OPERATIONAL MANAGEMENT GROUP

MINUTES OF MEETING HELD ON WEDNESDAY 26 AUGUST 2009, 09:30AM, Q1.03

Present: Paul Grice (Chair)

Colin Chisholm  Michelle Hegarty
Derek Croll  Ken Hughes
Henrietta Hales  Elizabeth Watson
Jerry Headley

In Attendance: Willie Heigh (item 3)
Emma Armstrong (item 4)
Dominic Johnston (item 5)
Aneela McKenna (Items 5, 6 and 7)
Judith Proudfoot (item 9)
Johanna Lennon
Alli Williams
Mary Ann Masson (Secretary)

1. Apologies were received from Alan Balharrie.

Item 1: Minutes of Previous Meetings: 8 June 2009, Planning Meeting June 2009

2. The minutes of 8 June 2009 were approved subject to an amendment to paragraph 6 to reflect that OMG authorised the buy out of excess leave or flexi hours for 5 staff.

3. The minutes of the planning session were approved subject to three minor changes at paragraph 7.

Item 2: Matters Arising

Environmental Training Sessions

4. Paul Grice informed OMG that he had attended one of the recent environmental training sessions. The session had been informative and enjoyable. He asked OMG members to encourage their SPMN colleagues to attend any further sessions. OMG would be asked whether they would like an abbreviated version of the session at a future meeting.

SharePoint

5. OMG noted that the agreed changes to the SharePoint site were not yet in place but that work was currently underway by staff in BIT.
Item 3: Operational Portfolio (OMG/012/2009)

6. Willie Heigh, Projects and Best Value Manager, began by providing an update on the projects at the initiation and planning stage with an amber or red status. Noting the slippage of one of the projects, Paul stated that in future he wanted a clear commitment from staff when setting deadlines. Where it was not possible to deliver by the deadline, then the situation should be reviewed thoroughly rather than setting another date which was likely to slip again. Willie agreed to inform project managers of this approach.

   Action: Willie Heigh

7. OMG reviewed the list of project proposals.

   Contact Management Investigation

8. This was a proposal for BIT to look in detail at the requirement for a contact management solution for members. It would be a first look at what was likely to be involved and would be dependent on what members required. OMG agreed the proposal. It was noted that there would be a significant impact on the Business Change Lead’s team arising from projects on the portfolio. Willie Heigh agreed to speak to Alan Balharrie about workloads before 7 September.

   Action: Willie Heigh

   Debate Recording System

9. The proposal was to begin looking at options to replace the current Dalet debate recording system, which would not be supported beyond 2012. It was noted there was a possibility of an interface with the sound and voting system and, that from a Facilities Management perspective, there were benefits in there being a single cable. Paul Grice stated that he had notified the Editor of the Official Report and the Head of Broadcasting that now was a good time to give serious thought to the way in which parliamentary proceedings were reported. He would be writing a memo to the relevant group heads and would copy in the rest of OMG. OMG approved the proposal, noting that the approach was yet to be agreed.

   Action: Paul Grice

   Partner Libraries Review

10. OMG agreed that this proposal be removed from the portfolio as it could be managed as an office project. Michelle Hegarty and Henrietta Hales agreed to discuss offline ideas on how to engage librarians with the website.

   Action: Henrietta Hales and Michelle Hegarty

Chamber Desk Systems
11. This was a developmental piece of work and a possible candidate for management under IMS. There was a cross-over with the web project although it was not dependent upon it. OMG agreed to look again at this proposal on 7 September where projects for 2010/11 would be discussed.

12. OMG reviewed the list of Project Initiation Documents

Holyrood Desktop Refresh

13. This project would stay on the portfolio into next year. The vast majority of the resources for this project would come from BIT and it would take up significant staff time, particularly the roll-out of the new software. It was noted that it would be useful for OMG to hear more about this project and the secretariat agreed to ask Alan Balharrie to consider raising it under the ‘forward look’ at a future meeting.

Action: Alan Balharrie

Enquiries Database

14. Four possible options were under review. A due diligence enquiry into two systems would be undertaken and brought to OMG in December. If these proved to be unsuitable, a procurement exercise would follow.

E-Petitioning

15. The recommendation was to go ahead with an integrated approach with the web project. It was noted that following work by Derek Croll and Emma Armstrong, Web Project Manager, a paper was going to the Strategic Leadership Team on 9 September 2009.

Local Office Tech Refresh

16. This was another significant IT project and would be discussed at the meeting on 7 September.

Closure Reports

17. OMG noted the three closure reports. All three projects had come in under budget.

2010/11 Project Proposals

18. Potential projects for 2010/11 would be discussed at the next meeting of OMG on 7 September 2009.

Item 4: Web and Intranet Content Policy (OMG/013/2009)

19. OMG received a paper seeking approval of the web and intranet content policy. The group was previously aware of the need for a comprehensive content review as part of the web project. There was a major cost saving to be found by reducing the amount of content on the website prior to the
migration of pages onto the new site. Reducing the number of pages would also greatly improve the search-ability of the site.

20. OMG noted the considerable staff commitment which would be required to review the web pages. The Project Manager would be meeting with staff around the organisation in order to draw up a realistic plan to support offices in carrying out this work.

21. OMG approved the policy and delegated the responsibility for its implementation to the web board.

**Item 5: Update on Positive Action Event (OMG/014/2009)**

22. A positive action event had taken place on 9 July 2009 to provide black and minority ethnic (BME) people with the opportunity to find out about jobs at the Parliament and to take part in workshops on the application and interview process. The event had been well attended and positive feedback had been received from attendees. There had been a noticeable increase in BME applications since the event although these should be seen in the context of an overall increase over the year.

23. There had also been a number of learning points arising from the event such as the need to manage attendees’ expectations in terms of the number of current job vacancies. Also, staff supporting the event would have benefited from a fuller briefing prior to the event. These points would be taken on board for the future.

24. At the event, attendees had been given the opportunity to apply for placements within the parliament. Thirteen applications had been received. OMG agreed that the organisation could accommodate a two-day placement for all those who had submitted applications.

25. OMG agreed that it would be worthwhile to hold similar events in the future, possibly with a focus on other under-represented groups. Such events provided an opportunity for public engagement and Dominic Johnston, Recruitment Specialist, agreed to speak to the Head of Education and Community Partnerships in advance of any future open day to consider the options.

26. It was suggested that an event might be held for workers in the 18-25 age range. The Human Resources Group was in the early stages of considering a possible initiative which would benefit younger workers and it was suggested that it might be possible to align a positive action event with this. Colin Chisholm agreed to consider whether to bring the initiative to a future meeting of OMG.

**Action: Colin Chisholm**

27. Aneela McKenna, Equalities Manager presented a paper which updated OMG on a number of current equalities issues. The immediate focus was on creating a more streamlined approach to equalities and easing the burden on staff.

28. By law, the Corporate Body was required to carry out and publish an equality impact assessment (EQIA) to establish whether there was likely to be any differential impact on equality groups when developing or reviewing a business activity. BIT had developed a tailored online tool which would be launched on 1 September 2009 and for which training would be available. Once launched, the EQIA would be built into the organisation’s core planning processes. Consequently the equalities section of the OMG standard paper template would be amended.

29. Aneela agreed to check whether SPCB office holders were legally obliged to carry out EQIA.

Action: Aneela McKenna

30. OMG agreed that it should continue to receive a 6 monthly update and that the Equalities Manager would bring exception reports to the group where this was necessary.

Item 7: OMG Remit – Compliance (OMG/016/2009)

31. OMG had been asked by the Strategic Leadership Team to consider whether equalities issues should be added to its remit. OMG agreed that these responsibilities were covered in group heads’ individual job roles and in the strategic plan. OMG’s collective responsibility was covered in its remit where it states that it will carry out its responsibilities ‘in alignment with the Parliament’s values’.

32. The group also agreed that it was unnecessary to amend the remit to include other compliance issues. Assistant Clerk/Chief Executive’s had collective responsibility for health & safety while group heads had individual responsibilities. It was agreed that it would be worthwhile for the Leadership Group collectively to consider health & safety responsibilities at a future meeting.

Action: Secretariat

33. An update on health & safety would be tabled at OMG on a quarterly basis. The secretariat was asked to consider how these regular updates could best be presented to encourage thoughtful and constructive discussion around the key issues. Alli Williams agreed to contact the Health and Safety Manager to consider possible options.

Action: Alli Williams

34. OMG would continue to receive a 6 monthly update from the Environmental Performance Manager.
Item 8: Quarterly Finance Report (OMG/017/2009)

35. Derek Croll presented the quarterly finance report which outlined general financial activity and expenditure trends for the year so far.


36. OMG noted a paper highlighting the actions arising from the recent review of the management of SPCB business. A key message was the need for officials to be fully prepared in advance of taking a paper to the Corporate Body. It was vital that staff liaised thoroughly with colleagues in the preparation of papers and that early contact was made with the relevant portfolio member.

Item 10: Update on Leadership Development

37. Paul Grice advised that Chris March, Capability Development Manager, had produced a note outlining the next steps in the leadership development programme. This would be circulated to OMG and any comments on it would be welcomed. Colin Chisholm advised that Chris would also be producing a diagram clarifying the process and would be meeting with group heads to talk them through it.

Item 11: OMG Forward Look

TUS Partnership Minutes

38. OMG noted an overview of the TUS Partnership Meeting minutes from 23 June 2009.

Scottish Government Marketing Services Framework

39. Michelle Hegarty informed OMG that the Scottish Parliamentary Service had access to the Scottish Government Marketing Services Framework which covered a range of categories including, marketing, public relations and research. This had been used effectively for the 10th Anniversary celebrations. If anyone was interested in learning more about the framework, Procurement staff or Michelle would be willing to provide further information.

Brand Guidelines within PAG

40. OMG noted that work was underway to re-scope the public information leaflets. PAG was taking this opportunity to examine all aspects of the use of the Parliament’s brand. A full set of revised brand guidelines would be produced at the end of the process.

Item 12: AOB

41. None.