

The Scottish Parliament
Pàrlamaid na h-Alba

**Scottish Parliamentary
Corporate Body**

Annual Report, 2011



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SPCB ANNUAL REPORT 2011

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Foreword by the Presiding Officer

Following my election as Presiding Officer in May this year, one of my new duties was to Chair the Scottish Parliamentary Corporate Body (SPCB). Having been a member of the SPCB during Session 3 I have been delighted to continue my involvement and to work alongside its 4 new members – Linda Fabiani MSP, Liam McArthur MSP, Mary Scanlon MSP and David Stewart MSP.

The purpose of this Annual Report is to provide an overview of the issues the SPCB has been engaged with over the past year. This Report covers the period 1 April 2010 to 31 March 2011 and therefore reports on the work of the previous Corporate Body.

During this period, the SPCB continued to provide the property, staff and services that supported the Parliament and its Members in carrying out their parliamentary duties.

Although the May Elections fell outwith the period of this Report, they did have a huge bearing on the work done by the SPCB during this time and in the build up to Dissolution. A significant aspect of this was approving the guidance to Members on the use of parliamentary resources and facilities during the Scottish Parliament election campaign.

I would like to take this opportunity to thank my colleagues on the previous Corporate Body for their commitment and hard work and it is on their behalf that I present this Report.

Tricia Marwick MSP
Presiding Officer and Chair of the
Scottish Parliamentary Corporate Body

INTRODUCTION

Timing of the Report

This year's Annual Report covers the period from 1 April 2010 to 31 March 2011. The membership of the Scottish Parliamentary Corporate Body (SPCB) during that time remained unchanged, comprising: Alex Fergusson MSP, (Presiding Officer and Chair of the Corporate Body) Alex Johnstone MSP, Tricia Marwick MSP, Tom McCabe MSP and Mike Pringle MSP.

SECTION 1 - EFFECTIVE SUPPORT OF MEMBERS AND PARLIAMENTARY BUSINESS

It is important that Members of the Parliament receive high quality services to support them in their parliamentary duties and it is one of the key roles of the SPCB to ensure this support is provided.

The following section gives an overview of the key issues considered and decisions taken by the Corporate Body relating to the provision of support to Members and the business of the Parliament.

Supporting Members

1.1 Reimbursement of Members' Expenses Scheme

The SPCB considered a number of issues in relation to the Members' Expenses Scheme including applications from Members and possible breaches of the rules.

The SPCB also agreed to implement the recommendation made by Sir Neil MacIntosh in his Report that in order to ensure continued confidence in the audit and governance arrangements, local offices should be included in future audit programmes.

1.2 2011 Election planning

A major focal point of the year was the Scottish Parliamentary elections on Thursday 5 May. The SPCB set up the 2011 Election Programme Board to co-ordinate all actions and projects in the Parliament's preparations for the elections to ensure that accurate and timely information and guidance was issued and that the Parliament's resources were used efficiently and effectively.

A key function of the board was to co-ordinate the provision of clear guidance to Members and their staff on their rights and responsibilities in the run-up to dissolution and the election. Guidance was issued on various issues, including employment matters, cut-off dates for parliamentary motions and petitions, changes to accommodation provision, and access to the parliamentary estate and IT services following dissolution. This guidance was supplemented by regular newsletters from the Chief Executive and individual meetings with relevant offices when appropriate.

Another important strand of the SPCB's election work was to put in place arrangements for the post-election welcome of new and returning Members, ensuring that they could begin work in Session 4 as soon as possible, with the advice, facilities and equipment that they needed.

1.3 Parliamentary Questions

It is important that Members are kept informed of the work which is being done to support them and have the opportunity to scrutinise SPCB decisions. One of the ways in which Members can access information is through the use of written Parliamentary questions (PQs).

Over the period of this report, the SPCB answered 12 written PQs. These covered a wide range of subjects including: procurement, staffing and the building (including physical security measures and environmental issues).

In addition to answering written PQs, we continued the practice of holding oral question times in the Chamber. There were three sessions held during the period of this report – one held in June 2010 another in October 2010 and the third in February 2011.

Copies of the oral and written PQs answered by the SPCB can be found on the Parliament's website: <http://www.scottish.parliament.uk/>

1.4 SPICe enquiry desk

Following a review of the usage of the SPICe enquiry desk in P1.02 the Chamber Reference Point, the SPCB took the decision to relocate it to the existing enquiry desk in the Garden Lobby.

1.5 Scottish Parliament Business Exchange (The Exchange)

The Exchange is an independent, charitable company established in June 2001 to promote understanding between business in Scotland and the Scottish Parliament. It is funded by membership fees and by an annual contribution from the SPCB's budget. The Board of Directors has both MSPs and representatives of the member companies.

In December 2010, the SPCB agreed to continue its support and membership of The Exchange ensuring the prospect of continuing exchanges between MSPs and businesses.

Supporting Parliamentary Business

1.6 Committee Assessor

In 2010, the SPCB agreed to use [Standing Order Rule 9C.10.3](#) to direct the Scottish Parliamentary Corporate Body to appoint an assessor to the Forth Crossing Bill. The Assessor's role would be to consider and report to the Committee at Stage 2. The Assessor would also be required to consider objections, hear evidence and report to the Committee with recommendations based on such evidence.

1.7 Office Holders

This continued to be an important element of the SPCB's responsibilities and workload. During the period of this report, we were involved in a number of issues relating to officeholders including:

- The reappointment of the Scottish Public Services Ombudsman, the Commissioner for Children and Young People in Scotland and the Scottish Parliamentary Standards Commissioner;
- Consideration of a number of issues relating to the establishment on 1 April 2011 of the Commission for Ethical Standards in Public Life in Scotland under the terms of the Scottish Parliamentary Commissions and Commissioners etc Act 2010.
- Approving requests for contingency funding from the Scottish Information Commissioner to replace the case handling software and from the Scottish Public Services Ombudsman to migrate its IT platform.
- A target was agreed for 15% real term reduction in officeholder budgets for period up to 2013-2014. To identify these savings the SPCB entered into discussions with all officeholders regarding greater sharing of services and accommodation. By the end of financial year 2011-12 the number of officeholder properties will have reduced from 6 to 4.

1.8 Business Continuity

As Members may be aware, business continuity (BC) management involves the development, testing and maintenance of a framework for creating both resilience and an effective incident response capacity for the Parliament. This enables the SPCB to continue to fulfil its role of service provider under adverse conditions.

Over recent years the SPCB has approved BC policies for the recovery of plenary and committee business and other basic requirements of the BC response capability. A protocol between the SPCB and the Scottish Government was also agreed, setting out the way in which decisions will be taken about continuing parliamentary business in the event of a major incident.

Work is continuing to improve the business continuity framework and capability within the Parliament. This has included training relevant parliamentary staff and exploring the risks that the Parliament may face with a view to removing or mitigating these risks as far as possible. The SPCB is now in a position to embed some of the business continuity responsibilities within "normal" corporate processes and focus will now move to achieving that aim.

1.9 Other SPCB Policies

Over the year, the SPCB has also reviewed and agreed a number of policies which impact on Members and the work of the Parliament. They included:

- Review of Security in the Parliament
- Acquisition and Disposal Policy
- Race and Gender Equality Scheme
- The use of Parliamentary resources
- Fire evacuation strategy
- Equality Framework

SECTION 2 - ENCOURAGE PUBLIC ENGAGEMENT WITH THE PARLIAMENT

The SPCB is committed to enabling the public to engage with and participate in the business of the Scottish Parliament. The following section sets out some of the activities put in place to facilitate this during the past year.

2.1 Major Visits/Delegations

The UK and International Relations Office provides support to the Presiding Officers and other MSPs participating in outward visits and receiving inward delegations. Some of the main areas of work during this year included:

- Inward Visits - Some highlights, in a year covering almost 100 visiting delegations, included a high profile visit from Russia, led by the Chairman of the Council of the Federation, which looked at contrasts in political systems within the United Kingdom. A study tour of Ugandan parliamentarians learned of the best practices and procedures in the Scottish Parliament that they could adapt for use in their own legislature. A high-level delegation from the National Peoples' Congress of China also visited to examine the Scottish model of devolution, to help in the development of its own relationship with the Hong Kong Legislative Council. Following the UK General Election in May 2010, a growing engagement with UK Ministers included separate visits from the Prime Minister and Deputy Prime Minister, amongst others. Diplomatic engagement proved particularly busy, with visits from a large number of Ambassadors/High Commissioners, representing every corner of the globe.
- Commonwealth Parliamentary Association (CPA) Events – Scotland has a close bond with Malawi. As such, the CPA Scotland Branch (CPASB) plays a key role at a political level, through advice and assistance to the National Assembly of Malawi. In January 2011 a series of workshops focusing on key areas central to the development of Malawian parliamentarians, was led by a cross-party group of MSPs in the capital, Lilongwe.
- A new programme of technical assistance was agreed during a visit by the Presiding Officer to Malawi, in February 2011 (itself, a first time visit by a Presiding Officer). A further key objective of that landmark visit was the fact-finding mission for the CPASB special envoy, Annie Lennox OBE, looking at the strength of the Scotland-Malawi relationship. The Presiding Officer and Ms Lennox reported back a very positive assessment of the work being carried forward, through a DVD documentary of the visit and a question and answer session with MSPs, in March. This publicly-aired session in the Parliament was a key event in a number of activities involving civil society and the Parliament to mark Commonwealth Week in 2011 – a particularly special year as it celebrated the 100th birthday of the CPA.

- We also developed our relationship with Malawi through two other pilot projects. A pairing scheme between 10 Members each from Scotland and Malawi is helping to share ideas and best practice, through personal contact by email and other means. The second provided an inaugural internship programme for an official of the National Assembly of Malawi to learn and directly engage with the Scottish Parliament as part of a two-month secondment within the Scottish Parliament.
- Scotland Week - Deputy Presiding Officer, Alasdair Morgan MSP, represented the Parliament in this year's key Scotland Week activity for 2011 in both the USA and Canada. The programme included a visit to Ottawa on 6 April to help recognise the efforts of the Canadian Federal Parliament in passing a resolution to forever mark this date as 'Tartan Day' across the whole of Canada.

2.2 Events and Exhibitions

Engagement with the public takes place across the Parliament as an institution and involves activity by individual Members and staff on a daily basis. To support this, the SPCB agreed a Public Affairs Strategy, the aim of which is to build confidence amongst the public in Scotland that the Scottish Parliament is an open, accessible and above all participative Parliament, which takes a proactive approach to engaging with the Scottish people – in particular those groups traditionally excluded from the democratic process.

The exhibition – *Rebels with a Cause: The Jacobites and the Global Imagination* – was developed in partnership with Aberdeen University. It showcased for visitors a range of historical artefacts, rarely seen before by the public and told the story of the Jacobites and their European connections. It was on show in the Parliament's Main Hall from Wednesday 27 October 2010 to Saturday 8 January 2011. A weekend of family events and a series of public lectures and discussions was delivered in conjunction with the exhibition.

2.3 Festival of Politics

The 6th Festival of Politics took place at the Scottish Parliament over a period of 5 days, from Tuesday 17 to Saturday 21 August 2010. The 2010 Festival Programme featured some 46 events held across the parliamentary campus, many of which followed the over-arching theme of *Changing Politics*.

As with previous Festivals, the 2010 programme was brought forward in association with 41 stakeholder organisations including Festival Partners the Dunfermline and UK Carnegie Trusts, and the Law Society of Scotland. This represented an 18% increase on the level of stakeholder involvement in the 2009 Festival,

As part of the Festival, the Scottish Parliament again played host to the World Press Photo (WPP) Exhibition – the world's premier annual photojournalism exhibition. The exhibition was hosted in the Parliament's Main Hall for 3

weeks, from Tuesday 3 to Saturday 28 August 2010. The Festival Programme also featured a range of events with specific links to WPP, thereby adding value to both initiatives. Visitor figures to the Parliament over the duration of the exhibition in the summer recess have ranged from 24,385 to 57,962 in the years 2006-10, a total of just over 200,000 visitors over the 5 years.

The hosting of an exhibition covering world events, current affairs and contemporary social and political issues has helped contribute to the aim of the Festival to stimulate and encourage public debate about political issues.

Nearly 4,750 people attended Festival of Politics events during 2010, which represented a 6% increase on attendance in 2009.

Key findings from feedback provided by Festival attendees include:

- 91% of attendees rated Festival events as either “very good” or “good”
- 95% of attendees would attend similar events in the future
- 65% of attendees had not attended the Festival prior to 2010

2.4 Travelling Exhibition - Moving Stories

The Parliament’s touring exhibition – *Moving Stories* – has toured to local audiences in 17 areas since its launch in April 2009. In 2010/11, it toured to Hamilton, Benbecula, Stornoway, Greenock, Elgin, Dumfries and Prestwick, with events in the Western Isles delivered in conjunction with the Presiding Officer’s Summer Tour Programme. Feedback from local audiences indicates the high value placed on being able to find out more about Parliament in their home towns and communities.

2010/11 Programme - Low Parks Museum, Hamilton (30 April to 11 June); Museun nan Eilean, Benbecula (15 June to 30 July); Museun nan Eilean, Stornoway (3 to 31 August); Central Library, Greenock (4 to 29 September); Elgin Library (2 to 22 October); Dumfries Museum (28 October to 30 November); and Glasgow Prestwick Airport (9 December 2010 to 17 March 2011).

2.5 Scottish Parliament Art Collection

An official portrait of the Rt. Hon Alex Fergusson MSP, Presiding Officer of the Third Session, was commissioned from photographer Harry Benson.

2.6 Use of the Arms of the Scottish Parliament

The SPCB agreed a policy on the use of the Arms of the Scottish Parliament whereby the Arms can be presented to third parties at the discretion of the SPCB on a case by case basis.

A request was received from the Royal Regiment of Scotland and we agreed that it met the criteria of exceptional circumstances. Permission was granted for the Regiment to incorporate the Arms of the Scottish Parliament into a regimental banner.

2.7 Scotland's Futures Forum

In February 2011 the SPCB reaffirmed that Scotland's Futures Forum should continue as a limited liability company to stimulate public policy debate on non-political long term issues of importance to the people of Scotland and to challenge the body politic, against short-termism. It was further agreed that the Forum should adopt a new business model to help develop new collaborations and commissions from external bodies and think-tanks. This is now successfully underway and a programme of work has been agreed for implementation in 2011 and beyond.

2.8 Freedom of Information

The SPCB continued to support openness and accessibility by publishing as much information as possible. Between April 2010 and 31 March 2011 we received 191 freedom of information requests; 9 reviews were requested and no appeals were made to the Scottish Information Commissioner. This compares to 281 requests, 7 reviews and 1 appeal to the Scottish Information Commissioner in 2009-2010. The decrease in requests reflects our ongoing efforts to publish information and to respond comprehensively when requests are received. An example of this would be our decision to publish more detailed management accounts on a quarterly basis.

In addition we have developed a new enquiries database which is used to log and track the progress of freedom of information requests. Training sessions on FOI were provided for MSP and SPCB staff and we continued to provide links to published information in our Publication Scheme and to publish our replies to requests on our Disclosure Log.

Links to our Publication Scheme and Disclosure Log and information about how to make a freedom of information request can be found here:

[Freedom of Information - Help : Scottish Parliament](#)

SECTION 3 - EFFICIENT AND EFFECTIVE ORGANISATION

The SPCB reviews and agrees a [Strategic Plan](#), performance indicators and Risk Register for the Scottish Parliamentary Service (SPS) on an annual basis, and the proposed process for monitoring and updating them. The Strategic Plan is published and we receive quarterly reports from the Chief Executive (CE) on progress. These are also published as part of the regular CE Reports to the Corporate Body. The full year's report for 2010/11 is included at the end of this section for information.

3.1 SPCB Expenditure for the 12 Months Ended 31 March 2011

We have prepared separate [annual accounts](#) for the 2010-11 financial year that comply with the accounting principles and disclosure requirements of the Government Financial Reporting Manual. The Auditor General for Scotland has audited these accounts and they were laid before the Parliament on 6 October 2011. A summary of the expenditure is set out below.

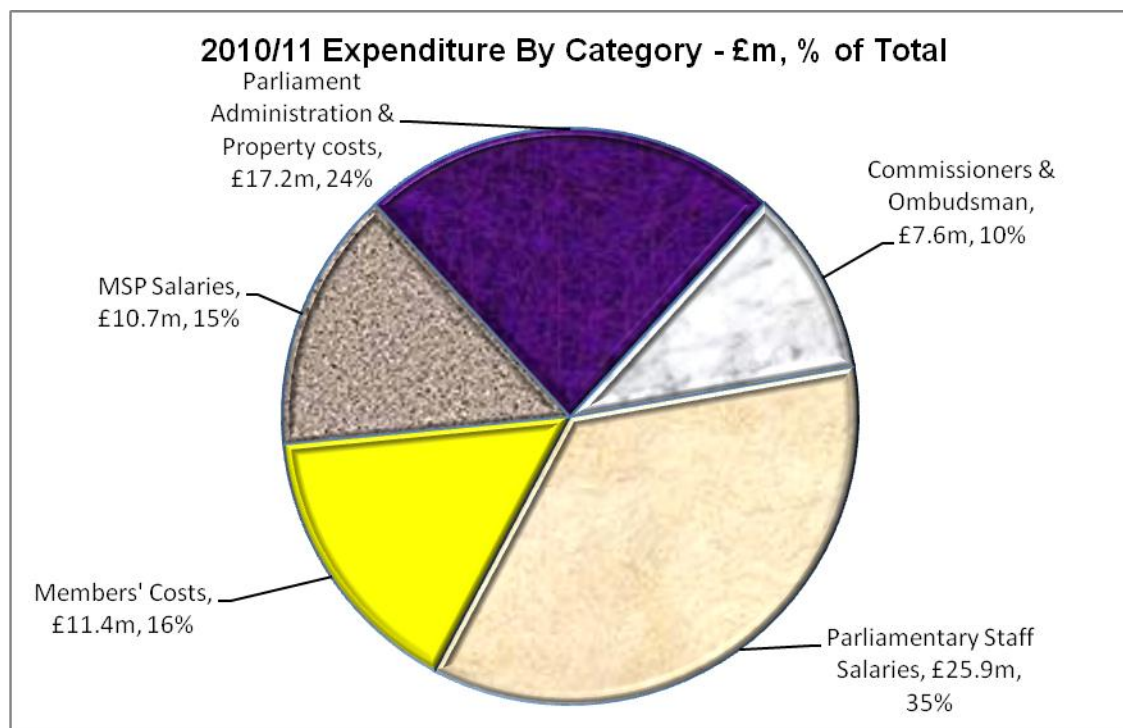
	Actual £m	Budget £m	Variance (note 1) £m
Net Revenue Expenditure (Note 2)	72.8	75.7	2.9
Capital Expenditure (Note 3)	3.0	3.0	0.0
Total Revenue and Capital Expenditure in 2009-10, excluding capital charges and exceptional items	75.8	78.7	2.9
Capital Charges (Note 4)	6.0	12.8	6.8
Total Expenditure in 2010-11, including capital charges and exceptional items	81.8	91.5	9.7

Notes

Note 1: We continue to live within our budget. Our net revenue expenditure on staff, property and administration costs in 2010-11 was £72.8m, £2.9m less than the available budget. Of the £2.9m difference from budget, £0.4m represents lower funding requirements in the year for Commissioners and the Ombudsman, £1.3m lower take up of expenses to budget for members costs and the remaining variation is due to lower than budget general administration costs for the SPCB.

Note 2: Net revenue expenditure of £72.8m in 2010-11 included parliamentary staff salaries of £25.9m including £2.0m costs for a restructuring scheme and

MSP salaries of £10.7m. Members' costs, which enable MSPs to secure staff and accommodation to assist them in the discharge of their parliamentary duties, were £11.4m. A further £7.6m was expended on funding the salaries and running costs of the Commissioners and Ombudsman. The remaining £17.2m relates to the administration and property running costs of the Parliament and is net of £0.6m gross income from shop sales and events.



Note 3: Capital expenditure in 2010-11 of £3.0m comprised £2.2m on IT software, work in development and hardware with £0.5m on Equipment and £0.3m on fixed plant.

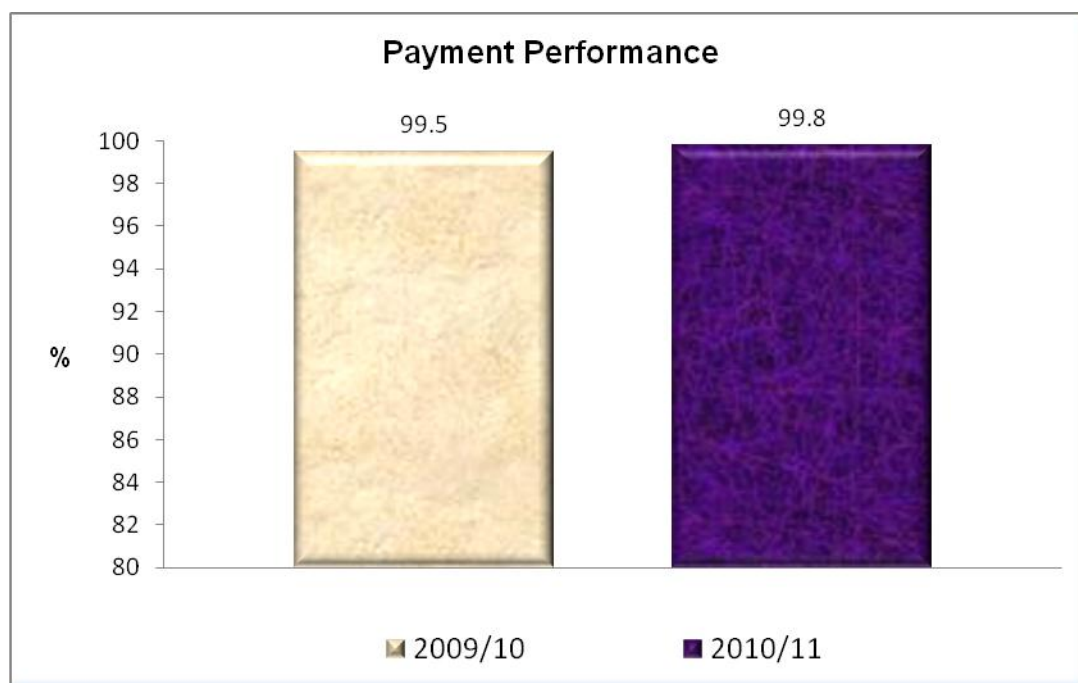
Note 4: Capital charges are required by the Government Financial Reporting Manual to reflect the depreciation in value of assets and other non cash costs. The charge for depreciation for 2010-11 was £9.8m. Non cash items in 2010-11 include a credit release from the pension reserve for past service costs which arise when an employer undertakes to provide a different level of benefits than previously promised. It was announced in the Budget on 22 June 2010 that the Government will adopt the Consumer Price Index (CPI) rather than the Retail Price Index (RPI), for the indexation of public service pension schemes from April 2011. The Government Actuary's Department have taken this change into account for accounting purposes as a past service charge resulting in the credit release. Capital charges previously included a charge for cost of capital but HM Treasury, under the Clear Line of Sight (Alignment Project) removed the cost of capital charge from budgets and accounts from 1st April 2010.

3.2 Financial Assistance for Registered Political Parties

Under the Financial Assistance for Registered Political Parties Order 1999, the registered political parties in the Parliament are entitled to monies to assist their Members to carry out their parliamentary duties. The resource accounts to the financial year ended 31 March 2011 include costs of £533k under the terms of this Order.

3.3 Payment Performance

Our policy is to comply with the Confederation of British Industry's Prompt Payers Code. The target is for payment to be made within agreed payment terms or 30 days of receipt of invoices not in dispute for goods and services received (see table below for performance). Average payment performance achieved for 2010-11 was 99.8% (2009-10 was 99.5%).



3.4 Membership of the Advisory Audit Board

In August the SPCB agreed the re-appointment of the independent members of the AAB Ian Robertson and Kevin Sweeney.

3.5 Future Resource Planning

As the likely impact of the economic downturn became clear, the SPCB undertook a detailed planning exercise to prepare for an anticipated reduction in available resources to 2014-15. To ensure that the Parliament continued to play its full part in responding to the financial pressures facing public sector finances, the SPCB stated that it intended to reduce its budget in line with any percentage reduction in the Scottish Consolidated Fund. Consequently, a detailed budget proposal was proposed to the Finance Committee in

November 2010 setting out plans to deliver a 12% real terms reduction in the SPCB's annual budget by 2014-15. In addition to the freeze on Members' pay and expense to 2013, key elements of the proposal included:

- a proposed pay freeze for Parliament staff until 31 March 2013 worth £1.0m in real terms, accompanied by a guarantee of no compulsory redundancies over the same period.
- reductions already identified in the overall Parliament staff complement of around 50 staff by 31 March 2013; and
- reductions in Commissioners' and Ombudsman's officeholder budgets in line with overall SPCB savings.

To facilitate these agreed savings, the SPCB ran a Voluntary Early Retirement/Early Severance Scheme to deliver the bulk of the agreed staff savings, which in turn allowed the guarantee of no compulsory redundancies to be offered. The outcome of the scheme resulted in the departure of 34 members of staff from across the organisation. The SPCB also carried out a review of its senior management structure the outcome of which saw a reduction of three senior manager posts.

A Change Management Programme was commenced in January 2011 to facilitate the delivery of the agreed savings. A Change Management Board was set up to oversee the Programme, which is scheduled to run to March 2012.

3.6 Security

During this period work was completed on the installation of security turnstiles at the Queensberry House and Canongate entries for passholders as part of the improvement programme to enhance perimeter security.

As part of the Parliament's security review we endorsed the recommendation of the introduction of a new shift rota for security staff in order to create greater flexibility within staffing levels and a significant cost saving to the Parliament.

A panel made up of officials and an external adviser carried out an internal review of the number and type of security passes in circulation within the Parliament. The panel looked at the types of pass categories to see if the number could be reduced. The review concluded that the existing pass categories be maintained and the SPCB endorsed that finding.

As part of the access arrangements to the Parliament, all visitors require to undergo security screening. During the period of the report security staff screened over 400,000 visitors and over 450,000 pieces of baggage.

3.7 Environmental Management

2010-11 saw the organisation's achievements continue to reflect the SPCB's commitment to demonstrating best practice in environmental performance and to contributing to sustainable development.

In 2010-11 we continued to implement our environmental policy and achieved our environmental targets to reduce carbon emission, energy use and waste sent to landfill. We are on course to achieve the stretching environmental targets set for March 2015. However, we will have to be focussed and innovative if we are to reduce our carbon footprint by 42% by 2020 as agreed in the Carbon Management Plan 2010.

The SPCB became the first public sector organisation to meet the requirements of CEMARS certification, having measured its greenhouse gas emissions in compliance with the requirements of ISO 14064-1:2006.

We continued to implement the Carbon Management Plan and made good progress to reduce emissions resulting from running the building by investing in energy efficient technologies such as LED lighting in the Committee Rooms and MSP Building and the installation of an air cooled chiller. These technologies and our continued careful management of the building helped to reduce expenditure on gas and electricity by £70,000 compared to the costs which would have been incurred if we had consumed the same quantity of gas and electricity as in 2005/2006.

3.7.1 Real Action on Carbon Emmissions - RACE Programme

The RACE programme was official launched to engage all building users in our desire to ensure we become a low carbon organisation. The RACE has already held events on carbon footprinting, zero waste and discussions on the potential impact of climate change on our lives.

The following targets have been set:

Carbon Footprint

- Reduce the carbon footprint by 20% from the 2005/2006 total by March 2015.
- *Interim target: Reduce the carbon footprint by 18% by March 2012.*

Electricity

- Reduce incoming electricity use by 24% from the 2005/2006 total by March 2015.
- *Interim target: Reduce incoming electricity use by 20 percent by March 2012.*

Waste

- Reduce landfill waste by 75% from the 2005/2006 total by March 2015.
- *Interim: Reduce landfill waste by 70% by March 2012.*

Gas

- Gas use not to exceed 313,500 kWh.

Paper

- Reduce office paper consumption by 35% from the Session 2 total during Session 4.

3.8 Equalities

During the year a new Equality Framework was developed covering the period 2011-15. With the organisation going through a significant period of change, the SPCB decided to refresh its approach to equality and align the Framework to meet the requirements of the new Equality Act Public Sector Duty. This required the SPCB to focus its attention on streamlining its approach to equality; embedding equality into our core business practices; and creating a robust action planning framework which extends beyond race, disability and gender to include all nine protected areas covered by the Equality Act.

Internal and external stakeholders were consulted during this review and it was highlighted during this process that we had already made significant steps towards advancing equality such as building equality impact assessments into organisational reviews of policy and practice. In other words, it had already become standard practice.

The new Framework incorporates:

- An equality strategy setting out the SPCB's priorities to advance equality;
- A single equality action plan comprising SMART equalities objectives for 2011-15;
- Monitoring and reporting arrangements for equality including publication of an annual equality monitoring report [add hyperlink]; and
- Guidance and policies to reflect the requirements of the new Equality Act.

The SPCB endorsed the new Framework in March 2011 and we intend to officially launch the Framework in the autumn 2011.

The SPCB responded to a request by the Equal Opportunities Committee and carried out a Garden Lobby/Main Hall access review we then reported its findings to the Committee.

3.9 Health & Safety

The SPCB operates a health and safety management system to ensure legal compliance and to pursue the continuous improvement of its H&S performance.

Development and improvement of the management system is an ongoing process. During the reporting year, the most significant addition to the management system was the internal audit process which has been implemented within the Facilities Management Office.

The key activities completed during 2010/11 include:

- Provision of training for staff on general safety awareness, safe use of display screen equipment, risk assessment and inspection;
- The development and piloting of a new 'health and safety essentials' course for staff with line management and contract management responsibilities;
- Annual review of first aid provision for the campus;
- Investigation and monitoring of accidents and near misses;
- Inspection of offices and common areas;
- Review of risk assessments;
- Quarterly meetings of the H&S committee.

3.10 Fire Safety

Actions taken during the year significantly reduced the number of unplanned fire alarms from fourteen the previous year to five last year.

A full scale fire evacuation exercise involving the Fire and Rescue Service took place in June 2010. This provided the opportunity for further analysis of building users' awareness and reactions to fire incidents. It also provided confirmation of the suitability of our new 'way-finding' plans which show all 'fire-related assets' as well as the designated key access routes around the Campus for use by Fire & Rescue Service in the event of a serious fire incident on site.

In February 2011, the SPCB approved a revised fire strategy which has seen us move from an approach founded on escape from the building to an external place of safety, to one where occupants simply move to a safe and secure internal area of the building. This is sometimes termed an *inscape* strategy.

3.11 Human Resources (HR)

3.11.1 Staff

The number of full-time equivalent staff in post at the end of March 2011 was 490.08; the staff turnover was 6.97%.

3.11.2 E-HR System

In October 2010, the Human Resources Office introduced a new HR System which included the introduction of an E-HR System for the first time. This new E-HR System provides SPCB staff, Members and Members' staff with electronic access from their desktop to their personal data, some of which they can update themselves e.g. bank details, home address. It also provides access to electronic pay slips. The E-HR System is continuing to be developed and new electronic data capture forms are being introduced in 2011. The new HR System is a single database holding information on HR, payroll, pensions, recruitment and training and this means single data entry for all people related information. This has helped to create a number of efficiencies in the Human Resources Office which will be fully realised in 2011 once all aspects of the system are fully functional.

3.11.3 Pensions Act

In December the SPCB approved amendments to the Pensions Act put forward by the Pension Trustees. These amendments were passed by Parliament in February.

3.12 Facilities Management

As part of the future resource planning exercise, the SPCB took a number of decisions relating to the services and facilities provided in the building. These included:

- Changes to the services provided by the public café to ensure it was meeting the needs of visitors;
- Continued provision of free crèche facilities for visitors; and
- Changes to the mail service and handling arrangements.

3.13 Broadcasting

The broadcast operations and related services contract, which permits the broadcast of all parliamentary proceedings, was due to expire in August 2011. After careful consideration of all the issues, the SPCB agreed that the most financially advantageous option was for broadcast operations and related services to be brought in house.

The Scottish Parliamentary Service

End Year Performance Report 2010-11

Section 1: Parliamentary Business

What we will deliver: Chamber and Committee business that takes place as scheduled and is resilient to disruptions and threats

Performance measures:

Ref	Activity	Target	Actual
1A	Chamber business takes place as scheduled	100%	100%
1B	Committee business takes place as scheduled	100%	100%
1C	Chamber business recommences in alternative accommodation if required	3 days	N/A
1D	Committee business recommences in alternative accommodation if required	14 days	N/A
1E	Failure of sound and voting equipment rectified if required	1 hour	N/A

Comments:

1A/1B: There were no unscheduled disruptions to parliamentary business in this reporting year.

Section 2: Supporting Members

What we will deliver: The necessary facilities, technology and support services to enable Members to carry out their parliamentary and representative functions and their roles as employers

Performance measures:

Ref	Activity	Target	Actual
2A	Payment of travel/expenses claims to timetable set out in Service Level Agreement	95% within 10 days	94.9% within 10 days
2B	Payment of allowances claims to timetable set out in Service Level Agreement	85% within 10 days	87.8% within 10 days
2C	Publication of MSP expenses information to agreed target dates	Q3/2010 figures by end Jan 11	27 Jan 2011

Comments:

2C: Quarter 3 information was published by the target date. As in previous years, expenses information for the full year 2010-11 will be published following sign-off of the annual accounts.

Section 3: Engagement

What we will deliver: Increased public awareness of the Parliament and engagement with the parliamentary process in Scotland

Performance measures:

Ref	Activity	2009/10 totals	2010/11 totals
3A	Number of schools reached through inward and outward education programmes	758	848
3B	Visitors to Scottish Parliament	417,090	400,718
3C	Number of Member-sponsored events	366	435

Comments:

3A: There are no school visits during July and August due to the summer holidays, so the figure given here covers a total of 10 months out of 12. The total of 848 was made up of 447 inward visits from 12,474 teachers and young people, and 401 outreach sessions with 10,080 young people.

Section 4: Organisational Health

What we will deliver: An organisation that:

- works efficiently, effectively and progressively towards a shared aim
- secures best value for money
- minimises negative environmental impacts
- operates in a safe and secure environment

Performance measures:

Ref	Activity	Target	Actual
4A	Outturn against budget for financial year within target range	0 - 5% under	4.0% under
4B	Payment of valid invoices within contract terms	99%	99.8%
4C	Staff absence levels	6.7 days	8.1 days
4D	Reduction in Scottish Parliament carbon footprint from 2005-06 baseline by March 2010	12%	13%

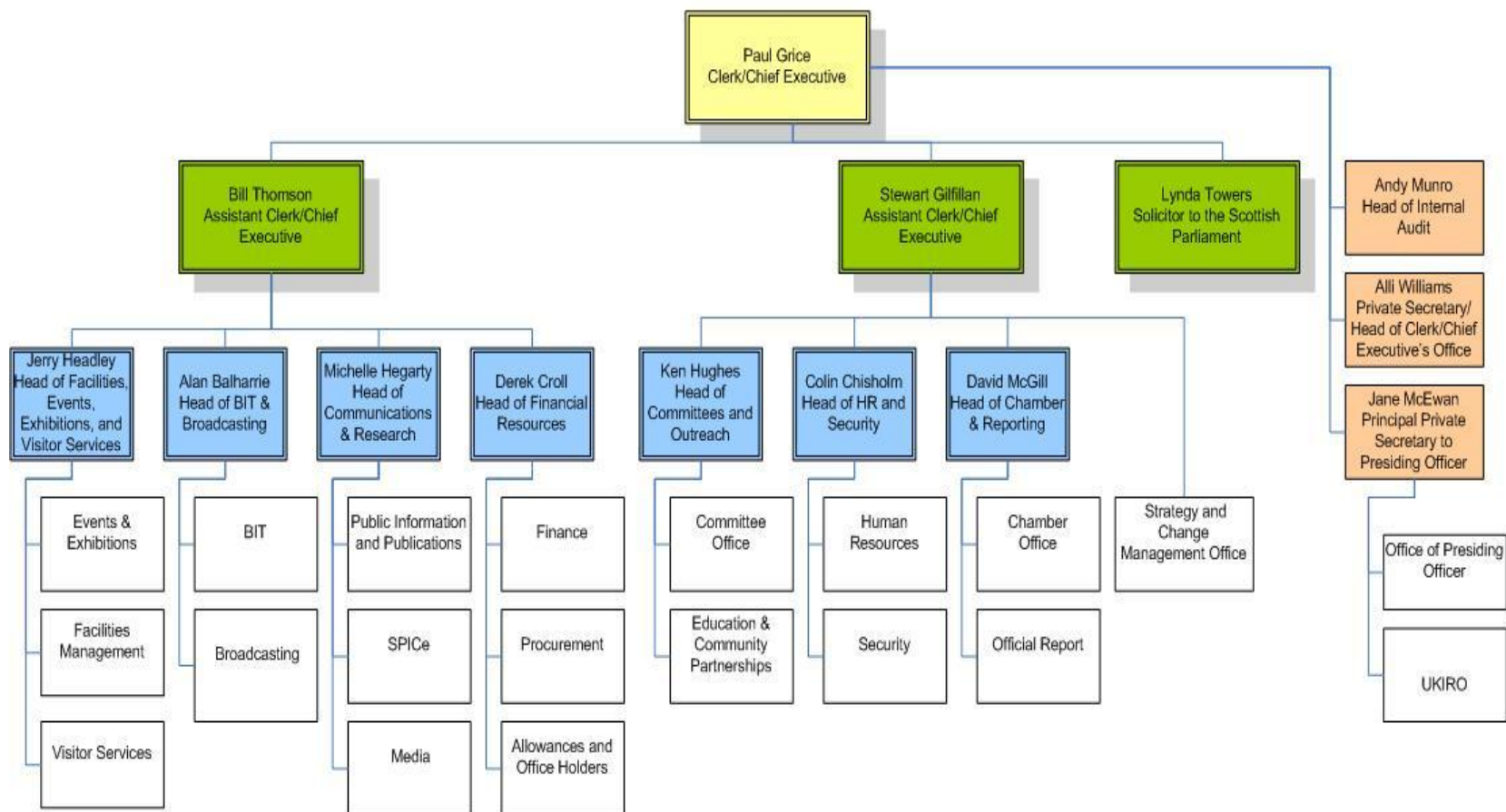
Comments:

4A: This is a provisional figure that does not yet reflect all end year adjustments. The final agreed figure will be published in the annual accounts and is likely to show a lower level of variance than the stated 4.0%.

4C: Staff absence for the reporting year is higher than the target of 6.7 days per person (based on the overall UK average across all sectors in 2007) but remains below the public sector average of 9 days.

Organisational structure

Organisation Chart



CONTACTS

Our previous Annual Reports are available on the Scottish Parliament website at: [Annual Reports and Management Plans - About the Parliament : Scottish Parliament](#)

If you have any questions about the Scottish Parliamentary Corporate Body (SPCB) in general or this Annual Report in particular, please contact the Secretariat as follows:

Judith Proudfoot, on ☎ 0131 348 5307 or
Kate McGillivray, on ☎ 0131 348 6222

(Calls via RNID Typetalk welcome)

For a copy of this Report in a language other than English or in an alternative format (for example in Braille, large print or audio tape), please send your enquiry to: **The SPCB Secretariat, The Scottish Parliament, Edinburgh, EH99 1SP**. You can also contact us by fax (on 0131 348 5259) or by email (at judith.proudfoot@scottish.parliament.uk or kate.mcgillivray@scottish.parliament.uk).

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