completed milestones
Strategic Resourcing Review Deliverables* Sara Glass	⚠️ → 2nd Qtr	⚠️	-	✅	✅	• Gathered Strategic Resourcing Review items and objectives into a tracker by May 2023
Workforce Planning Sara Glass / Lorna Foreman	✅ →	✅	-	✅	✅	• Secured external expertise (consultant appointed) to co-design approach and upskill internal advisers, managers and leaders by June 2023. Agreed programme of work has commenced.

Activity	Overall status & trend	On track Time	Total cost/ current budget	People/ Change Resources	Outcomes/Benefits	Delivery Plan milestones — Q1 completed milestones
Corporate Systems Programme Sara Glass	Amber (!) → 2nd Qtr	Amber (!)	Green ✓	Green ✓	Green ✓	• Outline Business Case was reviewed and by Strategic Resources Board in May 2023. • Agreed procurement strategy in May 2023 • Commenced recruitment of backfill and establish clarity on roles, responsibilities for all programme team members by June 2023
Official Report Transformation Programme Alan Balharrie	Red ✗ ↓	Red ✗	-	Amber (!)	Red ✗	• Update on Business Case to Strategic Resources Board in June 2023 proposed a revised digital transformation programme taking a phased approach - Phase 1 to replace the current editing system. This was agreed by SRB.
Business Bulletin Improvements Tracey White	Amber (!) ↓	Amber (!)	-	Amber (!)	Green ✓	• N/a
Self Service Meeting Room Booking Alan Balharrie	Green ✓ New	Green ✓	Green ✓	Green ✓	Green ✓	• Initiated project including governance structure in June 2023.

Activity	Overall status & trend	On track Time	Total cost/ current budget	People/ Change Resources	Outcomes/Benefits	Delivery Plan milestones Q1 completed milestones
Skills and Capability to Support Operational Excellence* Sara Glass / Alan Balharrie	✅ →	✅	-	✅	✅	• The Power BI interest group was set up and running since April 2023. Other possible interest groups based on feedback from the top tips survey are being explored. • Top Tips are now a regular part of the Corporate Bulletin and have been since January 2023. The supporting Digital Capability Portal has archived Top Tips and also links to other material on the intranet.

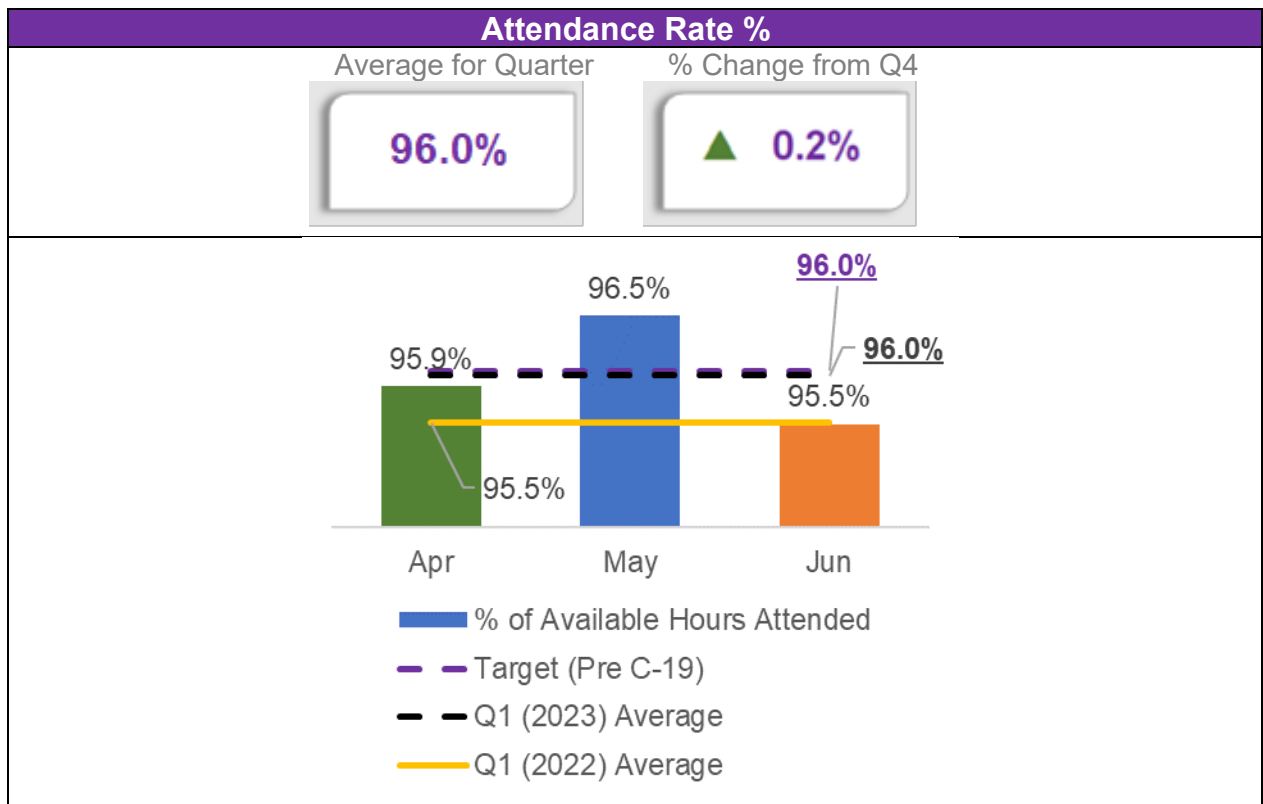*Activities to be completed within 2023-24

Exceptions:

- Strategic Resourcing Review Deliverables - **Amber** – timescales are not on track due to prioritisation of available resources.

- Corporate Systems Programme – **Amber** - timescales are not on track due to risks raised by SG on progress along Finance system development critical path. SRO will continue to attend SG update meetings. Progress on SPS full Business Case and HR system procurement remains on schedule.

- Official Report Transformation Programme - **RED** – timescales not on track and are red and resources are amber. An update was submitted to SRB in June 2023 resulting in a change to timescales. It was agreed a phase approach would be taken to the digital transformation programme with Phase 1 to replace the current editing system. An outline Business Case for the editOR replacement (phase 1) will be submitted to SRB in October 2023.
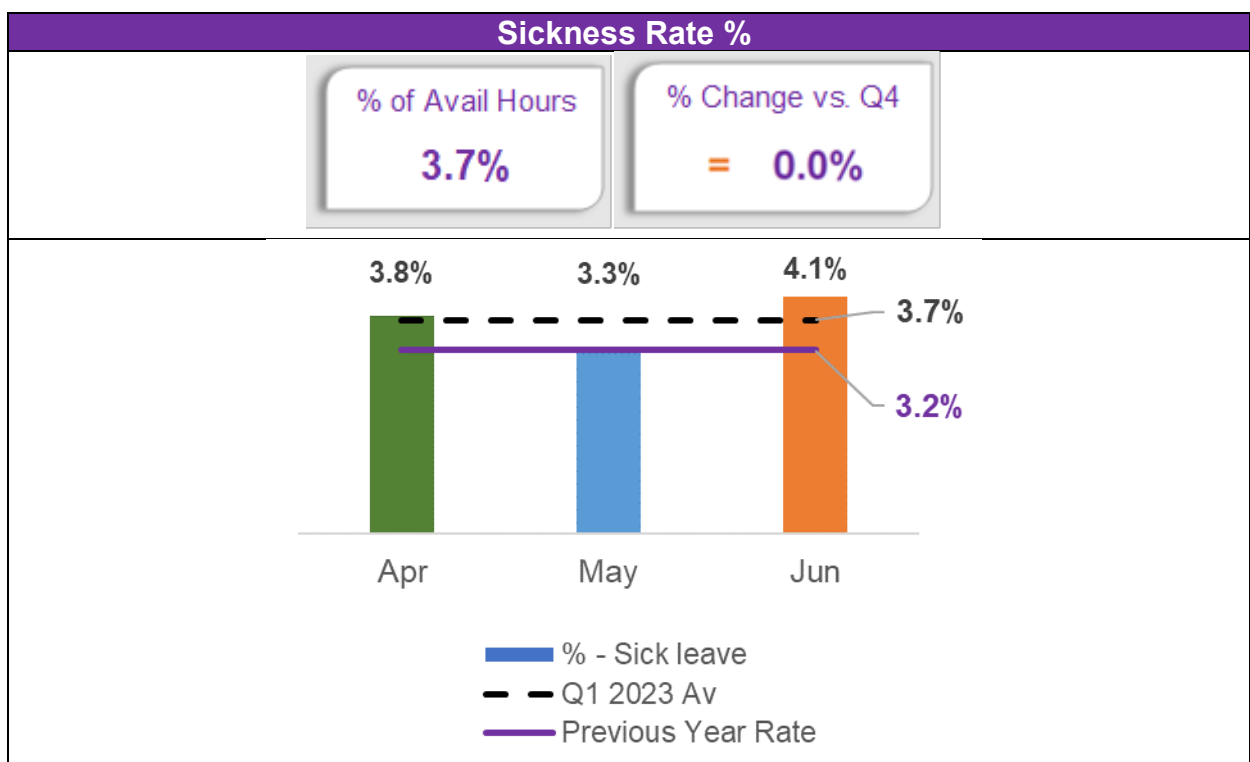
- Business Bulletin Improvements - **Amber** – timescales and people and change resources are not on track. Work is underway to begin preparation of the Business Case and to assess options for IT architecture. It is anticipated that the project team will be in place by September 2023.

Quarter 1 2023/24 Workforce Report

Attendance

Attendance Rate %

Average for Quarter	% Change from Q4
96.0%	▲ **0.2%**

- % of Available Hours Attended
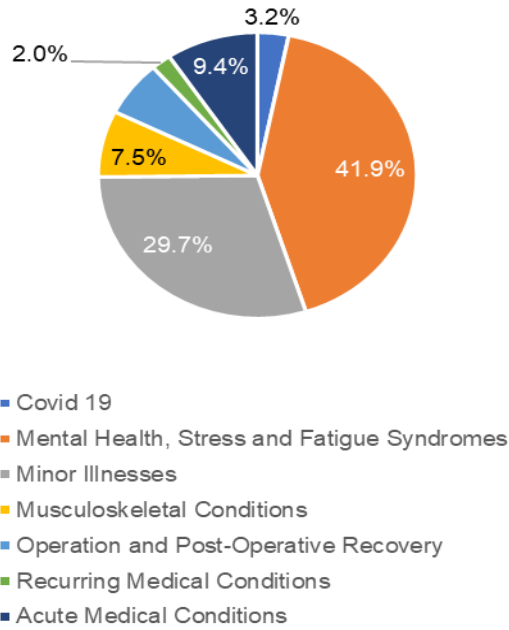- Target (Pre C-19)
- Q1 (2023) Average
- Q1 (2022) Average

The Attendance Rate in Quarter 1 increased by 0.2% on the previous Quarter to 96%. Average attendance for Quarter 1 is aligned with the organisational target.

Sickness Rate %

% of Avail Hours	% Change vs. Q4
3.7%	= **0.0%**

- % - Sick leave
- Q1 2023 Av
- Previous Year Rate

Sickness Categories

- Covid 19
- Mental Health, Stress and Fatigue Syndromes
- Minor Illnesses
- Musculoskeletal Conditions
- Operation and Post-Operative Recovery
- Recurring Medical Conditions
- Acute Medical Conditions

The Sickness Absence rate is 3.7% which is the same as the previous Quarter. Mental Health, Stress and Fatigue Syndromes accounted for the largest proportion of absence due to sickness.

Turnover

Turnover Rate %

Cumulative Turnover – To End Q1

0.7%

- Turnover Rate Per Month
- Turnover Rate Year-to-Date
- Cumulative Turnover 2021
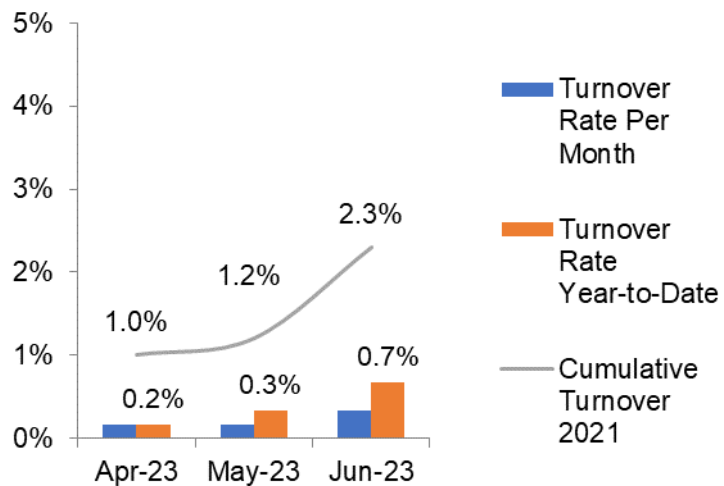
Turnover in this period was 0.7%. There were 4 leavers in Quarter 1. Total headcount at the end of Quarter 1 was 601 which was an increase of 2 over the period.

Recruitment

In accordance with our commitment to increase the diversity of our organisation and our focus on increasing applications from minority ethnic backgrounds, we monitor the progress of success rates at interview and appointment stage.
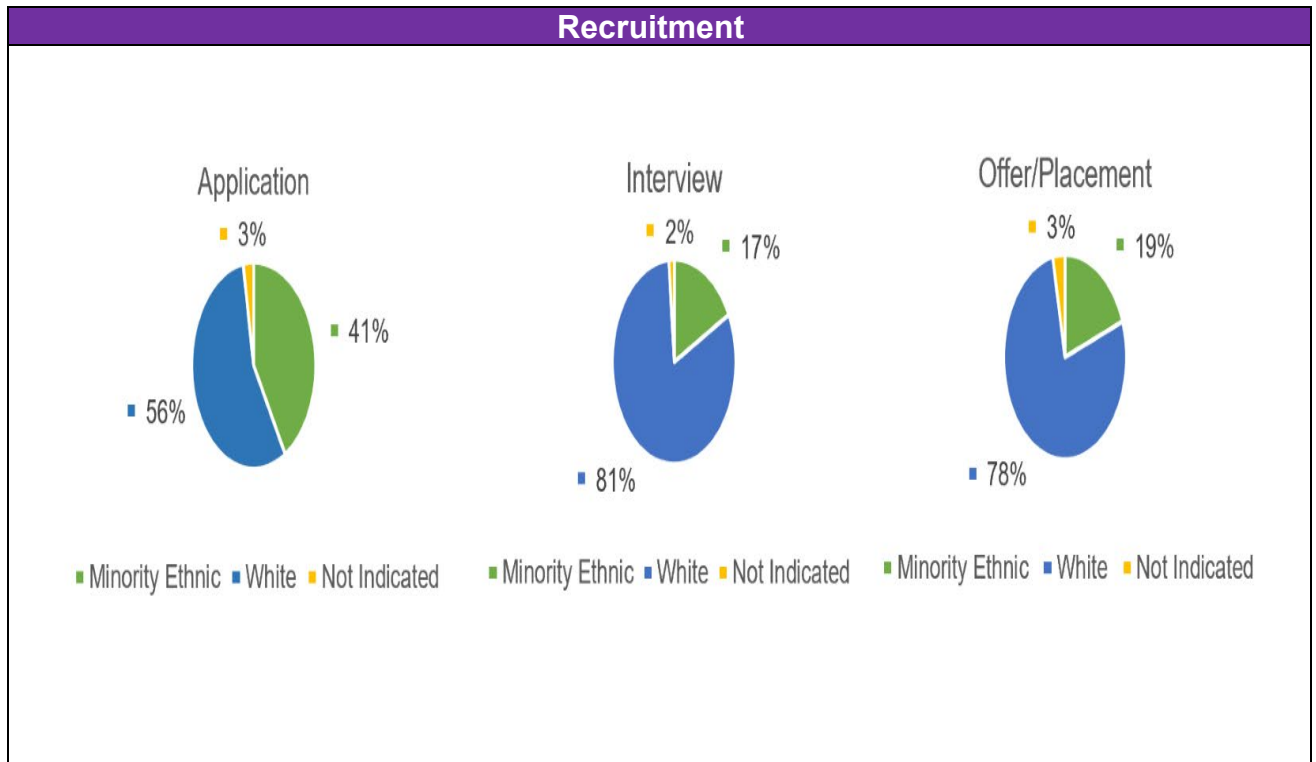
Fourteen recruitment campaigns were carried out in Quarter 1. 19% of all job offers made were to candidates from a minority ethnic background.