

Chief Executive's Report to the SPCB February 2022

Introduction

This Report looks at activities across the organisation from mid-December to mid-February. It also incorporates the Quarter 3 Finance and Performance reports.

Items highlighted include:

- An overview of Chamber and Committee office work
- Engagement and Communications Teams prepare for a phased reopening to the public
- An update on the MSP Staff Development Programme

David McGill

Clerk/Chief Executive

Overview of Parliamentary Activities

Legislation and Parliamentary Business

Demand on a number of Legislation and Parliamentary Business Group services continue to be high.

Non-Government Bills Unit

There are numerous new proposals for Members Bills that are in their early stages. Members and NGBU are preparing these consultations for launch. The NGBU team has met with over 30 Members to discuss proposals for bills so far this session, this is higher than at this point last session.

Features of some proposals this session include that: a number of proposals have numerous policy strands that would become multi-purpose bills; certain policies can generate a very high number of responses submitted using SmartSurvey software, and the legislative landscape is more complex (for example, consideration is being given to common frameworks when developing proposals).

Two draft proposal consultations have closed and consultation responses are being processed and analysed in preparation for lodging final proposals [Assisted Dying for Terminally Ill Adults \(Scotland\) Bill](#) and [Right to Addiction Recovery \(Scotland\) Bill](#). A number of bills are also being progressed that were initiated last session, these include [Scottish Employment Injuries Advisory Council Bill](#) and [Disabled Children and Young People \(Transitions to Adulthood\) \(Scotland\) Bill](#) which have both received sufficient cross-party support this session for a bill to be introduced.

Legislation Team

The Legislation Team is currently managing seven active bills (a further bill is awaiting Royal Assent) and three are awaiting withdrawal/reconsideration. There are also six Legislative Consent Memorandums currently being considered by the Parliament.

Chamber Desk

Two wholly remote meetings of the Parliament were convened during the Christmas recess to enable the Parliament to consider updates from the First Minister on Covid-19. MSP attendance at both of these meetings was in excess of 100 Members.

Demand for Chamber Desk services continues to be high. Staff are working to ensure that the appropriate balance is reached between the processing of

items that have immediate, business-related priority (such as oral questions and motions/amendments for debate) and other items. Patterns of demand, particularly in relation to Urgent Questions, continues to differ from those experienced in previous Sessions. Additional staffing resources have been provided and training of new staff is ongoing.

Handing sensitive legislation

Work is in hand, involving a number of offices, to plan and pull together resources to support Members, their staff and Scottish Parliament staff to manage consideration of sensitive legislation and policy matters. We are also looking at how we prepare and debrief witnesses with lived experience. The purpose of this activity is to ensure that we meet our legal responsibilities to staff while delivering the support needed to help ensure effective parliamentary scrutiny while promoting a respectful culture.

Committees

The increased workload among committees continues, with cross cutting work (a strategic priority for Conveners Group) having come to the forefront in recent weeks. For example, several committees have been engaged in NPF4 scrutiny, working to very tight timescales. The work has been supported by SPICe, centred around this briefing: [SPICe NPF4 Hub](#).

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

A continuing priority for the **Social Justice and Social Security Committee** is to explore the breadth of its remit. Recent sessions have been held on refugees and asylum seekers, covering topics such as No Recourse to Public Funds. Further round tables will cover Kinship Carers and Violence Against Women and Girls. These will be used to help the Committee develop its future work priorities.

With such a broad remit, the Committee is keen to work collaboratively with other committees. This has ranged from Members from other committees attending the Committee and vice versa. Notably, the Committee is one of three (**along with the Criminal Justice Committee and the Health, Social Care and Sport Committee**) working jointly to scrutinise the recommendations of the Scottish Drug Deaths Taskforce to ensure robust and holistic scrutiny of a complex issue across their three remits. Whilst the logistics have been at times challenging, that challenge looks to have been outweighed by the benefits of effective, incisive, cross-cutting scrutiny.

The **Citizen Participation and Public Petitions Committee** has been dealing with two recent petitions on British Sign Language (BSL) and Gaelic

which have allowed us to widen engagement with under-represented groups and to work effectively across teams within the Parliament.

[PE1867: Establish a new national qualification for British Sign Language](#) was considered at the Committee's meeting on 2nd February, with simultaneous BSL interpretation provided for the entire meeting (sourced via Public Information and Resources). The use of BSL was promoted in advance by the Parliament Communications Office and highlighted via the Scottish Parliament's dedicated BSL Facebook Group. This resulted in levels of public engagement which were amongst the highest the Parliament's BSL Facebook page has encountered to date.

[PE1922: Cancel all Local Authority expenditure on Gaelic expansion](#) is a new petition which has already attracted a lot of interest from Gaelic-speaking communities. Working with the Public Information & Resources and Participation & Communities Teams, the clerking team made early contact with our Gaelic Development Officers, who highlighted the interest that the petition had been attracting amongst their networks.

The **Economy and Fair Work Committee** continues with a very busy work programme. It recently concluded its evidence gathering for its "Scotland's Supply Chains" inquiry and will shortly consider a draft report. This month, it launched a call for views for its next major inquiry into Town Centres and Retail. The launch received a lot of good media coverage. Evidence gathering will start next month and continue through April, May and early June including engagement work and in-person visits. The Committee hopes to report before summer recess.

Alongside inquiry work, three legislative consent memorandums were referred to, considered and reported on by the Committee. Two relate to the Professional Qualifications Bill and one to the Subsidy Control Bill. The Scottish Government does not recommend that the Parliament consents to Westminster legislating in the ways set out in these Bills. The Subsidy Control Bill in particular raises fundamental constitutional issues relating to powers given to UK Ministers cutting across the devolution settlement, with the potential for UK Ministers to intervene in devolved areas. As a consequence, the Committee heard views that the Bill will create significant scope for conflict between the Scottish and UK Governments.

Last month, the **Education, Children and Young People Committee** took evidence in a one-off roundtable to highlight issues around needle-spiking. It has also agreed to work on the Covid (Recovery and Reform) (Scotland) Bill covering the education related provisions. It will do this work alongside its inquiry on the Scottish Attainment Challenge; the Committee hopes to carry out its first school visit after the February recess to discuss attainment issues

with young people. The Committee has also held a seminar jointly with the Futures Forum to discuss wider educational issues. This took place in committee time and a further seminar will be held next week.

The **Finance and Public Administration Committee** published its report on the Scottish Budget 2022-23 on 21 January, in which it stated that “evidence showing that Scotland is lagging behind almost all other areas of the UK in key indicators of economic performance is deeply worrying”. The report attracted interest in the media, with the BBC Business/Economy Editor, Scotland producing significant commentary in particular. The Committee now plans to examine the trends behind deteriorating forecasts on income tax receipts, including earnings growth, labour market participation and productivity.

Issues raised by Committee members in relation to the new policy for the handling of complaints by civil servants against Ministers and former Ministers are being given further consideration by the Deputy First Minister, following an evidence session on 25 January. Future scrutiny is to follow.

The Committee will explore various policy issues with the Secretary of State for Levelling Up, Housing and Communities on 24 February including issues raised in evidence with local authorities about how the levelling up and other EU replacement funds are operating in practice.

The **Public Audit Committee's** first report of Session 6, on its findings in relation to the Auditor General's 2020/21 audit of the Crofting Commission, was published on 21 February. While PAC does not report routinely on its work, this decision was taken due to the seriousness and significance of concerns raised around governance matters at the Commission

The Committee also recently heard from the Auditor General on his 2020/21 audit of the Commissioner for Ethical Standards in Public Life in Scotland, which found “serious failing in the way it is run” and will consider next steps in relation to this work in due course.

The PAC noted in the 2020/21 audit of Bòrd na Gàidhlig that significant progress/transformation had been made since the previous section 22 report published in Dec 2019. Following recent evidence of the 2020/21 audit of National Records of Scotland, the Committee is continuing to pursue concerns regarding the financial and wider impacts, such as future delivery of public services and that Scotland will be out of step with the rest of the UK, where the census was undertaken in 2021.

The **Delegated Powers and Law Reform Committee** is considering its draft report on use of the made affirmative procedure during the pandemic and a committee debate on the inquiry is due to be held after February recess.

SPICe

SPICe has published a new version of [its interactive constituency dashboard](#), in response to MSP staff feedback. The dashboard enables Members, their staff, and anyone else with an interest, to gain insights into their constituencies and regions. You can see a “constituency overview”, which gives the headline data for one specific constituency in one place. You can also compare all constituencies, or selected constituencies, on particular statistical measures. As yet there is no “regional overview”, but you can select information for all constituencies within a region.

SPICe published a briefing written by two academic fellows, Kevin Orr and Sabina Siebert, entitled '[The Scottish Parliament: how the Parliament building shapes the workings of the institution](#).' The briefing examines the main operational and strategic issues facing the Scottish Parliament building and how these are managed in order to deal with future developments and demands

Participation and Communities Team (PACT)

Between July and December of 2021, PACT supported engagement sessions with 172 people for seven committees – this also included working in partnership with 43 different organisations. PACT also supported digital engagement from over 7,500 people. On a 1-5 scale, participants in engagement sessions were asked if they were likely to get involved in the work of the Scottish Parliament again – the average response was 4.7. Participants were also asked if they felt their views would be valued by the committee – average response was 4.6.

Conveners Group

The Group’s meeting with the First Minister on 15 December was postponed until such time as it could take place in person. It has now been rescheduled to take place on Wednesday 2 March.

The Group met for the first time in 2022 on 26 January in fully virtual format. It received briefings on two strands of its strategic priorities: Diversity, inclusion and participation; and post-legislative scrutiny. Further progress in these areas will be considered at future meetings.

Parliamentary Services

Engagement and Communications

Phased re-opening to the public

Various teams are now preparing for the phased re-opening to the public after nearly two years. In addition to facilitating Members' tours, events and education sessions with schools, we are now starting again to provide public access to the Chamber public gallery. Initially, bookings are for Members' constituents/guests and pre-booked education tours. A few weeks later, we will open bookings to the general public. We plan to further increase public access with a view to being fully open to the public in the Spring.

We are developing a communications and marketing campaign alongside this to make it clear that Holyrood is a safe and welcoming place for those who wish to visit. New digital services trialled during the pandemic such as digital sessions for schools will also be retained to expand our online offer to the public.

Events and Exhibitions Team

The Presiding Officer hosted a virtual briefing for Members on the **British Army in Scotland** on Tuesday 1 February. A cross-party selection of Members participated in a question and answer session and the Army also presented a video that gave a snapshot of the activities that the troops based in Scotland undertake.

The Presiding Officer will host **International Women's Day** on Saturday 5 March. Held in partnership with the Scottish Women's Convention the theme for this year's event is Celebrating Women in Scotland. The event will be held in-person and broadcast online. It will mark the contribution made by women over the last two years and highlight what women want Scotland to look like post-pandemic; and how women can be empowered to tackle the climate challenge in a greener, fairer Scotland.

Futures Forum

On 2 February, the Futures Forum held a seminar with the Education, Children and Young People Committee as part of its work to support longer-term thinking within the Parliament. The seminar, which looked to how education in Scotland could change over the next 20 years, provided an informal space for MSPs and invited experts to explore the issues involved. The session received positive feedback from Members, and another session is planned for March.

International engagement

The International Relations Office supported:

- the Presiding Officer at a meeting with the Ambassador of Finland

- the Deputy Presiding Officer (Annabelle Ewing) at an online reception hosted by the Chinese Consulate General to mark the Lunar New Year
- the CPA Scotland Branch Executive Committee at their monthly branch meeting
- Sarah Boyack MSP and Elena Whitham MSP at meeting of the CPA Commonwealth Women Parliamentarians regional steering committee

Security

From the beginning of the Covid-19 outbreak, the Security Office had to adapt to delivering personnel security functions remotely. This included undertaking traditionally paper-based security vetting in a more digital way. Building on this digital capability, the Security Office reviewed their processes and determined that the remaining barrier to delivering a fully digital vetting service was the need for a signature.

Working with Cabinet Office and Procurement, the Security Office has introduced new technology enabling the use of e-signatures on Security Questionnaires and ID Confirmations forms. The fully digital vetting service will deliver a far more positive user experience compared to its paper-based predecessor. Applicants and sponsors will be able to track the progress of their security questionnaire and ID form as they move through the stages of approval.

As well as continuing to deliver a secure and resilient service to Members, their staff and SPS staff, this change will bring considerable environmental benefits. Switching to digital papers is projected to save around 9600 sheets of paper per annum and achieve total emission savings of 45.15kg CO₂e p.a.

Sustainability

Sustainable Development Intranet Pages launched

As Sustainable Development is an integral part of our values and a key focus for Session 6, we have developed a [new intranet page](#) which provides a range of resources including our Development Plan, sustainable travel and FAQ's.

Workplace Journey Challenge

In order to encourage staff to adopt sustainable travel, particularly as we now start to return to the building more often, we have signed up to the [Scottish Workplace Journey Challenge](#). The Parliament has taken part in this for a number of years and it is a great way to encourage staff to walk, run, scoot, cycle or take public transport from 1st to 31st March.

The Scottish Workplace Journey Challenge is free to join, and simple to take part in. Staff can join the Scottish Parliament organisation team or set up their own sub teams as part of the overall Parliament Team.

Staff can log any journey whether it's their regular commute, trip to the shops or leisure activity, the school run or business trip.

People and Culture

MSP Staff development programme

We are coming to the end of the first full year of the MSP staff development programme. Over this time, we have delivered over 60 sessions covering 20+ topics to an audience of over 1000 staff. The initial programme was developed using a robust training needs analysis (TNA) and feedback from MSP staff through 1:1 discussions. The 2022/23 development programme will continue to be shaped through the same methods, reflecting legislative priorities and outputs from the TNA. Further updates will be provided in the coming months.

Consultation arrangements

Caseworker forum

As you will be aware, the MSP Staff Caseworker Forum is being created to help identify areas where knowledge exchange is needed for the coming session i.e. legislation coming through Parliament, or any wider developments which could create new and challenging casework. It will also bring in research and academic expertise on these topics with briefings and learning tools so staff become familiar with the context of relevant policy areas. There will also be scope for sessions on wellbeing and mental health support for dealing with challenging situations. The first session will be held virtually next month, with representation from the Scottish Public Services Ombudsman (SPSO) to provide an update on their complaints handling guidance. Further sessions with an external provider covering conflict resolution and with SPICe covering topics that could create challenging casework are also planned for the coming months. Further updates will be provided through this report.

MSP staff forum

The first meeting of 2022 will take place on 2 March. The cross parliamentary group forum was created in 2018 to look at common training needs, perceived access barriers and to support a training plan to complement the job roles performed by MSP staff.

Intranet user input

1:1 interviews are on-going with Members and their staff to better understand how they use and want to use the intranet. The aim of the conversations is to understand where they feel they are being hindered from working efficiently and easily because the 'What's On' section is not giving them what they need.

Q3 2021-22 Finance Report – SPCB

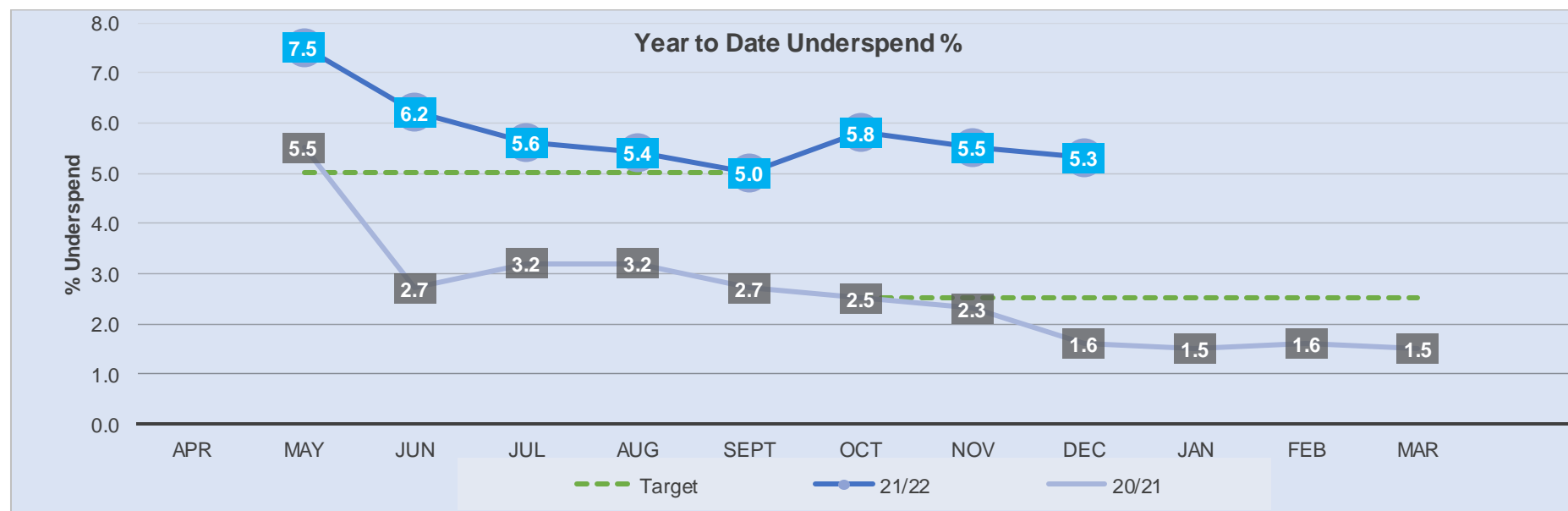
Executive Summary:

- Q3 outturn is £4,197k (5.3%) under the year to date current annual budget. This exceeds the target underspend of under 2.5% for the 2nd half of the year.
- £1,806k of the YTD Q3 underspend is within SPS, including
 - £1,364k in Projects due to supply chain issues with purchasing IT equipment, the rollout of IT kit in MSP's constituency Offices and the pause of the Sound & Voting project.
 - £312k in SPS Staffing due to the timing of vacancies.
 - £155k in property due to delays in expenditure caused by the pandemic
- Members costs account for £1,946k of the underspend against year to date budget, mainly in staffing, engagement and travel associated costs and Officeholders have underspent by £445k.
- The full year forecast anticipates that SPCB will underspend by £1,565k. This full year forecast underspend is equivalent to 1.4% of the annual budget of £110.6 million.
- This full year forecast assumes Project spend of £4.8m will be achieved in the final quarter (split across the key areas of DSB, £1.8m; FM £1.8m; & Broadcasting £0.4m); Members Security spend of £0.24m (reduced from £0.7m); and that all SPS forecasts for Corporate Training, Job related training, Maintenance, Cleaning, Travel etc are accurate and achievable. Officeholders are forecasting an underspend of £0.25m linked to reduced forecast outturns primarily in CYPC and the Electoral Commission.

Summary position:

SPCB Expenditure Summary Outturn –Q3:

	Year to Date				Full Year Forecast		Full Year
	Actual	Budget	Variance	Variance	Out-turn	Under/(Over)	Current Annual Budget
	£'000	£'000	£'000	%	£'000	£'000	£'000
Parliamentary Service Costs	37,047	38,853	1,806	4.6	54,685	139	54,824
Members Costs	28,269	30,216	1,946	6.4	39,743	539	40,282
Commissioners & Ombudsman Costs	10,412	10,857	445	4.1	14,602	248	14,850
Sub Total	75,727	79,925	4,197	5.3	109,030	926	109,956
Reserves – SPCB contingency						639	639
Total SPCB Expenditure	75,727	79,925	4,197	5.3	109,030	1,565	110,595



SPS Expenditure Summary Outturn – Q3:

	Year to Date				Full Year Forecast		Full Year
	Actual	Budget	Variance	Variance	Out-turn	Under/(Over)	Current Annual Budget
	£'000	£'000	£'000	%	£'000	£'000	£'000
Staff	23,428	23,740	312	1.3	31,689	194	31,883
Staff Related Costs	246	274	29	4.0	513	13	526
Property Costs	5,690	5,845	155	2.7	7,916	(18)	7,898
Running Costs	4,591	4,537	(54)	(1.2)	6,698	111	6,809
Projects	3,093	4,457	1,364	30.6	7,869	(161)	7,708
SPS Expenditure	37,047	38,853	1,806	4.6	54,685	139	54,824

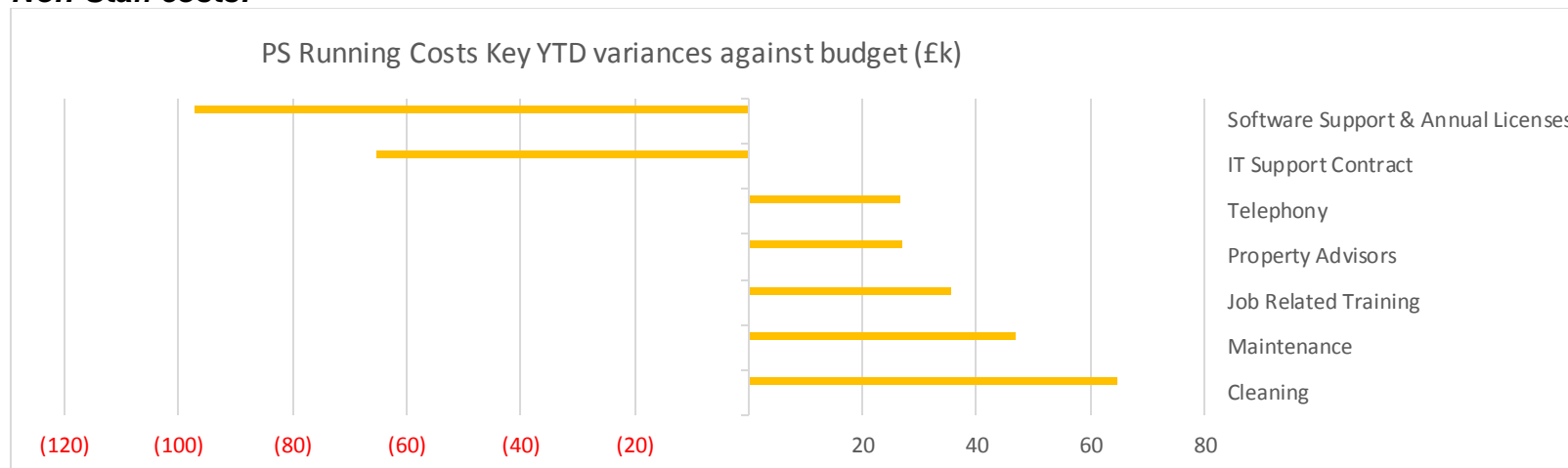
Staff costs:

Staff Full time equivalents:	Original Budget FTE	Current budget FTE	Actual FTE
Total	526.3	558.4	516.06

An additional 32.1 current FTE were agreed by SRB post the original budget submission of 526.3. They arose to support hybrid working or work related to Brexit. Actual FTE is lower than Current FTE due to vacancies. There are currently 42.34 FTE vacant. Despite being £312k underspent year to date, staffing is forecast to underspend by £194k at year end. This trend shift is primarily due to a higher level of contractor planned spend in BIT in Q4 to cover skills gaps and staff who are supporting hybrid business.

The backdated pay award was processed in December's pay. The staff YTD figure underspend of £312k includes this as does the year end forecast underspend of £194k.

Non-Staff costs:



Commentary on variances against year to date budget:

- The (£97k) YTD overspend to date on Software Support and Annual Licences is due to annual renewals being paid 12 months in advance instead of monthly. This is forecast to be on track by year end.
- The (£65k) overspend in IT support contract is a timing issue and expenditure is on track for the year.
- Telephony YTD underspend is linked to reduced building use, and lower voice calls and data consumption. This underspend is forecast to continue to year end.
- Property Advisor costs have been charged to individual FM projects this year. SRB approved new project funding and this budget will support planning on these projects and those planned for Q1 2022-23.
- Job related training YTD underspend is £35k which is a reduction from the previous month's variance of £44k. SP Offices were asked to encourage staff with the time and capacity to make use of this budget in Q4.
- YTD Underspend on Maintenance of £47k reflects restrictions on use of the building and prioritising MSP office partition project work after the election. The budgets remain on track to be fully spent by March 2022.
- The YTD underspend on cleaning is a timing issue and expenditure is in line with the budget for the year.

Projects:

Portfolio	Year to Date				Full Year Forecast		Full Year
	Actual	Budget	Variance	Variance	Outturn	Under/(Over)	Current Annual Budget
	£'000	£'000	£'000	%	£'000	£'000	£'000
BIT and Digital	837	1,653	816	49.3	2,657	347	3,004
FM Building & Equipment	722	996	273	27.4	2,491	(44)	2,447
Security Maturity Programme	1,222	1,181	(42)	-3.5	1,472	5	1,477
Sound & Voting/Broadcasting	38	400	362	0.0	915	(461)	454
Other	273	233	(40)	-17.0	334	(8)	326
Unallocated budget		(6)	(6)	0.0			0
Total projects	3,093	4,457	1,364	30.6	7,869	(161)	7,708

Categories:	Actual	Budget	Variance	Variance	Outturn	Under/(Over)	Current Annual Budget
Capital projects	1,113	1,731	617	35.7	3,212	(461)	2,751
Revenue projects	1,979	2,732	753	27.4	4,658	300	4,958
Unallocated budget		(6)	(6)				
Total projects	3,093	4,457	1,364	30.6	7,869	(161)	7,708

At the end of Quarter 3, 40% of the annual project budget of £7,708k has been spent. In December, SRB approved further £1,167k of additional project spend from contingency (£1,009k) and unallocated project budget (£158k). This is forecast to be spent in Q4. The YTD underspend in Broadcasting is due to the Sound and Voting project pause while options were evaluated to meet the needs of Parliamentary hybrid business. SRB recently approved revised plans in principle and £461k of expenditure in Q4 2021-22.

YTD underspend on Digital Projects of £816k is due to:

- BIT Election projects (£267k) due to delays in dispatch and delivery of equipment on order from October 2021 which has also delayed contractor expenditure on the technical deployment of IT equipment to local offices.
- Wireless Controller refresh (£64k) are due to issues with the quality of proposals and robustness of costs from the technical partner which are now addressed and this is moving forward.
- Server replacement programme variance (£325k) where the due diligence on solution and quotes is now completed and equipment ordered.
- DWP (£90k) variance is due to project delays but is on track to spend budget by year end.

There is currently £1,078k of IT equipment on order. Orders were placed much earlier than previous years to mitigate the risk of delayed delivery but lead times have been increasing continuously due to global demand and global component shortages.

The YTD underspend on FM projects of £273k is mainly within M&E 25-year plan (£266k). 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. Space Planning is underspent by £51k YTD because original plans were disrupted due to building access. £105k new funding was approved by SRB to fund to convert the FM office into a pilot hot desk facility and partition work in the MSP block.

DSB Projects are forecast to underspend by £300k at year end due to supply chain issues consequent delays in rolling out IT equipment replacements to MSP's. Some DSB and FM Election expenditure planned for 21-22 has been delayed to 22-23 for this reason and because work in Local Offices has not been completed as planned.

Members:

Members are showing an overall underspend of £1,946k (6.4%) of year to date budget. Members Expenses is the driver of the year to date underspending variance at £1,900k and Short monies underspending by £77k, offset by Members Pay overspending against year to date budget by £31k.

The main categories of underspend in Members expenses continue to be 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 9 months of the year Members have spent 70% of their full year expenses budget. The annual outturn is forecast to be £539k under budget based on expenditure running to budget for the remainder of the year, costs anticipated with members security progressing and budget reducing by a return of the surplus balance of the election contingency to the Scottish Consolidated Fund as part of the Spring Budget Revision.

Officeholders:

Year to date expenditure of £10,412k is £445k below budget with most of this accounted for by a £338k variance in the SPSO and CYPC of £198k, offset by expenditure for year 1 costs of the SBC of £109k for the year to date where budget has not yet been transferred from the Scottish Government. At the end of period 9, Officeholders have spent 70% of their full year budget.

An underspend of £248k (SPSO £18k, CYPC £100k, Biometrics Commissioner £50k and Electoral Commission £80k) is forecast for the year. These forecasts will continue to be reviewed for the impact on officeholders contingency and outturn position. Through the Spring Budget Revision, additional budget totalling £401k has been requested in agreement with the Scottish Government. The main transfer relates to £300k for setup/running costs for year 1 of the Biometrics Commissioner with other amounts for additional responsibilities of £70k for the SPSO and £31k for SHRC. This will be added to our budget in period 10. The forecast outturn underspend of £248k includes this additional budget.

Q3 SUMMARY OF PERFORMANCE – October to December 2021

Key Highlights

Run the Parliament

- As part of Parliament's covid recovery the phased reintroduction of services and facilities continued. With the emergence of the omicron variant, amended Covid-19 regulations and guidance came into effect on 10 December. As such relevant adjustments were made to continue the safe delivery of parliamentary business. Arrangements were put in place for 2 planned recalls during recess to allow Parliament to receive a statement from the First Minister and answer questions on the Covid-19 update on 29 December and 5 January 2022.
- Following the death of Sir David Amess MP in October, the SPCB discussed further personal security options and agreed a project to address them. A Members' survey was launched in November seeking views on personal security options and requirements.
- Following the SPCB's agreement of the 2022-23 SPCB budget bid in November, the Finance and Public Administration Committee took evidence on the bid submission in December.
- The % Outturn against SPCB budget within the target range of 0-2.5% is reported as **red** at 5.3%. However, the forecast outturn to the year-end remains within the tolerances.

Improve the Parliament

- The Sound and Voting Programme is reported as **red** due to further work required on the outline Business Case. Following review of the outline Business Case by SRB in January this is expected to be Green in Q4.
- The 4-year Security Programme was completed. Deliverables include new Members and Members' staff security services, baggage store installation, service yard improvements, counter terrorism strategy and the Security Office review.
- Session 6 Opening was completed with the Kirking of the Parliament [1 October] at St Giles' Cathedral, followed by a reception hosted by the Presiding Officer in Parliament Hall. The Opening Ceremony [2 October] took place at Holyrood, with Her Majesty The Queen, addressing the Scottish Parliament to mark the Opening of the Sixth Session.
- COP26 project was concluded in November. The Scottish Parliament hosted COP26 GLOBE Legislators' Summit on 5 and 6 November, in partnership with GLOBE International. The hybrid-format brought together international parliamentarians and many others to discuss the role of parliaments in accelerating climate action and tackling the climate and biodiversity crises.
- COMMit technical solution replacement for the Committee Agenda System is now completed and working.
- Legislative Drafting Tool project moved to full live service management from 1 January 2022.

Delivery Plan for the Session 6 Strategy

- The Delivery Plan is currently in development and will be finalised by LG and reviewed by the SPCB in time for the new financial year so that delivery can be tracked from Q1, 2022-23.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 3

“Run the Parliament” Objectives

2020-21 2021-22
Q4 Q1 Q2 Q3

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 Q1, 2022-23. In December 2021, LG agreed to a concerted effort to conduct around 50 one-to-one interviews in Q4 prior to recommencing the regular quarterly feedback interviews.

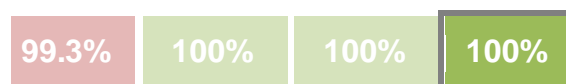
Highlights:

- The Conveners Group agreed its strategic priorities for Session 6.
- Committees work programmes began in earnest, with work focusing on scrutiny of the 2022-23 Budget, National Planning Framework and multiple Frameworks as a result of the new UK internal market arrangements. A number of committee inquiries have resulted in very large responses to public consultations.
- Following the death of Sir David Amess MP in October, the SPCB discussed further personal security options and agreed a project to address them. A Members’ survey was launched in November seeking views on personal security options and requirements. Survey results will be discussed with the SPCB in Q1, 2021-22.

PARLIAMENTARY BUSINESS

Services

100% Parliamentary business takes place as scheduled



Highlights:

- Under the amended Covid-19 regulations and guidance which came into effect on 10 December, relevant adjustments were made to continue the safe delivery of parliamentary business. This included the reintroduction of 2m physical distancing and capacity requirements to the Chamber (limiting to 70 Members), offices and communal spaces; and reinstatement of the legal duty on all employers to ensure staff are working from home where possible. With hybrid business proceedings in the Chamber and all committees meeting virtually until at least w/c 17 January 2022. Other onsite facilities and in-person support via helpdesk services which had returned reverted to remote access.
- In December, arrangements were put in place for 2 planned recalls during recess to allow Parliament to receive a statement from the First Minister and answer questions on the Covid-19 update on 29 December 2021 and 5 January 2022.
- For the first time, a duplicate feed of the live BSL interpretation used on SPTV is being shared with broadcasters including the BBC for their live coverage of Covid Statements and FMQs. Feedback from the BSL users has been very positive. This service is a positive example of collaboration with external partners to engage with potentially excluded audiences.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 3

2020-21 2021-22
Q4 Q1 Q2 Q3

ENGAGEMENT AND PARTICIPATION

Operational Public Engagement KPIs are on target

S	S	S	S
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Although face-to-face public engagement activities were reintroduced during Q3 on a phased basis, reporting of KPIs remained suspended.

Highlights:

- As agreed by the SPCB, the Parliament commenced the gradual phased re-introduction of in-person engagement activity from 25 October including Member-sponsored events and exhibitions, tours and education services. With all activities being carried out safely taking account current regulations and public health guidance including overall capacity at Holyrood and meeting Test and Protect requirements.
- The Festival of Politics 2021: During 20-24 October, 24 online events were hosted programmed around the United Nations Sustainable Development with every panel – apart from one – being chaired by Members.
- The Moment: In October, the Presiding Officer hosted a roundtable discussion with 10 members of the Children’s Parliament, the Children’s Voices Project Worker, and Bruce Adamson, Children and Young People’s Commissioner Scotland to discuss calls to action for climate action.

CORPORATE GOVERNANCE

Finance

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

1.5%	6.2%	5%	5.3%
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Compliance

Health and Safety

G	G	G	G
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Fire Safety

G	G	G	G
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Gaelic Language Plan

G	G	G	G
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Environmental Management

G	G	G	G
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Complaints

A	G	A	A
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Freedom of Information

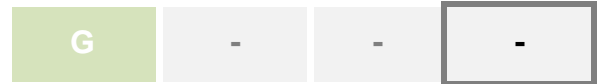
G	G	G	G
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Lobbying

A	G	A	A
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SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 3

Equalities (measure reported annually)



Exceptions:

- Budget: The % Outturn against SPCB budget within the target range of 0-2.5% is being reported as **red**. As at the end of Q3, the year-to-date underspend is 5.3%. Note, the forecast outturn for the full year to the end of March 2022 remains within the tolerance of 0-2.5%.
- Complaints: 6 Complaints were received during Q3. The **Amber** status is a result of 2 complaints exceeding the 20 working days timeframe for resolving a stage 2 complaint*.
*A stage 2 complaint needs to be investigated by senior staff e.g. if a person is not satisfied with response to a complaint at stage 1 or have identified that the issue is complex and needs investigation
- Lobbying: During Q3, targets were exceeded relating to breach emails issued within agreed timescales. However, only 55% of valid substantive information returns were published with 7 days of submission, below the target of 80% and, 19% of invalid substantive information returns returned to registrants for amendment with advice within 7 days of submission, below the target of 66%. Therefore, resulted in the **Amber** status. This was due to a combination of a high volume of responses and reduced staffing levels, which is expected to be resolved in Q4.

Highlights:

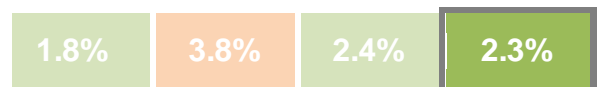
- Following the SPCB's agreement of the 2022-23 SPCB budget bid in November, the Finance and Public Administration Committee took evidence on the bid submission in December. The SPCB's final expenditure proposals will appear in the annual Budget Bill which will be voted on by the Parliament in February 2022.

2020-21 2021-22
Q4 Q1 Q2 Q3

OUR WORKFORCE

Workforce Demographics and Health and Wellbeing

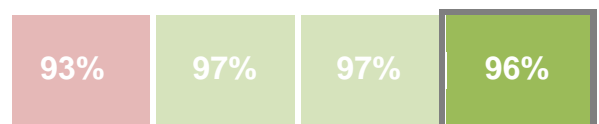
% SPCB Staff Turnover (target equal to or less than 10% - pre-Covid turnover level)*



Attendance

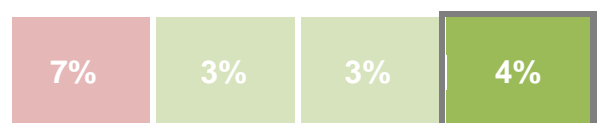
SPS staff attendance rate based on available hours during the quarter within target of Pre-covid attendance level of 96%

(includes annual leave and public and privilege holidays)



Total Unplanned Absence

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



Culture of Respect

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
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Number of complaints recorded by the Independent Support Service



*The measurement/target used for turnover was reviewed and updated per LG discussion in November.

Highlights:

- **People and Culture Strategy:** The strategy was published in November. It is a key element of delivering the Session 6 Strategic Plan, providing the link between valuing and developing our people and, improving and developing our services.
- **Annual staff engagement survey:** Launched in November the survey provided SPS staff with the opportunity to provide their thoughts and feelings on a range of aspects of working for the Scottish Parliament including management and leadership, our values and goals.
- **Wellbeing week 2021:** A programme of 26 health and wellbeing sessions took place in November covering resilience and managing stress, thriving at work, finding joy and happiness in everyday things, sleep, and many more hosted by both internal and external facilitators. The number of people who signed up for one or more sessions was 211.
- **Positive about Mental Health and Wellbeing Policy:** LG and the SPCB agreed the new policy which aims to support a workplace environment that promotes the positive mental health and wellbeing of all colleagues, and, aspires to promote a culture that is informed, supportive and inclusive.

Delivery Plan Key Activities

The Delivery Plan for the Session 6 Strategic Plan is currently in development and will be implemented for Q1, 2022-23. In the interim period, we continue to report on our existing Delivery Plan key activities.

“Improve the Parliament” Objectives

SUPPORT TO MEMBERS

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

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

ACTIVITIES: All activities are now complete.

PARLIAMENTARY BUSINESS

AIM: Strengthen democratic accountability through effective scrutiny and debate

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

ACTIVITIES:

	2020-21 Q4	2021-22 Q1 Q2		Q3
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:

	G	G	G	G
Responding to COVID-19 Emergency Michelle Hegarty, Deputy Chief Executive				
Timescales and resources are on track (budget and outcomes are N/A).				
Some key deliverables achievements included:				
<ul style="list-style-type: none"> • Prior to Omicron: <ul style="list-style-type: none"> ○ Resumed booked public engagement activities at Holyrood including inward education visits and Members sponsored events. ○ Plan for the resumption of public access to the Chamber after February recess. • The emergency of the Omicron variant in December led the SPCB to agree to: <ul style="list-style-type: none"> ○ Cease public engagement activities up to 17 January 2022. ○ Return to significant working from home for staff and Members' staff until 17 January 2022. ○ Re-implementing 2m physical distancing in the Chamber and plan for potential usage in Committee Rooms. 				

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 Q4	2021-22 Q1 Q2		Q3
Security Programme Lynsey Hamill, Group Head of Resilience and Sustainability	A	A	R	C
<p>This programme is now completed.</p> <p>The Closure Report will be submitted to LG in February 2022.</p>				

	NS	A	A	C
Session 6 Opening Susan Duffy, Group Head of Engagement and Communications				
<p>This project is now completed. Delivery Plan key milestones achieved during Q3 included:</p> <ul style="list-style-type: none"> Delivered the Kirking and Opening Ceremony on 1 and 2 October, respectively. <p>The Closure Report will be submitted to LG in March 2022.</p>				

	-	G	G	C
COP26 Lynsey Hamill, Group Head of Resilience and Sustainability				
<p>This project is now completed. Delivery Plan key milestones achieved during Q3 included:</p> <ul style="list-style-type: none"> Festival of Politics programme from 20 to 24 October. GLOBE International Legislators Summit at the Scottish Parliament on 5 and 6 November. <p>The Closure Report will be submitted to LG in February 2022.</p>				

CORPORATE GOVERNANCE

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

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

ACTIVITIES:

	2020-21	2021-22		
	Q4	Q1	Q2	Q3
Sound and Voting System Replacement Tracey White, Group Head of Legislation and Parliamentary Business	R	A	R	R

Timescales, budget, people resources and outcomes are not on track. The project is being reported as **Red**. This is as a result of further work being required on the outline Business Case. It is expected that the project will return to **Green** in Q4 as a result of the in-principle agreement of the Business Case in January 2022.

Delivery Plan key milestones achieved during Q3 included:

- Instructed plant room improvement and delivered works by December.

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	G	R	R	C
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This activity is now **completed** for Delivery Plan purposes. The performance and stability issues raised in the Exception Report in October have been addressed and were implemented January 2022 with the system working in the live environment in the Committee Office.

The Closure Report is to be submitted to LG in September, to allow time for further technical and maintenance improvements to the application.

Legislative Drafting Tool Project Tracey White, Group Head of Legislation and Parliamentary Business	G	G	G	C
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This activity is now **completed** for Delivery Plan purposes, with the project moving to the full live service management from 1 January 2022.

The Closure Report will be submitted to LG in February 2022.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2021-22: QUARTER 3

2020-21 2021-22
Q4 Q1 Q2 Q3

Digital Workplace Programme

Alan Balharrie, Group Head of Digital Services

-	A	A	A
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Timescales, outcomes, budget are all on track. However, resources are not on track, therefore, the project is being reported as **Amber**. This is due to reallocation of project resource to accelerate the Documents and Records migration to SharePoint Online, and potentially impacts the small services and forms workstream. Awaiting confirmation of a backfill resource request.

Delivery Plan key milestones achieved during Q3 included:

- DRM: Office of Deputy Chief Executive pilot, Chamber and Committee Office (Session 6 data) and Digital Services migration to SharePoint Online (SPOL) completed by December.

OUR WORKFORCE

AIM: Develop a skilled, diverse and 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 and Communications

A	G	G	A
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Resources and outcomes are on track (budget N/A). However, timescales are not on track. Therefore, the project is being reported as **Amber**. The recommendation to not refresh the Diversity and Inclusion Strategy as a result of diversity and inclusion being embedded into the S6 Strategic Plan and strategies such as the Public Engagement Strategy was not discussed at LG in November as planned. It is unknown at present the timing of the LG paper as discussions on timing remain ongoing.

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

Lorna Foreman, Head of People and Culture

G	A	G	A
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Outcomes are on track (budget N/A). However, timescales and people resources are not on track. Therefore, the project is being reported as **Amber**. This is as a result of the new approach and plan for performance management. After pursuing solutions through existing technology, our approach has been adapted further. These changes were reflected in the new People and Culture Strategy and Delivery Plan which was agreed by LG in October, therefore it is expected that the project will return to Green in Q4.