



The Scottish Parliament  
Pàrlamaid na h-Alba

# Members' Feedback Interviews

13 June 2024

Reference: SPCB (2024) Paper 45

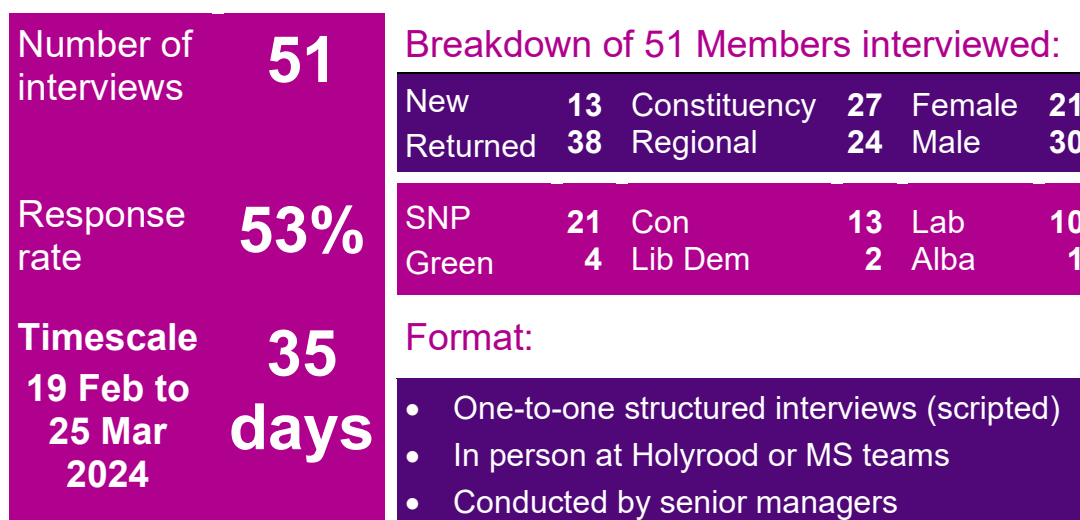
## Executive summary

1. A key responsibility of the Senior Executive Team (SET) is to assess overall satisfaction with the delivery of our parliamentary services for Members. Members' interviews are a key part of this assurance.
2. The interviews give Members the opportunity to feedback on services delivered to them across the Scottish Parliamentary Service (SPS) and offer suggestions for improvements for us to explore and inform how we plan and shape our future services and facilities.
3. Following the low response rate in the previous survey this is the first in what is now an annual set of interviews, with senior managers from the SPS aiming to interview most Members. The revised approach and the timing of the exercise over February and March 2024 has worked well with an excellent response rate of 53% with 51 Members participating.
4. We continue to receive overwhelmingly positive feedback. Overall, Members interviewed were either very satisfied or satisfied across scrutiny and debate (86%), public involvement (94%) and Members services and resources (82%).
5. This paper is for information on the key results of the survey. The SPCB will receive a presentation summarising the key themes and how SET are responding to the feedback.

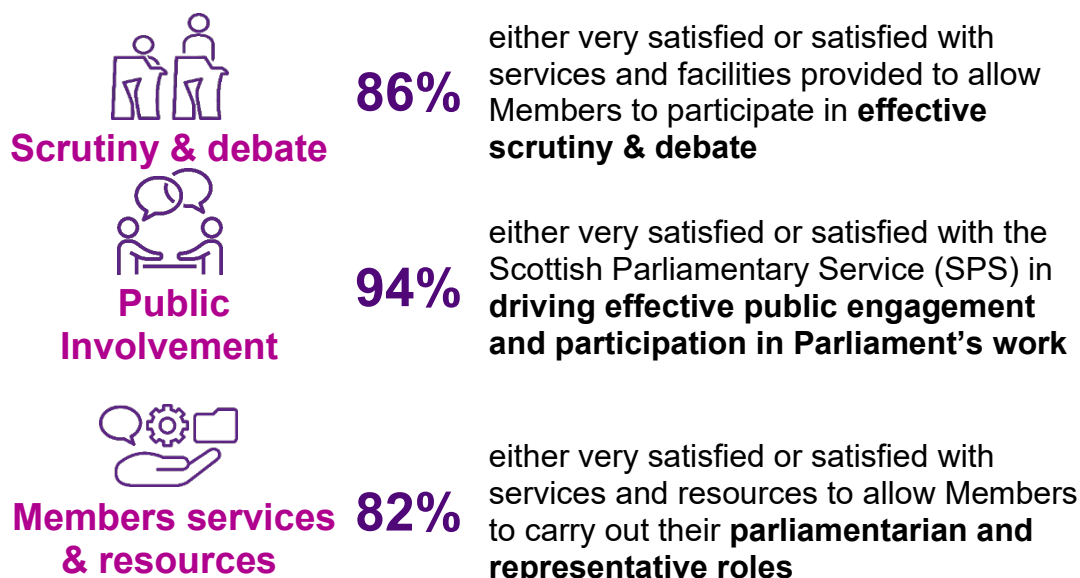
# Issues and options

## Methodology

Approach and Member response profile



6. Overall, Members interviewed were either very satisfied or satisfied across scrutiny and debate, public involvement and Members services and resources:



7. Notwithstanding the high levels of satisfaction, across the key themes identified, there was a diverse range of feedback gathered – both complimenting services, facilities and arrangements to support Members, and highlighting some areas of concern or where some difficulties and

challenges were experienced with suggestions for improvement to explore. Individual specific issues have been passed to relevant business areas to address.

8. The Senior Executive Team have reviewed the information. SET are assured that no new areas of concern or issues were identified that are not already known to the SPS; and that actions have already been taken, are in progress or are planned accordingly.
9. The SPCB will be given a short presentation outlining the key themes and how the Senior Executive Team are responding to the key issues raised.

## **Governance**

10. The interviews are carried out in line with governance requirements. Members' feedback is anonymised and treated consistency with our data protection policy and [Members' Interviews privacy notice](#).
11. The Members' Feedback Interviews are carried out on an annual basis and complements ongoing operational feedback.

## **Resource implications**

12. There are no additional resourcing considerations.

## **Publication Scheme**

13. This paper can be published.

## **Next steps**

14. The SPCB will receive a note for SPCB members' personal use as required.

**Office of Deputy Chief Executive**  
June 2024