

**Chief Executive's Report to the SPCB
February 2021**

Introduction

This Report includes the Quarter 3 Finance, Performance and Catering Reports and looks at activities across the organisation from December to the beginning of February.

As we near the end of the session business areas continue to have high workloads, working to conclude outstanding business and planning for the post-election period.

Items highlighted include:

- The remaining Members' and Committee Bills which require to be concluded ahead of recess.
- The continued success on public engagement via our social media platforms.
- The work undertaken involving the Scottish Parliament's Corporate Identity.

David McGill

Clerk/Chief Executive

OVERVIEW OF PARLIAMENTARY ACTIVITIES

Parliamentary Business

Legislation

The usual high volume of regulations is being brought forward at this point of the session in order that the period for their parliamentary scrutiny is completed ahead of the election. This has been a significant feature of committee workloads in January and February in particular. There continues to be a significant interest in regulations relating to coronavirus-related matters.

Members will be aware that the 'Short Money' Bill was passed by the Parliament on 2 February. Since the establishment of the Parliament, the SPCB has had responsibility for meeting the costs of financial assistance payments to the non-Government (or minority coalition) parties based on an agreed formula for a capped amount. The Bill now transfers responsibility for the administration of the Scheme itself from Scottish Ministers and brings it into line with the arrangements for MSP salaries and expenses. In future, the SPCB will now be responsible for proposing any changes to the Scheme for the Parliament's agreement.

In terms of primary legislation, as at 1 February there were eight Government Bills still in progress. All, except the Budget (Scotland) (No.5) Bill, have completed Stage 1 and are now at amending stages. There are, therefore, likely to be Stage 3 proceedings on these eight Bills in the last four weeks of business. Two Committee Bills are still in progress and there are seven Members' Bills (five of which were drafted with NGBU support), with the amending stages of at least some of those also expected in the last few weeks. So far this session, four NGBU-drafted Members' Bills have been passed, two have been rejected (at Stage 1) and one has been withdrawn. In addition, one Member's Bill not supported by NGBU has been passed and one rejected; two more such Bills remain in progress (but are unlikely to be passed).

There is also expected to be continuing work in relation to legislative consent memorandums in the final weeks of business this session, both in relation to continuing UK legislation relating to EU exit and in relation to other UK legislation. Clerks are engaged in discussions with Scottish Government officials to seek to ensure that the Parliament's interest in scrutinising UK legislation affecting devolved matters is managed as smoothly as possible across the transition between this session and session 6.

The Budget (Scotland) (No.5) Bill was introduced on 28 January and is expected to be subject to an expedited timetable. The Parliament has not yet formally agreed dates for Stages 1 and 3, but a proposed timetable was outlined in correspondence between the Scottish Government and the Finance and Constitution Committee: Stage 1 – 25 February, Stage 2 – 8 March, Stage 3 – 9 March.

The Scottish General Election (Coronavirus) Act 2021 received Royal Assent and came into force on 29 January 2021, setting the date of dissolution as 5 May 2021 and making a number of other provisions in relation to the election.

Procedures

On 21 and 26 January the digital voting system was used successfully in wholly virtual meetings of the Parliament. In the week beginning 15 February, the Parliament will be asked to agree to the Bureau's recommendations for the campaign recess, which means that from 25 March until dissolution the Office of the clerk will be closed and business can only take place if the Parliament is recalled

Based on experience of the Covid-19 responses, the Standards Procedures and Public Appointments (SPPA) Committee has been considering a number of proposals for Standing Order rule changes to ensure the Parliament is more resilient and business can continue in the context of constraints on its ability to meet. In addition, it has been considering changes to: the petitions system, the Equalities and Human Rights Committee's remit, the rules on financial scrutiny of bills, the rule on Private Bills and, as you are aware, the rules on SPCB questions, specifically whether provision should be made for urgent questions to the SPCB.

If the Committee concludes that rule changes should be made, a series of reports to the Parliament recommending changes will be published in the coming weeks.

Parliamentary Committees

The Scrutiny Group continues to be busy across all areas of business. As in other offices, many teams are operating at reduced capacity as a result of lockdown and home schooling but with heavy workloads as a result of increased business ahead of the forthcoming dissolution and in response to Covid and EU exit-related business.

The **Committee Engagement Unit** is one of the teams from across the Parliament which is supporting the Covid-19 Committee's Citizens' Panel to examine: "What priorities should shape the Scottish Government's approach to Covid-19 restrictions and strategy in 2021?" The Citizens' Panel is sitting over four Saturdays in January and February and its report is expected to be published later this month.

Committee Office teams are supporting increased levels of committee business. This includes scrutiny of Scottish Government legislation and the conclusion of other committee business ahead of dissolution and EU exit-related scrutiny, primarily SIs and common frameworks, as a result of the end of the transition period and agreement of the EU-UK trade and co-operation agreement. This includes—

- The Justice Committee has four consecutive weeks of virtual Stage 2 proceedings on three concurrent Scottish Government bills.

- The Health and Sport Committee has concluded scrutiny of two common frameworks which had to be accommodated within its work programme at short notice, in addition to its ongoing inquiries and scrutiny of two Scottish Government Bills.
- The Culture, Tourism, Europe and External Affairs Committee is scrutinising the EU-UK trade and co-operation agreement and related LCM after it was agreed on 24 December 2020 and its impact on Scotland, alongside its other scrutiny work.
- The Finance and Constitution Committee is considering the draft budget 2021-22 on an expedited timetable. It has also commissioned an expert panel to propose its legacy paper.
- The Environment, Climate Change and Land Reform Committee is co-ordinating a cross-committee (involving three other committees) response to the update to the Climate Change Plan and is holding an inquiry into the scope for a 'green recovery' from the current economic situation, alongside its other scrutiny work.

In addition, many committees are undertaking specific inquiries into the impact of Covid-19 into aspects of their remit.

Parliamentary Services

SPICE continues to be very busy across all area of the service. As with all areas of the parliamentary service, SPICE is operating at reduced capacity during this current period of extended lockdown and home schooling. Enquiry numbers have been consistently high over the last few months; for example in January the Enquiries and Collections Team answered a significantly higher proportion than the same time last year, reflecting widespread constituency requests for clarification of lockdown rules and support. The Collections Team continue to attend Holyrood on chamber business days to supply chamber documents. SPICE also continues to support the work of Scottish Government Handling of Harassment Complaints (SGHHC) Committee, including a full-time member of staff now devoted to the Committee until March. The research teams in SPICE continue to work at pace, supporting committees and individual Members in their range of scrutiny roles. Two pieces of large scale, high profile and fast paced scrutiny work stand out as examples—

- On 16 December the Scottish Government published its update to the Climate Change Plan (CCPu). A team of researchers from all research teams worked collaboratively to produce two detailed briefings on the CCPu, which were published on 12 January. These briefings are being used extensively in cross-committee scrutiny involving 4 committees at once. See: [Update to the Climate Change Plan - Background Information and Key Issues](#) and [Update to the Climate Change Plan - Key Sectors](#).
- On 28 January, the Scottish Government published its Budget 2021-22. The Financial Scrutiny Unit and the Data Visualisation team published [a quick-reaction blog article on the same day](#) and [a detailed](#)

[briefing on the budget proposals on 1 February](#). Other publications, including infographics and spreadsheets are on [the new financial scrutiny BETA webpages](#).

Last year SPICe developed a Covid-19 Register of Experts to allow the Parliament access to academics who could provide expert insights on the Covid-19 pandemic and its impacts. Following a request from the Covid-19 Committee, SPICe asked those on our register of experts for their views on how we can protect those at risk in the pandemic, and we received an excellent response. These have been written up in a [blog](#), with the actual responses posted on the [committee's pages](#).

Engagement and community outreach

On 26 November, the Lobbying Registrar and Assistant Lobbying Registrar (Billy McLaren and James Drummond) gave evidence at the Public Audit and Post-Legislative Scrutiny Committee's review into the Lobbying (Scotland) Act 2016. On 20 January 2021, the Committee published its draft report and is further consulting with those who attended its evidence sessions and others with an interest. Responses are required by 16 February and the Lobbying Registrar will provide an update and further information to the Committee, as part of that process leading to the Committee publishing its final recommendations.

Recall sessions on social media

Social media became a primary channel during the Christmas period communicating timely recall information to the public. The announcement posts, as well as the live-streams of the sessions that were held during recall, had some of the highest levels of engagement of any recent posts. During the first recall, the 7 tweets that covered business garnered over 650,000 impressions and over 18,500 engagements. During the second recall, the 6 tweets that covered business also reached over 650,000 impressions but gained some 42,000 engagements. Over 14,000 over these were link clicks, which we think is the highest recorded click ratio of any Scottish Parliament tweet.

On Facebook, the initial announcement post for the Brexit session reached over 12,000 people alone, and the actual live-stream itself had the same number of views. There were 2,600 simultaneous viewers at its peak, and over 22,500 engagements. The Covid-19 session that followed had similar viewing figures, while just under 4,000 people engaged with the post. On Facebook, the Covid-19 statement announcement post reached over 15,000 people, and during the actual live-stream there were 9,000 simultaneous viewers at its peak. There were more than 24,000 one-minute views, while over 19,000 people engaged with the video.

Public enquiries

During the first quarter of 2020, (pre Covid-19) approximately 60% of our public enquiries were by phone, and 20% by email. This flipped for Q3 to 20% by phone and 60% by email. The number of enquiries we are handling has

also halved between these comparable timeframes. For completeness, the other 20% are a mix of live chat, letters, texts and on site.

International engagement

As we are seeing, despite the restrictions of covid-19 new routes of maintaining engagement activities have been employed. The International Relations Office supported the following international engagement activities:

- Contribution by Deputy Presiding Officer (LF) at a virtual meeting of the British Irish Parliamentary Assembly Steering Committee
- Participation by Margaret Mitchell MSP in the virtual Commonwealth Parliamentary Association Commonwealth Women Parliamentarians regional meeting
- Participation by Angela Constance MSP in the virtual meeting of the Congress of Local and Regional Authorities of the Council of Europe
- Virtual meeting between the Presiding Officer and the Rt Hon Trevor Mallard MP, Speaker of the New Zealand Parliament
- Virtual meeting between the Deputy Presiding Officer (Linda Fabiani MSP) and Mme Chantal Soucy MNA, Vice President of the Quebec National Assembly, on the Young Women Lead programme
- Participation of the Presiding Officer in a Boston College Global Leadership webinar on Scottish political and constitutional issues
- Participation by Jeremy Balfour MSP in the Commonwealth Parliamentarians with Disabilities regional champions meeting hosted by the Deputy Presiding Officer of the Welsh Parliament
- Virtual meeting between the Deputy Presiding Officer (Linda Fabiani MSP) and Katia Segers, Member of the Flemish Parliament and Senator of the Belgian Federal Parliament, on the Young Women Lead programme
- Discussion between the Parliament's Outreach Service and the Parliament of Lower Saxony on the role, function etc of a parliament education service

Human Resources

Update from Members' Services Team

HR continue to meet virtually on a 1:1 basis with Members to discuss the redundancy arrangements and impacts for their staff following the upcoming Election. So far, fifty-two meetings have taken place which includes all the Members standing down. The rest of the meetings are planned to take place throughout February and early March.

In the lead up to and following the Election, HR will be offering separate programmes of support and assistance to Members and their staff in terms of managing their career. The programmes will be delivered in-house and supported by external specialists. Further information will be communicated to Members and their staff over the coming weeks.

HR continues to support Members' staff as part of the ongoing programme around their wellbeing. Sessions on mental health awareness, suicide prevention and self-care have been extremely well attended by staff. The monthly Q&A sessions for staff to find out more about the arrangements in place in the lead up to and following the Election have also been very well attended, with 30 staff attending the January session. More are planned for the coming months.

HR will continue to work with members of the MSPs' staff forum to define a 'welcome' programme for new staff based on the updated job families, roles and systems to support the recruitment process.

Procurement

Following the end of the EU exit transition period, the full suite of SPCB Conditions of Contract documents is being revised. All current contracts' conditions will also be updated to reflect this by way of contract variation notices. We are monitoring progress on the progress of a data protection adequacy agreement between the EU to the UK and will adapt the relevant contract clauses as required. The results of Covid and Brexit risk assessments is informing our approach to procurement contingency planning for our key contracts.

Public Information and Resources

Use of the Scottish Parliament Corporate Identity on Office Signage

The policy on the use of the Scottish Parliament's Corporate Identity on MSP office signage states that a regional office must carry the names of all the regional MSPs who share that office in that region.

When the SPCB approves an additional regional office, the Corporate Identity team advises that the names of all regional MSPs must be detailed on each regional office, whether all Members operate from that office or not.

While this approach has been in place for a number of sessions, we are seeking to clarify this requirement as part of the Office Signage policy for Session 6.

This clarification, noted below, would be included as part of the requirements at the start of the Policy for Session 6.

Where the SPCB approves additional regional offices, the names of all regional MSPs for that party in that region must be detailed on the main signage of each regional office.

This clarification does not prevent Members from having the names at different sizes so that those operating from a single regional office have their details displayed more prominently. This approach has been used during Session 5 successfully.

Use of the Scottish Parliament Corporate Identity on communications

The Member's Publications policy states:

"The Parliament's Corporate Identity must appear on Members' communications."

However it does not state where on the communications this must go.

While Allowances and Public Information and Resources encourage the Identity to be placed at the top of the document alongside their name and area of representation, it is not always possible to make this change due to the stage in the production process.

From 5 May 2021, the SPCB policy on Member's publications will be updated to reflect that:

"The Identity must form part of the header at the top of the Member's communications, alongside the Member's name and their area of representation."

This clarification will ensure a consistent approach to all Members' communications and clear ownership of the message to the reader.

Members can also use the Identity in other locations within the communication, for example at the end of a report alongside contact information.

Examples of how a Member's communication would look are shown below.

Members are reminded that within 4 months of a Scottish parliamentary election publications (such as annual reports, newsletters, surveys, circular letters, leaflets, surveys or web materials used to contact or consult with constituents or local groups, adverts, banners), and signage and hoardings which provide information about how to contact a Member may not be issued. This means that in 2021 no such publications funded from parliamentary resources may be distributed or delivered in the period 5 January until 5 May 2021.

J Bloggs MSP
Member of the Scottish Parliament
for X Constituency / y Region



The Scottish Parliament
Pàrlamaid na h-Alba

Here for you



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The Scottish Parliament
Pàrlamaid na h-Alba

J Bloggs MSP
Member of the Scottish Parliament
for X Constituency / y Region

Annual Report 2021-22

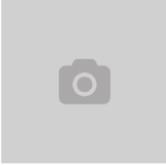
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SPCB Finance Report – Q3 2020-21

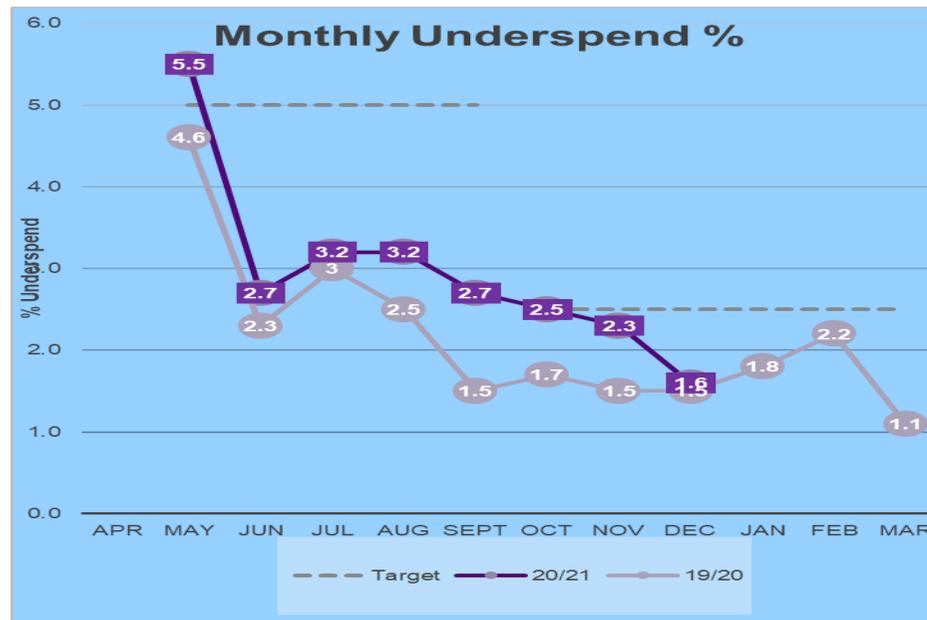
Purpose

This report is to inform the SPCB of the financial position for 2020-21.

Action to note

As a result of the significant additional costs (£2.1m) forecast on the full year budget from the Covid19 outbreak, we have actively ringfenced savings (£1.1m) to cover these incurred and forecasted costs. However, we are forecasting an underspend outturn in the region of £0.4m in the SPCB full budget of £94.6m. SRB is considering proposals to commit spend against this in Q4 including the bringing forward of some 2021-22 proposed project spend to relieve potential budget pressures next year.

Headlines



The Scottish Parliament's total revenue and capital budget for 2020-21 is £94.6m. At the end of Quarter 3, expenditure was £67.8m against a year to date budget of £68.9m representing an underspend against budget of £1.1m (**1.6%**). The comparable 2019-20 position was an underspend against budget of £1.0m (**1.5%**).

As at the end of Q3, SPCB had a £420k year to date underspend against PS Offices and projects. MSP costs were £509k under budget and Commissioners were £181k under budget.

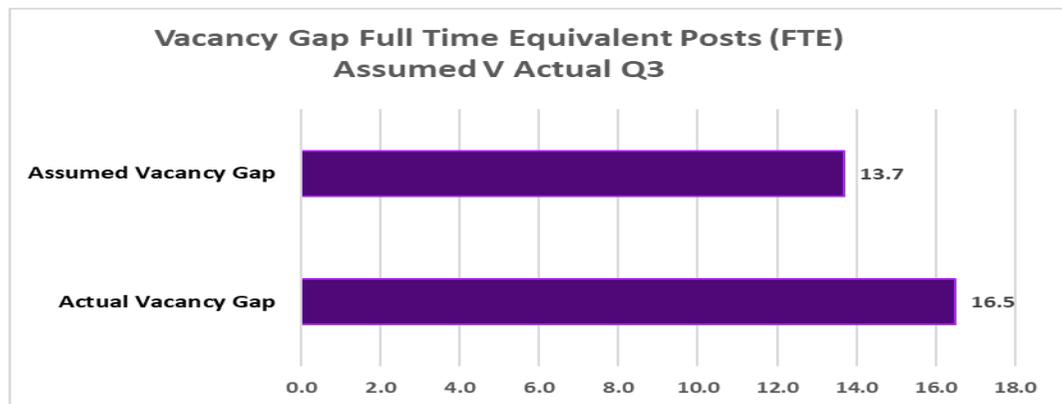
COVID19 additional expenditure includes some staff costs, catering services, cleaning, BIT support and projects, and the shop where there has been a reduction in income to cover associated staff costs. These have been offset by reductions in T&E, training, advertising and corporate event expenditure.

SPCB Expenditure Summary Outturn – Q3:

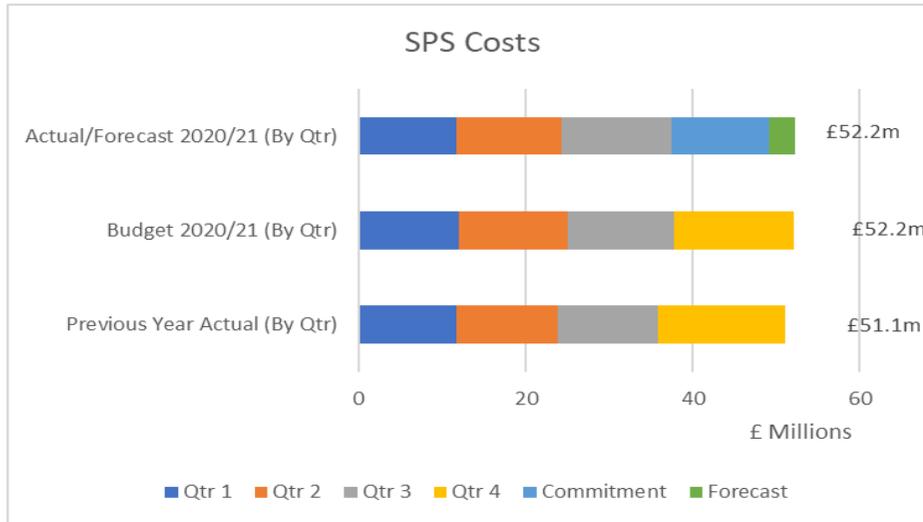
	Year to Date					Annual Forecast Outturn	Current Annual Budget	Original Annual Budget
	Actual	Budget	Variance	Variance				
	£'000	£'000	£'000	%				
Parliamentary Service Costs	37,350	37,771	420	1.1	52,164	52,234	51,321	
Members Costs	22,382	22,891	509	2.2	31,277	31,277	31,277	
Commissioners & Ombudsman Costs	8,039	8,220	181	2.2	10,813	11,013	11,013	
Sub Total	67,771	68,882	1,111	1.6	94,254	94,524	93,611	
Reserves – SPCB contingency						87	1,000	
Total SPCB Expenditure	67,771	68,882	1,111	1.6	94,254	94,611	94,611	

Staff Costs & FTE – Q3:

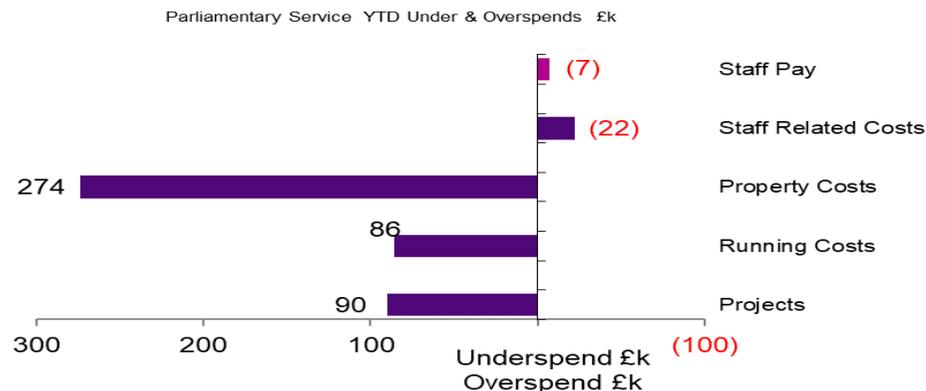
Staff Costs & Full Time Equivalents	Current Annual Budget £k	Actual Staff Forecast Outturn £k	Original Budget FTE	Current Q3 Budget FTE	Actual FTE
Total	31,078	31,047	541.4	548.7	532.2



Parliamentary Service Costs – Q3

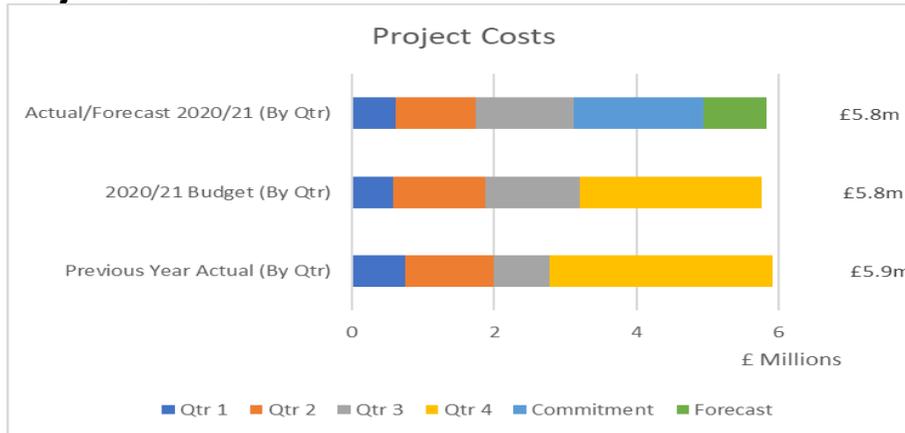


YTD Underspend / Overspend by Category £k:



- Parliamentary service (SPS) costs – The year to date expenditure of £37.4m is an underspend of £0.4m or 1.1% of the year to date budget of £37.8m. Parliamentary Service Costs incorporate both capital and revenue projects. The previous year's expenditure of £35.9m at Q3 was £0.7m (2.1%) under budget. The full year forecast expenditure for the Parliamentary Service of £52.2m - £0.1m under budget. All Covid19 office pressures have been absorbed within the original PS office budgets.
- Staff Pay is reported as £7k over the year to date budget including Agency staff and contractors. Actual FTE is 532.2. Additional budget was allocated out to meet COVID19 pressures however we are currently forecasting an underspend of £31k across offices and the central pay cost centre.
- Expenditure on Staff Related Costs is £215k. This is £22k (11%) over the phased year to date budget of £193k, however, we expect to underspend against the full year budget of £370k. Actual spend on staff related costs is £265k (55%) below the equivalent period in 2019-20. £364k of travel, expenses and training budget has been transferred and reallocated to cover COVID19 pressures.
- Property Costs of £5.5m are £274k (4.7%) under the YTD budget. The bulk of this (£173k) is in maintenance though this is a budget phasing timing issue and we expect to spend close to budget by year end.
- Running Costs of £5.3m are £86k under the YTD budget. Main running cost underspends are in Software Support (£87k) and Publications (£55k) offsetting YTD overspends in Mail Services and Postage of £168k although this is expected to fall by year end.

Projects – Q3



Projects

- Total project expenditure to Q3 2020-21 is £3.1m, £90k (2.8%) under the year to date budget. A net additional £918k budget has been allocated to projects since the beginning of the financial year to support existing projects.
- Capital Projects have spent £714k for the year, £1k (0.1%) higher than the YTD budget of £713k.
- Revenue Projects show a total spend of 2,402k in Q3, £90k below the year to date budget of £2,492k.

Central Contingency

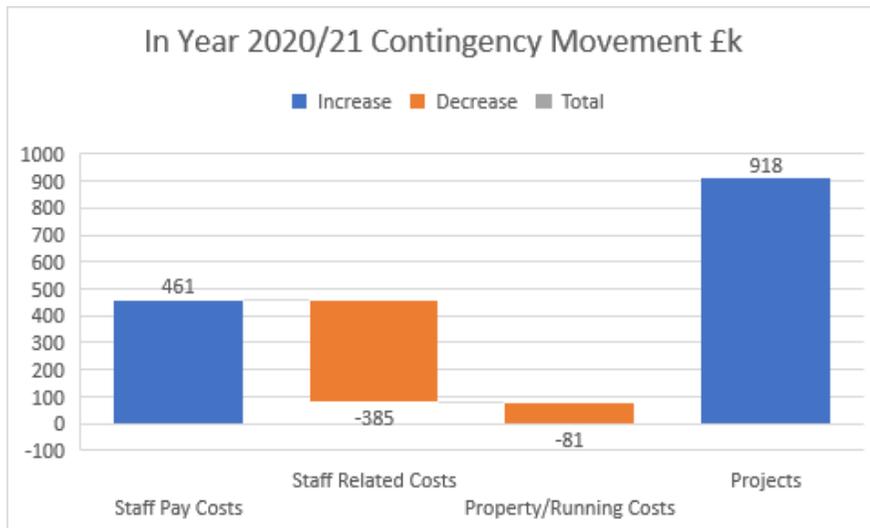
The original central contingency of £1m was reduced to £664k at end of Q1, £207k at end of Q2 and now sits at £87k at end of Q3. This net movement out of £913k has supported project and office cost pressures.

Members Costs

Members' show a £22.4m reported cost to Q3 2020-21, £509k (2.2%) under the year to date budget. The comparable Q3 position for 2019/20 was £487k (2.2%) under the year to date budget. We forecast the year end underspend to be zero (as staff costs now expected to be higher due additional funding for staffing resource for Members) net of £300k year-end accounting adjustments.

Commissioners and Ombudsman Costs

The SPCB's Q3 funding cost for Commissioners and Ombudsman (Officeholders) for 2020-21 was £8.0m, which is £181k (2.2%) under the year to date budget. The corresponding figures for 2019-20 were £7.7m with a YTD underspend of £140k (1.9%).



Catering Services Cost Update

Please find below the catering figures for quarter 3 of 2020/21, broken down by each of the catering outlets.

	Quarter 3 (October, November, December)		
	2020/21		
	Income	Direct Outlet Costs	(Profit) / Deficit
Garden Level Restaurant	22,170	81,308	59,138
Coffee Bar	9,714	11,165	1,451
Members' Restaurant	3	6,207	6,204
Members' Bar	63	171	108
QBH Lounge	0	8,121	8,121
Parliament Café	0	23,589	23,589
Events	0	24,391	24,391
Internal Hospitality	0	8,131	8,131
Internal Meetings	8,253	13,227	4,974
Total	40,203	176,308	136,105
		Generic Labour & Overheads	85,073
		Subsidy	221,178

Formula Notes: (Profit) / Deficit = Direct Outlet Costs – Income
 Subsidy = Total (Profit) / Deficit + Generic Labour & Overheads

Due to the COVID-19 Pandemic, our sales within the Catering Services have been severely reduced. This impact has meant a significant increase in our subsidy as we rely on the sales income to assist with this.

The team members associated with the direct outlet costs for areas that are closed are being utilised within the services that are still operating. We are currently operating within team “bubbles” and adhering to all current regulations.

We continue to do all we can to manage other costs as effectively as possible.

Q3 SUMMARY OF PERFORMANCE - October to December 2020

Key Highlights

Run the Parliament

The SPCB has continued to adapt business, measures and policy on-site in light of Covid-19 restrictions to ensure we can safely and sustainably run essential parliamentary business. New financial support for Members to deal with significant caseload volumes arising from the current pandemic was made available by SPCB on application via the existing Members' Expenses Scheme.

Overall, workloads remain very high across the organisation and there remains significant work and effort involved in sustaining this and addressing staff wellbeing across the organisation. There are continued high levels of Parliamentary and committee business and operating on a virtual and, in particular, hybrid basis is more resource intensive. The Parliamentary Business KPI is reported as **Red** at 99.3% for the quarter due to one instance of delayed business.

The SPS have been working to support EU exit scrutiny including ensuring the updated statute book was available for 1 January 2021. Teams prepared to consider common frameworks and the wider policy and constitutional implications of exit. The first frameworks have been remitted for parliamentary scrutiny and early indications are that there are significant resource implications to ensure that Committee members are fully briefed on the content and policy and constitutional implications of the common frameworks impacting on devolved competence. This will be a major continuing piece of work in 2021.

In November 2020, the first virtual Festival of Politics took place over 3 days with 14 events, where the Scotland's Futures Forum was the main partner. Thereafter, in December 2020 the Scottish Parliament hosted the first virtual annual Business in Parliament Conference, with over 100 delegates. Members and representatives from the business sector in Scotland came together to discuss business issues.

In October 2020, we were awarded the Cyber Essentials Plus certification, following a successful audit of our cyber security systems, processes and controls that protect the Parliament's IT systems against the threat of cyber-attack.

During Q3, there was a significant focus on wellbeing, including the completion of Wellbeing Plans, and, a variety of virtual events took place during Wellbeing Week in November 2020, with high levels of participation with 325 places booked across all events.

The Staff Survey was conducted in late Q3, with a high response rate of 82%. A high-level summary report of the staff engagement survey results were shared with staff in December 2020 and further analysis is currently being undertaken.

Improve the Parliament

A Review of the Staff Cost Provision, to be implemented in Session 6, was approved by the SPCB and communicated to Members in December 2020. This will improve the support to Members on staffing and increase the capped limit on SCP. Changes to the Expenses' Scheme and to the Staff Cost Provision will be subject to a resolution of Parliament before the end of the current Session.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2020-21: QUARTER 3

Website development progressed with all content relating to Members available on the Beta Website.

The COMMit technical solution was completed in October 2020. This is the replacement for the on premise Committee Agenda System. COMMit is a modern, accessible and efficient cloud based application for the administration of committee meetings and papers. Implementation was rescheduled from November 2020 to May 2021 due to Committee staff operational pressures, therefore, the project is reported as **Red**.

Phase 1 Service Yard Improvements in terms of design and service diversions were completed in November 2020, with the Project Board approving progress to Phase 2 – Construction in December 2020. Detailed planning work has commenced, with on-site work due to begin in March 2021 and expected to be completed by August 2021.

The Culture of Respect project is being reported as **Red** due to capacity and resource constraints, meaning Leadership Group (LG) will agree a revised date for the evaluation of the project.

SCOTTISH PARLIAMENTARY PERFORMANCE REPORT
2020-21: QUARTER 3

SUPPORT TO MEMBERS

'Run the Parliament' KPIs (see page 4)

'Improve the Parliament' activities

	2019-20	2020-21		
	Q4	Q1	Q2	Q3
'Run the Parliament' KPIs (see page 4)	S	S	S	S
'Improve the Parliament' activities	G	G	G	G

PARLIAMENTARY BUSINESS

'Run the Parliament' KPIs (see page 4)

'Improve the Parliament' activities

'Run the Parliament' KPIs (see page 4)	G	G	R	R
'Improve the Parliament' activities	G	G	A	G

ENGAGEMENT AND PARTICIPATION

'Run the Parliament' KPIs (see page 5)

'Improve the Parliament' activities

'Run the Parliament' KPIs (see page 5)	A	S	S	S
'Improve the Parliament' activities	G	A	G	G

CORPORATE GOVERNANCE

'Run the Parliament' KPIs

'Improve the Parliament' activities* (see page 14)

'Run the Parliament' KPIs	G	G	G	G
'Improve the Parliament' activities* (see page 14)	R	A	R	A

OUR WORKFORCE

'Run the Parliament' KPIs**

'Improve the Parliament' activities* (see page 15)

'Run the Parliament' KPIs**	NS	NS	A	G
'Improve the Parliament' activities* (see page 15)	G	A	G	A

* Overall rating based on a number of Amber or Red Delivery Plan activities. Prioritisation, revision, and/or corrective action was taken during Q3.

Key:

R	LIVE ISSUE: Remedial action is required to bring the key activity/project back within delivery schedule, scope or budget.	S	Suspended
A	ISSUE is being/has been addressed: There are issues and/or risks which have either been addressed during the quarter or are currently being addressed and remedial action is in progress.	C	Closed
G	NO LIVE ISSUE: No action required.		
P	Delivery Plan Pipeline		
NS	Not Started		

“Run the Parliament” Objectives

2019-20 2020-21
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 during Q4 of 2019-20 & throughout 2020-21.

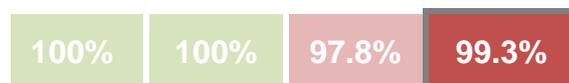
Highlights:

- Following SPS analysis of evidence and feedback on casework volumes, and with Staff Cost Provision levels under pressure, the SPCB agreed measures to provide additional support to help Members meet demands to the end of the current financial year. Provision of up to £5,000 additional staffing budget flexibility per Member agreed within overall Expenses' Scheme.
- The Wellbeing Week Programme in November 2020 offered 3 sessions specifically for MSP staff. A total of 40 people attended. As a result, additional support has been provided to staff who are experiencing specific challenges, for example, arranging counselling sessions and other supportive interventions.
- In December 2020, the Scottish Parliament hosted the annual Business in Parliament Conference virtually, with over 100 delegates. Members and representatives from the business sector in Scotland came together to discuss business issues.

PARLIAMENTARY BUSINESS

Services

100% Parliamentary business takes place as scheduled



Exceptions:

- Although the voting system was functioning, voting for 1 motion was postponed from 15 December 2020 to the next business day (16th), primarily due to a sound issue with the video conferencing platform, BlueJeans.

Highlights:

- Parliamentary and committee business levels and workloads remain very high. There have now been several hybrid or virtual committee meetings that have conducted Stage 2 proceedings successfully. A number of Stage 3's have taken place in the Chamber since the introduction of the remote voting system.

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- Work continues to improve the quality of support for hybrid and virtual meetings, including the installation of new hardware in committee rooms to simplify private meetings on MS Teams.
- From November 2020, all recordings of business on the video on demand platform or SPTV are now subtitled, using the Official Report text.
- In August 2020, adjustments to workspaces were completed to allow BSL signers to return to the building.
- Participative (digital) engagement activity is very high and increasingly becoming normalised as an essential part of how committees operate.
- All of the Government Bills announced in the First Minister’s legislation programme statement in September 2020 have now been introduced with the exception of the Budget Bill. As at December 2020 there was a total of 25 Bills in progress (around the level normally seen at this stage of the last year of a session). The current status of Bills indicates that February and March 2021 are likely to be very busy with amending stages.

ENGAGEMENT AND PARTICIPATION

	2019-20	2020-21		
	Q4	Q1	Q2	Q3
Operational Public Engagement KPIs are on target	A	S	S	S

In line with government advice and regulations, all public engagement activities at Holyrood continued to be suspended throughout Q3, therefore, reporting of KPIs in the Scottish Parliamentary Performance Report has also been suspended. LG will be advised at the relevant time when reporting will resume.

Highlights:

- In November 2020, the first virtual Festival of Politics took place over 3 days with 14 events, where the Scotland’s Futures Forum was the main partner. The Festival attracted almost 2,000 attendees from every Scottish postcode (apart from the Outer Hebrides and Shetland) with 40% having an EH postcode, which was lower than previous years. Overall success was achieved through a combination of effective marketing, branding and promotional activity to both new and existing audiences within Scotland. This contributed towards achieving an average of 33% more attendees (138 per event) than the previous three years festivals. Overall, feedback supported a hybrid model for future Festivals.
- During December 2020, social media became a primary channel when communicating timely recall information to the public. Announcement posts, as well as live-streams of the recall sessions had some of the highest levels of engagement of any recent posts.
- There has been a significant shift in how the public contact the Scottish Parliament for enquiries. During Q3, 20% of enquiries were received by phone and 60% by email. The other 20% are a mix of live chat, letters, texts and on-site. In comparison to the same period during 2019-20 approximately 60% of were by phone, 20% by email and 20% by other means. It should be noted the number of enquiries being handled also halved between these comparable timeframes.

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CORPORATE GOVERNANCE

	2019-20	2020-21		
	Q4	Q1	Q2	Q3
Finance				
% Outturn against SPCB budget within target range of 0-2.5% under budget	1.1%	2.7%	2.7%	1.6%
Compliance				
Health and Safety	G	G	G	G
Fire Safety	G	G	G	G
Gaelic Language Plan	G	G	G	G
Environmental Management	G	G	G	G
Complaints	A	G	G	G
Freedom of Information	G	G	G	G
Lobbying	A	A	A	A
Equalities (measure reported annually)	G	-	-	-

Exceptions:

- **Lobbying:** For Q3, the new performance measures relating solely to the team were introduced and reported. Although the target of 80% of valid substantive information returns published within 7 days of submission was exceeded at 81%. Two other measures did not meet their targets resulting in the **Amber** status. These related to returning 66% invalid returns within 7 days (actual, 61%) and issuing 95% of breach emails on first working day after breach (actual, 84%) due to staff resource changes. Note, the consecutive Amber status over the quarters, has been due to different reasons (including reporting performance out-with the control of the SPS), therefore, the overall rating has not gone into Red during Q3.

Highlights:

- The 2021-22 SPCB Budget was submitted to the SPCB for review and agreement in November 2020 in advance of its submission to the Finance and Constitution Committee on 14 January 2021.
- As part of the ongoing work to protect the Parliament's IT systems against the threat of cyber-attack, work was undertaken with an external cyber security expert, Cyber Essentials, to audit the Parliaments' systems against their certification scheme (backed by the UK Government). After a rigorous test of our cyber security systems, processes and controls,

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the audit was passed and were awarded the Cyber Essentials Plus certification, in October 2020.

- An integral part of the process to ensure Holyrood has been appropriately and effectively risk assessed, and, measures have been taken to comply with all relevant COVID-19 legislation and guidelines, regular review and updates are required. In December 2020, the first scheduled review of priority areas (communal and occupied office spaces) was completed. This did not lead to any significant changes to operation. Further Chamber improvements are being considered to enhance the temporary furniture positions which were introduced in October 2020.

OUR WORKFORCE

Workforce Demographics and Health & Wellbeing

	2019-20	2020-21		
	Q4	Q1	Q2	Q3
<p>Turnover</p> <p>% SPCB Staff Turnover (target equal to or less than same quarter, prior year)*</p>	NS	NS	1.5%	1.4%
<p>Attendance</p> <p>SPS staff attendance rate based on available hours during the quarter within target of Pre-COVID attendance level of 96% <i>(includes annual leave & public and privilege holidays)*</i></p>	NS	NS	91%	96%
<p>No Detriment – Flexi Adjustment</p> <p>The number of adjusted hours due to No-Detriment policy, as a percentage of available hours during the quarter*</p>	NS	NS	5%	-
<p>Total Unplanned Absence</p> <p>Absence rate: The number of hours sickness absence & paid special leave as a percentage of available hours during the quarter. Target 4% or less**</p>	NS	NS	4%	4%
<p>Culture of Respect</p> <p>Number of complaints recorded by the Independent Support Service*</p>	NS	NS	0	0

*Note, the No Detriment arrangements ended on 31 October 2020. Staff with caring responsibilities specific to COVID-19 are now able to request Special Paid Leave for up to 10 days in the leave year (applied on a pro-rated basis for part-time staff). The leave can be taken in hours, part or full days to provide additional flexibility around the hours staff are able to work. During Q3 the uptake of the Special Leave was very limited.

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** Includes Special Paid Leave relating to caring responsibilities.

Highlights:

- There was significant focus on wellbeing during Q3, including the completion of Wellbeing Plans, and, information and support to staff during Wellbeing Week in November 2020. There were high levels of participation in the Wellbeing Week activities with 325 places booked across all events. With 90% of feedback received from participants reporting the sessions were helpful and relevant to their needs.
- The Staff Survey was conducted in late Q3, with a high response rate of 82%. A high-level summary report of the staff engagement survey results were shared with staff in December 2020, with further analysis of the results underway. Staff reference groups will be held during Q4 to gather further information on key areas which will be used to shape our People Strategy going forward.

“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:

	2019-20	2020-21		
	Q4	Q1	Q2	Q3
Implement Outcomes of Members’ Expenses Scheme Review & New Travel & Expenses System Sara Glass, Chief Financial Officer	G	G	G	G

Timescales, budget, resources and outcomes are on all track.

Delivery Plan key milestone achieved during Q3 included:

- The new Travel & Expenses system procurement contract was awarded in November 2020.

Review of Members’ Staff Cost Provision

Michelle Hegarty, Deputy Chief Executive

NS

G

G

G

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

Delivery Plan key milestone achieved during Q3 included:

- The SPCB considered the SCP Review Report during October and November, and, approved at their meeting on 3 December 2020 in conjunction with the SPCB’s overall budget for 2021-22.

OBJECTIVE: Members are well supported during the transition to the sixth session of Parliament in 2021

ACTIVITIES:

Implement Outcomes of Members’ Expenses Scheme Review

Election 2021 Programme Planning

Callum Thomson, Group Head of Scrutiny

G

G

G

G

Timescales, budget, outcomes and resources are all on track.

Delivery Plan key milestones achieved during Q3 included:

- The Member Enrolment Form was agreed and developed with GDPR assessment undertaken in October 2020.
- Options for delivery of essential Member Registration, Orientation and Induction identified to ensure Parliament and newly elected Members meet their statutory obligations were identified by December 2020. A draft plan outlining activities post-election was drafted following extensive

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consultation with Board members and presented to the board for discussion in December 2020.

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:

	2019-20 Q4	2020-21 Q1	2020-21 Q2	2020-21 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:

Responding to COVID 19 Emergency Michelle Hegarty, Deputy Chief Executive	-	G	G	G
Timescales and resources are on track (budget and outcomes are N/A).				
Delivery Plan key milestones achieved during Q3 included:				
<ul style="list-style-type: none"> • Reviewed working from home approach in November 2020. • Carried out Horizon Scanning for Programme work in 2021 in December 2020. • Reviewed approach to public engagement for discussion and agreement with the SPCB in December 2020. 				
In addition, some other key achievements included:				
<ul style="list-style-type: none"> • Continued to undertake essential parliamentary business and SPS services in a safe and sustainable manner. The SPCB adopted a range of changes to policies and activities taking into account public health advice and Regulations including the Special Leave Policy, review of home working approach including the review of guidance on WFH in all protection levels based on Scotland's Strategic Framework and SG guidance for homeworking. • In December 2020, the first scheduled risk assessment reviews of priority areas (communal and occupied office spaces including Chamber and Committee Rooms) were completed. • Carried out Horizon Scanning for Programme work in 2021 in December 2020. • "Levels" and COVID-19 planning assumptions paper (including review of public engagement approach) to SPCB in December 2020. 				

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2019-20 2020-21
Q4 Q1 Q2 Q3

Remote Voting

Alan Balharrie, Group Head of Digital Services

-	G	A	A
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Budget, resources and outcomes are on track. The project is being reported as **Amber** as the timescales are not on track as the Project Closure Report was not completed by December 2020 and has been delayed until March 2021.

Delivery Plan key milestone achieved during Q3 included:

- Transition of live service to service management team by November 2020.

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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:

	2019-20	2020-21		
	Q4	Q1	Q2	Q3
Security Programme Lynsey Hamill, Group Head of Resilience and Sustainability	G	A	G	G
Timescales, budget, outcomes and resources are all on track.				

Session 6 Opening Lynsey Hamill, Group Head of Resilience and Sustainability	-	NS	NS	NS
This project has not yet started. However, an Options Appraisal paper to initiate the project and to facilitate the strategic direction including governance and outcomes was presented to LG in October 2020. Whilst supportive of events to mark the 6 th Session of the Scottish Parliament, LG emphasised the need to balance expectation with the practicalities of hosting any event under the current COVID-19 restrictions and the resources required to plan and support. A revised draft paper was to be discussed at LG in December 2020, however, it was agreed to postpone this work until March 2021.				

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CORPORATE GOVERNANCE

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

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

ACTIVITIES:

	2019-20		2020-21	
	Q4	Q1	Q2	Q3
<p>Sound and Voting System Replacement Tracey White, Group Head of Legislation and Parliamentary Business</p> <p>Timescales, budget, resources and outcomes are on track.</p> <p>Delivery Plan key milestone achieved during Q3 included:</p> <ul style="list-style-type: none"> Completed upgrades to software in existing voting consoles and replacement of management PC's and platform software in October 2020. 	R	A	R	G

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

ACTIVITIES:

	2019-20		2020-21	
	Q4	Q1	Q2	Q3
<p>Session 6 Strategy Michelle Hegarty, Deputy Chief Executive</p> <p>Timescales, resources and outcomes are all on track (budget N/a).</p> <p>Delivery Plan key milestone achieved during Q3 included:</p> <ul style="list-style-type: none"> LG agreed methodology and timescales in November 2020. 	-	-	-	G

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

ACTIVITIES:

	2019-20 Q4	2020-21		Q3
		Q1	Q2	
Deliver Our Web and Online Project Alan Balharrie, Group Head of Digital Services	G	A	R	A

Outcomes, budget and resources are on track. The project is being reported as **Amber** as the timescales are not on track. Although, the majority of content was on the beta website by December 2020, Beta did not become the main website as planned in December and the cut-over is now scheduled for February 2021, this is considered a key milestone to merit the project being in Amber.

Delivery Plan key milestone achieved during Q3 included:

- Head of new service team in place by December 2020.

Committee Agenda System Redevelopment Callum Thomson, Group Head of Scrutiny	R	A	R	R
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Budget and outcomes are on track. However, the Project is being reported as **Red** as resources and timescales are not on track as the COMMit application was not deployed in November 2020 as re-planned. Due to the current operational pressures being faced by Committee staff, training and support to Clerks is now scheduled to be delivered during March to May 2021 when greater capacity is available. It was considered this will lead to a more effective deployment and implementation of the system in mid May 2021.

Delivery Plan key milestone achieved during Q3 included:

- Finalisation of technical solution in October 2020.

Legislative Drafting Tool Project Tracey White, Group Head of Legislation and Parliamentary Business	G	G	G	G
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Timescales, budget, resources and outcomes are all on track.

OUR WORKFORCE

AIM: Develop a skilled, diverse & inclusive workforce that embeds our values in all we do

OBJECTIVE: Meet the challenge of becoming a diverse and inclusive organisation

ACTIVITIES:

	2019-20	2020-21		
	Q4	Q1	Q2	Q3
Diversity and Inclusion Delivery Plan	G	A	G	G
Susan Duffy, Group Head of Engagement & Communications				

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

Delivery Plan key milestone achieved during Q3 included:

- Robust reporting systems to evaluate performance of Diversity & Inclusion across the organisation was agreed by the Diversity & Inclusion Board in September 2020.

Culture of Respect Programme	G	A	A	R
Susan Duffy, Group Head of Engagement & Communications				

Outcomes are on track (budget is N/a). However, project is being reported as **Red** as timescales and resources are not on track due to capacity and resource constraints on both HR and SRO. A revised date for completion will be agreed by LG.

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	-	G	G	A
David McGill, Chief Executive				

Outcomes are on track (budget n/a). However, timescales and resources are not on track, therefore, the Project is being reported as **Amber** due to:

- Although some Office Heads have values-based job roles in place, the Project being impacted by COVID-19 resulted in a delay to all Group Heads using values-based job descriptions to set all Office Head/Team Leaders objectives and will provide feedback during 2021 (date to be confirmed). HR will work with Group Heads to define implementation plans around their BAU activities.

Delivery Plan key milestone achieved during Q3 included:

- LG used the People and Culture Dashboard to make policy decisions from November 2020.
- LG Members started using the new performance management approach in November 2020.