### Scottish Parliamentary Delivery Plan

The Delivery Plan sets out the activities that will be undertaken by the Scottish Parliamentary Service (SPS) to allow the Parliament to deliver the priorities for change set out in its Strategic Plan.

The Quarterly Performance Report will monitor progress towards achieving these objectives, together with reporting KPIs for the ‘business as usual’ aspects of the 4 aims set out in both the Strategic Plan and the Delivery Plan.

Office plans will encompass a mix of Delivery Plan and ‘business as usual’ objectives and these will be reflected in individuals’ job objectives.

#### Aim 1: Providing Members with high quality support and resources to allow them to excel in their roles as parliamentarians and representatives

##### Priorities for Change:

<table>
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<tr>
<th>Immediate priorities post-election</th>
<th>1.1 Support Members to excel in their parliamentary and representative roles through the successful implementation of an on-going development programme</th>
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##### Key Activities:

- Managing programme of support for intake of new Members in Session 5 by December 2016:
  - Review of the orientation and induction programme for new Members to be completed by end November 2016.
  - Deliver refresh in desktop and mobile technologies, including case management tool, for Members and their staff by March 2017.

- Undertake a high level review of Customer Relationship Managers by December 2016.

- Continue to run a members’ Professional Development Programme by:
  - Reviewing the success and lessons learned from the initial series of courses by December 2016.
  - Continue to be flexible in developing courses as need arises, including:
    - Questioning techniques in committees courses by December 2017.
    - A disability training course by March 2017.
### Aim 2: Improving parliamentary scrutiny to ensure the effective oversight of the Scottish Government and other accountable bodies and the thorough examination of legislative and policy proposals

#### Priorities for Change:

| 2.1 Strengthen our processes, systems & our support to enable Members to deliver the highest standards of scrutiny | 2.2 Proactively influence proposals for constitutional and procedural change to enhance the Parliament’s oversight and legislative roles |

#### Key Activities:

- **Influence and innovate in relation to Parliamentary Reform:**
  - Work with Convenors Group in relation to Committee effectiveness from October 2016.
  - Implement a new tool for drafting, amending & publishing legislation from June 2017.
  - Strengthen scrutiny arrangements through delivery of academic engagement strategy project by March 2017.
  - Prepare for the introduction of a lobbying register in accordance with the Lobbying (Scotland) Act 2016 by October 2017/ April 2018 (depending on start date).

- **Provide an agile response to constitutional change:**
  - Monitor and review all impacts of new powers on the parliamentary service in accordance with timetable of Constitutional Issues Board.
  - Monitor parliamentary processes relating to scrutiny of new powers and consider strategic inter-parliamentary cooperation on inter-governmental relations scrutiny by end of December 2017.
  - Review the devolved legislative framework for the Parliament to determine if it is fit for purpose, reporting to the SPCB by end of December 2016.
  - Support implementation of PO commission on parliamentary reform to report by June 2017.
### Aim 3: Promoting engagement and participation to support and strengthen the work of the Parliament and to enhance parliamentary democracy at home and abroad

#### Priorities for Change:

3.1 Deliver public and external engagement activities that improve the quality and visibility of the work of the Parliament

#### Key Activities:

- Offices working together to support and encourage participation in the work of the Parliament.
  - Deliver activities using Gaelic as a means to engage the public in the work of the Parliament, in preparation for launching consultation on new Gaelic Language Plan by March 2017.
  - Host sitting of the Scottish Youth Parliament and two “Your Scottish Parliament” events that support and encourage participation in committee work by April 2017.

- Visiting the Parliament:
  - Deliver educational activities/events as part of the Harry Benson: Seeing America exhibition by December 2016.
  - Map the current visitor engagement by March 2017 and subsequently develop and deliver a programme of change that will enhance that engagement and experience by December 2017.

- Improved Understanding of our audiences.

- Develop and deliver public engagement digital priorities:
  - Develop and deliver evaluation and reporting mechanisms to assess the impact of our activities on web and social media channels by end of March 2017.
  - Exploit the public appetite for engagement via digital resources (e.g. videos, animations and infographics) by delivering a plan to ensure content is delivered through the appropriate resources by March 2017.
  - Procure a new webcasting and video on demand service with scope to introduce new functionality and facilitate reuse of footage by end September 2017.

- SPCB to review and agree a revised International Strategy by December 2016 outlining the aims and focus of the Parliament’s international engagement.
## Aim 4: Driving modernisation to establish the Parliament as an exemplar of good governance, excellent resource management and accountability

### Priorities for Change:

| 4.1 Optimise our financial, physical, information and staff resources by modernising business activities and developing new arrangements for resource allocation decisions | 4.2 Drive more efficient, effective and flexible working environment for Members, their staff and the SPS, enabled by secure digital technologies | 4.3 Support our staff to achieve their full potential through the delivery of our organisational development programme |

### Key Activities:

- **Ensure Parliamentary Service has adequate resources to meet future demands:**
  - Approve Business Continuity strategy with LG and SPCB by December 2016.
  - Improve the governance mechanisms currently in place to support project and programme portfolio management by end December 2016.
  - Support the SPCB in its bid to the Finance Committee in relation to the 2017-18 Budget by December 2016.
  - Manage the expiration of the IT Infrastructure and Support Service Contract by January 2018.

- **Implement approach to an energy strategy designed to meet the 2020 targets by end of December 2016.**

- **Develop and adopt a new sustainable procurement strategy by December 2016.**

- **Deliver Digital Strategy for Session 5:**

- **Continue to improve our information security management systems:**
  - Work with Incident Communication Team to improve communication elements of BIT Incident Management Process by December 2016.
  - Agree improvement plan informed by Internal Audit report by end of November 2016.

- **Implement Digital strategy to support digital working across SPS:**
  - Develop new strategy to modernise our telephony environment (strategy agreed by end of March 2017).

- **To have a staff development framework which supports change, leadership, individual responsibility and accountability by February 2017:**
  - Policy simplification re-launch of the SPS staff handbook by end of March 2017.
  - Diversity & Inclusion strategy to be launched by end of January 2017.
  - Inclusive Talent Management established including refresh and re-launch of the Leadership Academy Network and Your Development by end November 2016.
  - New approach to recruitment in place by end March 2017.
  - New Time and Attendance Systems and processes rolled out by end December 2016.
  - Workforce Plan prioritising a programme of work for coming 4 years agreed by end of March 2017.