

**Chief Executive's Report to the SPCB
February 2014**

Introduction

This report covers activity up to the end of February and includes the Finance Report for Period 9 of 2013-14 and the latest quarterly Organisational Performance Framework.

Some of the items to note include:-

- The Legislation Team has added a new page to the website which provides a complete list of all Bills passed by the Parliament; bookmarked versions of the Passage of Bills Series; and the Bills and accompanying documents introduced since the start of this year.
- The Public Petitions Committee took evidence via video-link with the Minister for Health and Social Services at the National Assembly for Wales as part of its consideration of a petition on organ donation. Wales recently introduced legislation on a presumption in favour of organ donation unless the individual opts out.
- Replacement of the committee room sound systems. Installation and testing will be phased over the Easter and summer recess periods to ensure committee business is not impacted.
- Quarterly Freedom of Information statistics for the last three months of 2013 show a steady increase in the number of requests received, including 28 new requests in January 2014.
- The next routine fire evacuation exercise, scheduled for the MSP Building, is due in April 2014. These exercises assist in demonstrating our compliance with fire safety legislation; test our systems and procedures; and provide training to ensure building occupants understand emergency procedures, including Personal Emergency Evacuation Plans.

If you have any comments or questions on any aspect of this Report, I would be happy to discuss them with you.

P E GRICE

Clerk/Chief Executive

SECTION 1 – OVERVIEW OF PARLIAMENTARY ACTIVITIES

Chamber and Reporting

Legislation Team

A new page has been added to the website which provides for the first time a complete list of all Bills passed by the Parliament. It also makes available in one place the bookmarked versions of the Passage of Bills Series (which contain all parliamentary documents associated with the passage of public bills) as well as the Bills and accompanying documents introduced since the start of the year.

Delegated Powers and Law Reform Committee

Committee clerks recently met representatives of the Scottish Law Commission to brief them on procedures for the introduction and scrutinising of the potential first Scottish Law Commission Bill (under Standing Orders Rule 9.17A, agreed by Parliament in June 2013).

Non-Government Bills Unit (NGBU)

- There are currently three NGBU-drafted Members' Bills in progress (Assisted Suicide – Margo MacDonald MSP, Defective and Dangerous Buildings – Dave Stewart MSP, Criminal Verdicts – Michael McMahon MSP), and one more being drafted (British Sign Language – Mark Griffin MSP).
- The Portobello Park Private Bill is at Consideration Stage, with a sequence of meetings planned, at which detailed evidence on objections will be heard by the Committee.
- NGBU is organising an event for drafters in early March, bringing together its own drafting panel with Scottish Government drafters and relevant officials, aimed at sharing information and improving understanding of the Bill-drafting process.

Committees and Outreach

Education and Culture Committee

The Committee has agreed to hold an inquiry into Scotland's potential educational and cultural future – whether there is a yes or no vote – following the independence referendum in September. This will cover three themes; further and higher education; early years, childcare and employability; and broadcasting and culture, with evidence taking commencing in March.

European and External Relations Committee

The Committee had expressed an interest in engaging with young people on its inquiry into the Scottish Government's proposals for an independent Scotland and membership of the European Union. A short video was produced by Broadcasting of the Committee's Convener, North Lanarkshire Youth Council and YMCA Scotland to encourage young people to contribute

their views on this issue. The video can be accessed on the inquiry web page:
<http://www.scottish.parliament.uk/parliamentarybusiness/CurrentCommittees/72953.aspx>

Infrastructure and Capital Investment Committee

The Committee expects to publish its Stage 1 report on the Housing (Scotland) Bill just before the Easter recess. The Committee will also publish its report on the draft National Planning Framework 3 (NPF3) in mid-March and will take evidence from the Queensferry Crossing project team on how the development of this major infrastructure project is progressing.

Justice Committee

The Committee published its Stage 1 report on the Criminal Justice (Scotland) Bill in early February, concluding, by majority, that the case for abolishing the corroboration requirement had not been made and asking the Scottish Government to consider removing these sections from the Bill. The evidence heard by the Committee, along with its report, received much attention from interested parties and the media and prompted a further review of possible additional safeguards.

Local Government and Regeneration Committee

The Committee will conclude its year-long inquiry into regeneration and issue a report in late February. The report is expected to include a number of recommendations directed towards enhancements in the delivery of the Scottish Government's regeneration strategy. The Committee has also been co-ordinating scrutiny of the NPF3 and draft revised Scottish Planning Policy, with work ongoing by four committees all of whom will report separately for a debate in March.

Public Audit Committee

The Committee will be taking evidence from the Cabinet Secretary for Health and Wellbeing on the NHS financial performance and on NHS waiting lists. The Committee will also consider three draft reports on the Scottish rate of income tax; police reform; and Scotland's colleges.

Public Petitions Committee

The Committee published its report into tackling child sexual exploitation in Scotland. It held a debate in the Chamber on the report findings and recommendations and, at the time of writing, awaits the Scottish Government's formal written response to these. The Committee took evidence by video-link with the Minister for Health and Social Services at the National Assembly for Wales as part of its consideration of a petition by the Glasgow Evening Times on organ donation. Wales has recently introduced legislation on a presumption in favour of organ donation unless the individual opts out. The legislation comes in to force next year.

Rural Affairs, Climate Change and Environment Committee

On 12 March the Committee will take evidence from the UK Secretary of State for Environment, Food and Rural Affairs on a range of relevant issues, including the controversial allocation across the UK of EU agricultural and

rural development support funds. The Committee will also publish its report on a draft Scottish Government European Court of Human Rights (ECHR) Remedial Order (only the second ever considered by the Scottish Parliament) which is proposing amendments to the 2003 Agricultural Holdings (Scotland) Act, after a provision of that Act was judged by the Supreme Court as not being ECHR compliant.

Standards, Procedures and Public Appointments Committee

The Committee has begun its inquiry into lobbying. Oral evidence is being taken from campaigners for transparency; lobbying organisations; voluntary sector and business representatives; researchers; and others. The Committee expects to report before the summer recess.

Welfare Reform Committee

The Committee published its interim report on the so-called Bedroom Tax which received extensive media coverage. Its timely publication meant it was referenced during the Parliament's consideration of the Scottish Government's Budget. The Committee conducted visits to food banks and held an evidence session with food bank providers and this evidence-gathering will inform future sessions planned on the issue of benefit sanctions.

UK and International Relations Office (UKIRO)

- A five-member cross-party delegation from the Provincial Assembly of the Punjab took part in a one day visit to the Parliament on 6 February to look at the operation of committees and the Bureau. The delegation also met with members of the Standards, Procedures and Public Appointments Committee to discuss their role, with particular reference to amendments to Standing Orders. This visit was part of a wider four-day visit to the UK organised by the Westminster Foundation for Democracy (WFD). Similar meetings were also held in Westminster.
- Six MP's from the WFD Network of Parliamentary Committees on Economy, Finance and European Integration of the Western Balkans took part in a two-day visit to the Parliament, on 19 and 20 February, to learn more about the way the Scottish Parliament operates, how its work is governed and how it conducts oversight in its committees. The visit included meetings with members of the SPCB as well as a number of Committees.
- The Convener of the Economy, Energy and Tourism Committee, will represent the Scottish Parliament at a regional conference of the WFD Network of Parliamentary Committees on Economy, Finance and European Integration of the Western Balkans which will be considering the issues of foreign direct investment and State Aid. The regional conference will take place from 3 to 4 March in Belgrade, Serbia.
- The Greek Ambassador, His Excellency Mr Konstantinos Bikas, will visit the Parliament on Thursday 6 March. During this visit he will pay a

courtesy call on the Presiding Officer. He will also give evidence at a meeting of the European and External Relations Committee on Greece's priorities for the six month Presidency of the Council of the EU.

- The inaugural Conference of the British Islands and Mediterranean Region Commonwealth Women Parliamentarians will take place in the Scottish Parliament on 16 March 2014. The Conference will explore the experiences of female parliamentarians and the representation of women in politics. Around forty parliamentarians are expected to attend. The conference is being organised by the Commonwealth Parliamentary Association Scotland Branch.

Communications and Research

Information Governance

Quarterly Freedom of Information (FOI) statistics for the period 1 October to 31 December 2013 have been provided to the Office of the Scottish Information Commissioner. These statistics show a steady increase in the number of requests received, including 28 new FOI requests in January 2014. There has also been an increase in the number of times all or some of the information is held by the SPCB and is therefore provided to requesters.

Public Information and Publications

- The Public Engagement Board has approved the Public Information Strategy.
- Two new public information leaflets, *You and Your Parliament* and *Common Questions*, are now both available in handy pocket formats.

SPICe

- SPICe Training Week took place during February recess with all sessions well attended by staff from across the Parliament – topics included currency security, defence, sustainable development and tax.

Media Relations Office

- Since the start of the New Year the Media Relations Office (MRO) has supported a range of activities including the launch of a number of committee reports and Parliament Day Dumbarton which took place on 24 February. In addition, the Team have been making improvements to their services and, in collaboration with the Broadcasting Office, can now quickly and easily produce and distribute in-house video and audio clips to support our other media outputs.
- MRO also works closely with the Web and Social Media Team who are focused on extending the audience and reach of our web and online channels. The Parliament's Twitter account now has 21,000 followers and our Facebook page over 3,000 likes. Early February also saw our biggest social media response to date to the tweet and video package we produced on the Equal Marriage Bill. We received 700 retweets and our

Facebook post, which included our video package, had a reach of over 12,700. The post also received over 500 likes, comments and shares.

Facilities, Events, Exhibitions and Visitor Services

FACILITIES MANAGEMENT

- **Building Maintenance and Project Work**

Access to the MSP building from the car park has been improved by the installation of holdbacks on the lift lobby fire doors, which are designed to close automatically in the event of a fire evacuation. Maintenance activity continues throughout the campus and works planned over the coming months include: the refurbishment of windows at the bagpipes building; reinstatement of the timber louvres on Towers 1 and 2; and portable appliance testing of electrical equipment on site.

- **Fire Safety**

The next routine fire evacuation exercise, scheduled for the MSP building, is due in April 2014. These exercises are important in evidencing our compliance with fire safety legislation but more so in testing our systems and procedures in a realistic environment to ensure they are fit for purpose. In particular, evacuation exercises provide training to ensure occupants understand emergency evacuation procedures, including Personal Emergency Evacuation Plans.

EVENTS AND EXHIBITIONS

- The “Andrew Carnegie: The legacy that changed the world” exhibition was well received by the public. A sample survey of the nearly 100,000 visitors indicated that 73% rated the exhibition as excellent or good; 56% of visitors lived in Scotland; 70% were first time visitors to the Parliament; and 44% said they visited specially to see the exhibition.
- A themed week of events to mark Trade Union Week 2014 took place during week commencing Monday 17 February. The series of events included the Unions into Schools event and a Garden Lobby reception.
- A reception hosted by the Presiding Officer to mark the fifth Parliament Day took place in Burgh Hall, Dumbarton on Sunday 23 February. The event provided a networking opportunity for Members, local third sector voluntary and community organisations.
- On Saturday 8 March more than 300 women will gather in the Debating Chamber at an event to mark International Women’s Day chaired by the Deputy Presiding Officer, Elaine Smith MSP.

VISITOR SERVICES

- Visitor Services, as part of wider projects to encourage a rise in visitor numbers, has commissioned new tour advertising posters featuring the four parliament tours (The Parliament Tour; The Art Tour; The History Tour and The Literature Tour) which will be introduced in the external and public areas of the building, digitally on the Parliament's website and through electronic-mailings through our external partners.
- February Recess was again used to good effect by the Visitor Services team, with a full week-long series of training sessions. Topics included: customer service to World Host standard; standards and procedures workshops; and retail and tour training.

BIT and Broadcasting

- **Installation of new sound systems in committee rooms**

A refresh of the broadcasting equipment at Holyrood began in 2010 with the replacement of the Chamber sound and voting system. The committee room sound systems, purchased in 2002, also require replacement as they are no longer supported by the manufacturer. New equipment will therefore be purchased to ensure committee business can take place as planned and that the Official Report can be produced from the audio feed.

The new system will operate in a similar manner to the current system and Members will notice no difference other than new consoles on the desks and less equipment at the operator's position. Installation and testing will be phased over the Easter and summer recess periods to ensure committee business is not impacted.

SECTION 2 – SPCB FINANCE REPORT

Period 9 – December 2013

1. This report is to inform SPCB of general financial activity and expenditure trends in 2013-14.

Executive Summary

Performance against Budget (year to date variance)		
a) Total SPCB revenue and capital expenditure	3.1%	Para 2 & 6
b) Total SPS expenditure	2.5%	Para 7
c) Total project expenditure	4.9%	Para 8
Operation of Financial Controls		
d) Key reconciliations up to date	100%	Para 3
Other Key Indicators		
e) Payment performance	99.5%	Para 5

Key: RAG Status	G	Performance within target range
	A	Performance outwith target range but acceptable
	R	Performance outwith target range not acceptable

Financial Commentary

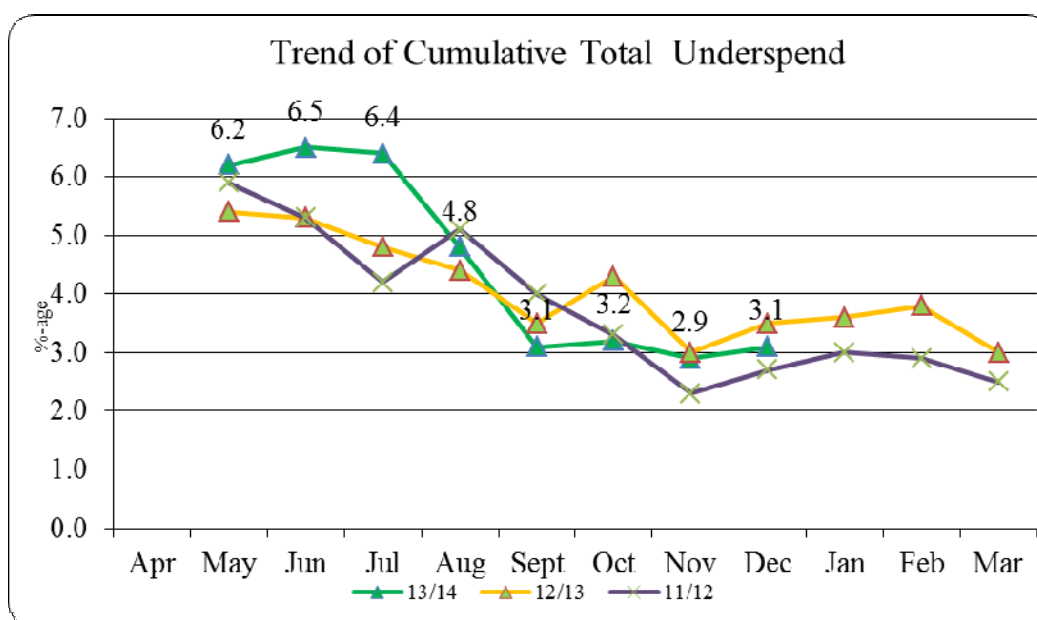
2. The Scottish Parliament's total revenue and capital expenditure for the financial year 2013-14 of £54.1m represents an under spend against budget of £1.7m (3.1%), which is outside the SPCB's target range of 0% to 2.5% under budget at this stage of the financial year. The overall underspend is lower, in percentage terms, than the comparable position for 2012-13 of £1.8m (3.5%).
3. Key reconciliations for the current year are up to date including the main payroll control account where responsibility for preparing this has now been transferred from Human Resources to Finance.
4. The Finance Office has been liaising closely with the Scottish Government (SG) since the upgrade of the accounting system, SEAS, in April 2012. A log of issues has been maintained and good progress has been made in resolution of key items. Opportunities for further development will be investigated with a SG project for a new reporting tool (Insight) now provisionally planned for early 2014-15. We anticipate being part of the project team on this implementation. A separate log of 2013-14 issues is being maintained to monitor progress once action has been agreed with the SG.

	Original upgrade April 2012	New issues logged this year	Total
Issues logged	75	15	90
Remaining issues at period 9	5	2	7
Prioritisation:			
High	0	0	0
Medium	5	1	6
Low	0	1	1

- Payment performance within contract terms exceeds the 99% target for the year to date and the equivalent figure for payment within 10 days is 87.5%.

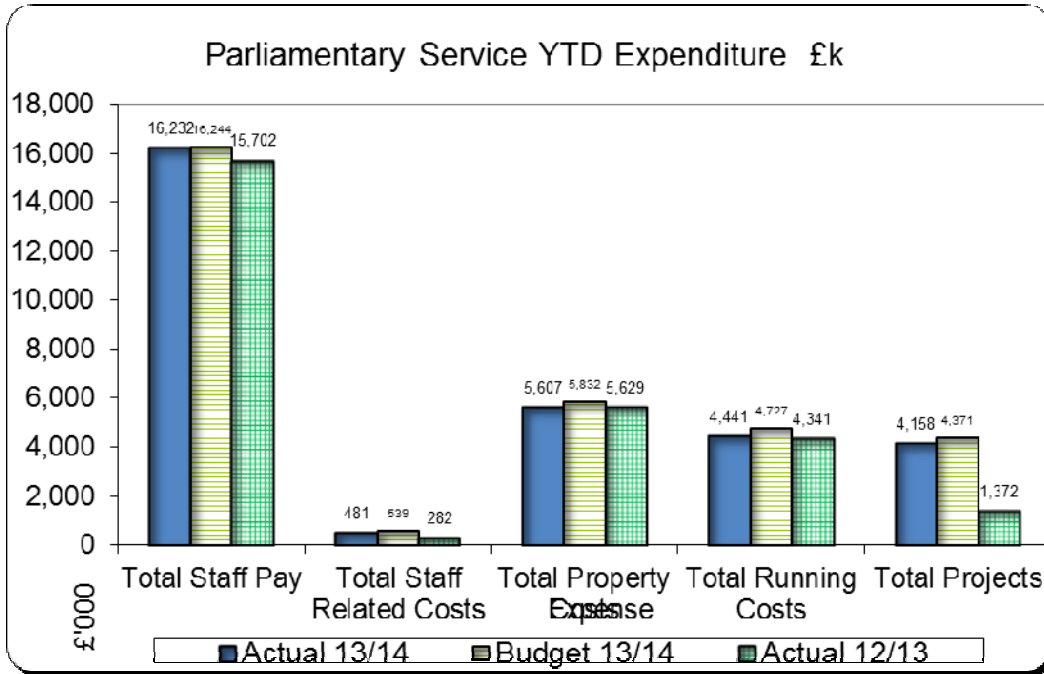
Financial Results

- The SPCB's total revenue and capital expenditure per Schedule 1 for the nine months ended December 2013 is £54.1m, which is £1.7m (3.1%) under the approved budget of £55.8m.



Parliamentary Service Costs (Schedule 2)

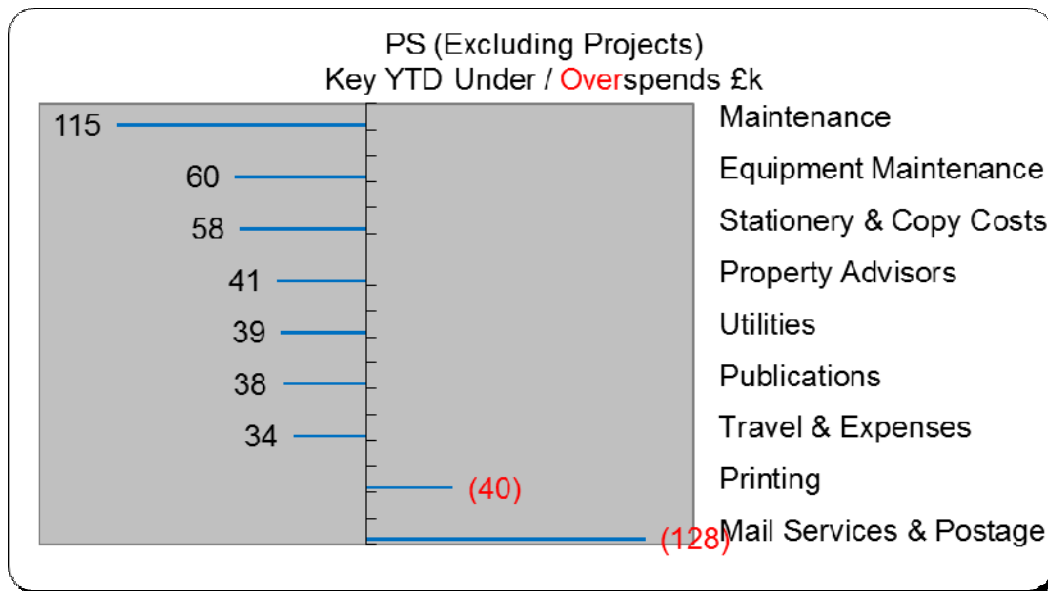
- The cumulative expenditure for the Scottish Parliamentary Service (SPS), at £30.9m, is £0.8m (2.5%) under budget. This incorporates both capital and revenue projects. The previous year's expenditure of £27.5m at period 9 was £0.7m (2.6%) below budget. An analysis of the current financial year by main category of expenditure is shown in the two charts below.



- Staff Pay is £12k (0.1%) under budget. Within this aggregate figure, there are variations between groups with Committee and Outreach showing a £38k overspend and BIT and Broadcasting showing a £33k underspend. The centrally managed pay costs (covering maternity pay and the modern apprentices) is showing a £42k underspend on the year to date position.
- Total staff costs are £530k (3.4%) higher than at the corresponding Period 9 position in 2012-13. The major components of this are Chamber and Reporting £135k (7.0%), Communication and Research £156k (6.8%) and HR and Security £123k (4.3%).
- Staff Related Costs of £481k are reported as £58k (10.8%) below budget, with Travel and Expenses accounting for £34k and Training for £28k. The reported underspend is partly attributable to a delay in processing corporate credit card transactions, which is now reducing as we fully

implement the more streamlined processing arrangements for the new corporate card. Total Staff Related Cost reported spend is £199k higher than at the corresponding period in 2012-13 with training the main contributor, showing an £119k year on year increase in expenditure from £112k to £231k.

- Property Costs of £5.6m are £226k (3.9%) under the Year To Date budget – principally £115k in Maintenance and £41k in Property Advisors. We have had assurances from Facilities Management that the maintenance budget will be fully committed for the end of the year. Following extended negotiations with the Lothian Assessor, we have secured a 19.6% reduction in the high rateable value initially placed on the Scottish Parliament by the 2010 Rating Revaluation. We have made arrangements to return the resulting rebate of £3.3m, covering the 4 years from 2010-11, to the Scottish Consolidated Fund via the 2014 Spring Budget revision. The revision to the rates cost will be reflected in subsequent Finance Reports at that time.
- Running Costs of £4.4m are £286k (6.1%) under budget. Main running cost underspends are Equipment Maintenance (£60k), Stationery and Copy Costs (£58k) and Publications (£38k). Mail Services and Postage costs are running ahead of budget, showing an overspend of £128k for the first 9 months, but are expected to stay within the full year budget.



Project Reporting (Schedule 3):

- Schedule 3 shows project spend by category of project.
 - Overall, 81.6% of the total project budget for the year has been spent and a further 6.5% committed by the end of December 2013.

- Revenue Projects show a total spend of £605k against the year to date budget of £838k, a reported underspend of £233k (27.8%). Over 35% of the current annual budget, amounting to £525k, is yet to be spent or committed – with over £500k of this accounted for by FM projects.
- The capital expenditure programme for 2013-14 has seen expenditure to date of £3,553k against the year to date budget of £3,532k, an overspend of £20k or 0.6%. Excluding External Security Facility (ESF) Construction, £90k (22%) of the current annual budget of £415k is yet to be spent or committed.
- Expenditure of £3.3m in respect of the ESF construction in the first nine months of 2013-14 takes the total ESF expenditure up to £6.1m. After allowing for the release of retentions and the remaining project management costs, the project has been completed within budget with the new entrance operational during August 2013 and the new exit operational mid-October 2013.

Members' Costs (Schedule 2)

9. Members' costs are analysed in Schedule 2, which shows £17.4m reported costs to December 2013, £901k (4.9%) below the phased budget. (The corresponding underspend figures for 2012-13 at the end of period 9 were £750k, 4.2%). Of this underspend, £763k (8.0%) is on Members' Expenses. Party Assistance at £296k is reported as £42k under the phased budget.

Commissioners and Ombudsman Costs (Schedule 2)

10. The SPCB's funding cost for Commissioners and Ombudsman (Officeholders) for the year to date amounts to £5.8m, which is £42k (0.7%) under the phased budget, the largest underspend being £60k for the Public Services Ombudsman. (The equivalent figures as at December 2012 showed an underspend of £344k or 5.7%).

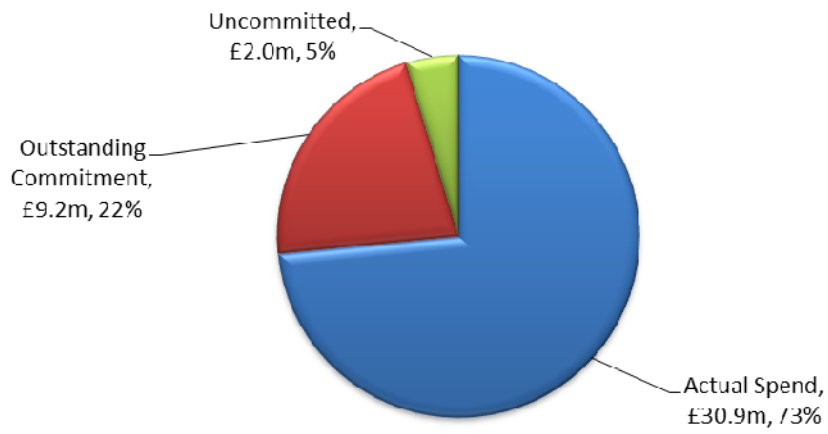
Central Contingency

11. The SPCB's central revenue contingency remains at £462k. The November forecasting exercise enabled us to bring forward two Broadcasting projects (£175k) from 2014-15 and we are working with BIT to identify similar opportunities to re-phase its capital expenditure programme.

Commitment

12. The amount committed across the Parliamentary Service (including projects) stood at £40.1m or 95% of total annual SPS budget.

PS Committed Funds as at December 2013 : £m,%



Period 9
December 2013 Financial Schedules

Schedule 1

	Actual £'000	Year to Date Budget £'000	Variance £'000	Variance %	Current Annual Budget £'000	Original Approved Budget £'000
Parliamentary Service Costs (Schedule 2)	30,919	31,714	795	2.5	42,116	42,078
Members' Costs (Schedule 2)	17,384	18,284	901	4.9	24,511	24,511
Commissioners & Ombudsman Costs (Schedule 2)	5,755	5,798	42	0.7	8,059	8,059
Sub Total	54,058	55,796	1,738	3.1	74,686	74,648
Reserves - SPCB Contingency	0	0	0	n/a	462	500
TOTAL EXPENDITURE	54,058	55,796	1,738	3.1	75,148	75,148

Schedule 2

	Actual £'000	Year-to-date Budget £'000	Variance £'000	Variance %	Current Annual Budget £'000	Original Approved Budget £'000
<u>Parliamentary Service Costs</u>						
Staff Pay	16,232	16,244	12	0.1	21,682	21,977
Staff Related Costs	481	539	58	10.8	782	808
Property Costs	5,607	5,832	226	3.9	7,891	7,995
Running Costs (Including Events & Income)	4,441	4,727	286	6.1	6,665	6,798
Parliamentary Service Costs excluding Projects	26,761	27,343	582	2.1	37,020	37,578
Projects (Schedule 3)	4,158	4,371	213	4.9	5,096	4,500
Total PS Expenditure	30,919	31,714	795	2.5	42,116	42,078
<u>Members' Costs</u>						
MSP & Officeholders' Pay	8,341	8,438	97	1.1	11,250	11,250
MSP Expenses	8,747	9,510	763	8.0	12,806	12,806
Party Assistance	296	337	42	12.3	455	455
Total	17,384	18,284	901	4.9	24,511	24,511
<u>Commissioners & Ombudsman</u>						
Ethical Standards Commission	568	551	(17)	(3.1)	797	797
Standards Commission	172	170	(2)	(1.2)	226	226
Human Rights Commission	690	708	18	2.5	909	909
Scottish Information Commissioner	1,078	1,055	(22)	(2.1)	1,394	1,394
Public Services Ombudsman	2,334	2,394	60	2.5	3,207	3,207
Commissioner for Children	913	919	6	0.6	1,226	1,226
Reserves - C&O Contingency	0	0	0	n/a	300	300
Total	5,755	5,798	42	0.7	8,059	8,059

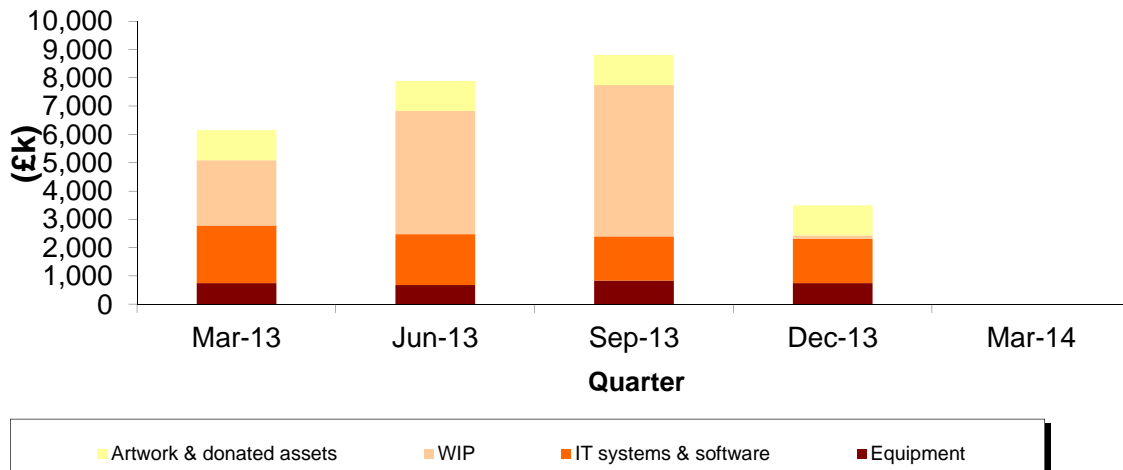
Period 9
December 2013 Financial Schedules

Schedule 3

Project Summary : December 2013	YTD Actual £k	YTD Budget £k	Variance £k	Variance %	Current Annual Budget £k	Original Approved Budget £k	% Spent of Total Budget	Outstanding Commitment £k	Funds Available £k
Revenue Projects									
Allocated	605	838	233	27.8	1,392	600	43.5%	262	525
Unallocated	0	0	0	0.0	0	900	0.0%	0	0
Total Revenue Projects	605	838	233	27.8	1,392	1,500	43.5%	262	525
Capital Projects									
Allocated	3,553	3,532	(20)	(0.6)	3,703	3,000	95.9%	71	80
Unallocated	0	0	0	0.0	0	0	0.0%	0	0
Total Capital Projects	3,553	3,532	(20)	(0.6)	3,703	3,000	95.9%	71	80
TOTAL	4,158	4,371	213	4.9	5,096	4,500	81.6%	333	605

By Portfolio:	YTD Actual £k	YTD Budget £k	Variance £k	Variance %	Current Annual Budget £k	Original Approved Budget £k	% Spent of Total Budget	Outstanding Commitment £k	Funds Available £k
IT	304	308	4	1.3	499	0	60.9%	79	116
FM Building & Equipment	478	612	133	21.8	1,091	600	43.8%	143	470
Engagement	(1)	0	1	n/a	0	0	n/a	0	1
ESF Capital Construction	3,264	3,288	24	0.7	3,288	3,000	99.3%	34	(10)
Information Management	112	163	50	30.9	217	0	51.7%	76	29
Artwork / Other	0	0	0	0.0	0	0	n/a	0	0
Total Projects Allocated	4,158	4,371	213	4.9	5,096	3,600	81.6%	333	605
Unallocated Project Budget	0	0	0	0.0	0	900	0.0%	0	0
TOTAL	4,158	4,371	213	4.9	5,096	4,500	81.6%	333	605

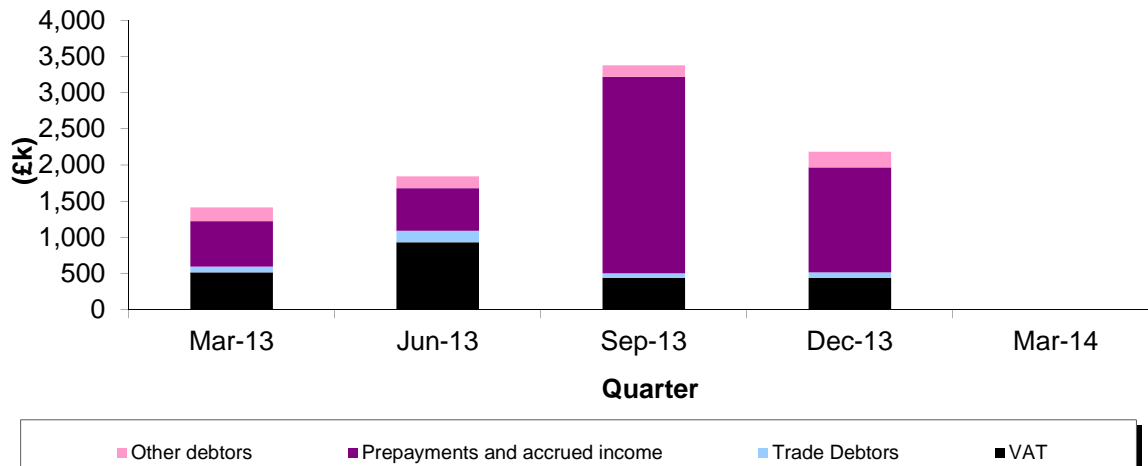
Fixed Assets (Excluding Land & Buildings)



Land & Buildings professionally valued at £306.5m at 31 March 2010.

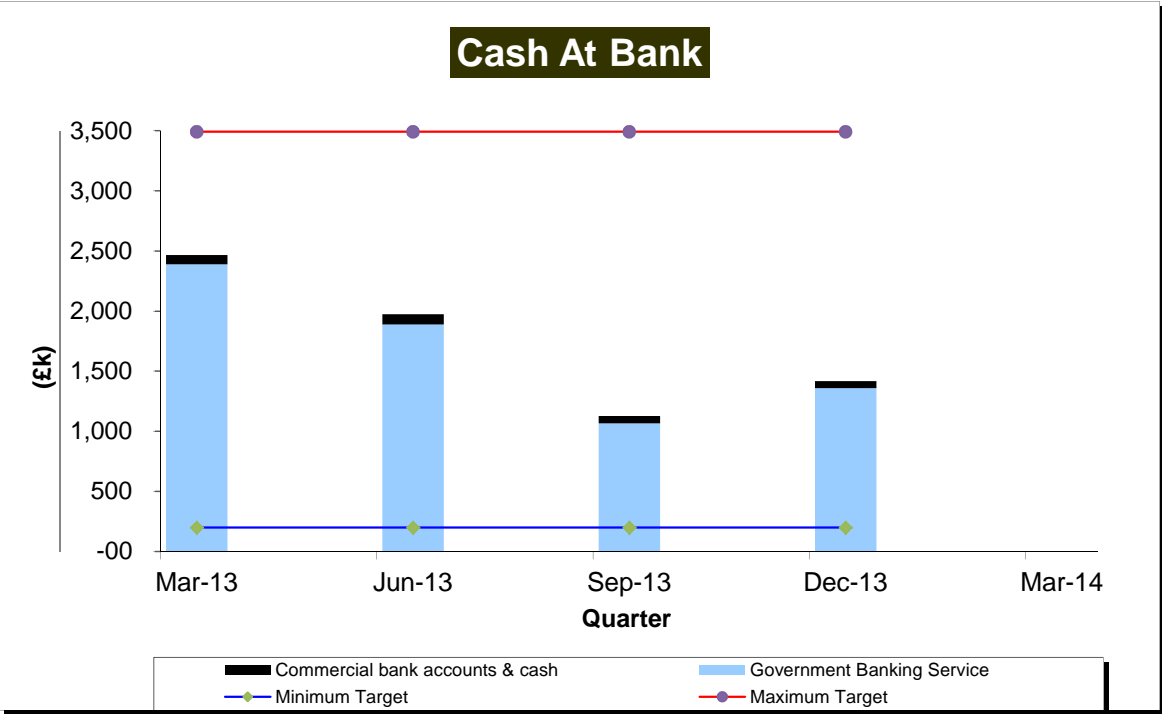
No change in artwork. WIP costs transferred to Land & Buildings in line with formal ESF project closure. IT Systems and Software, and Equipment, include additions less depreciation.

Debtors

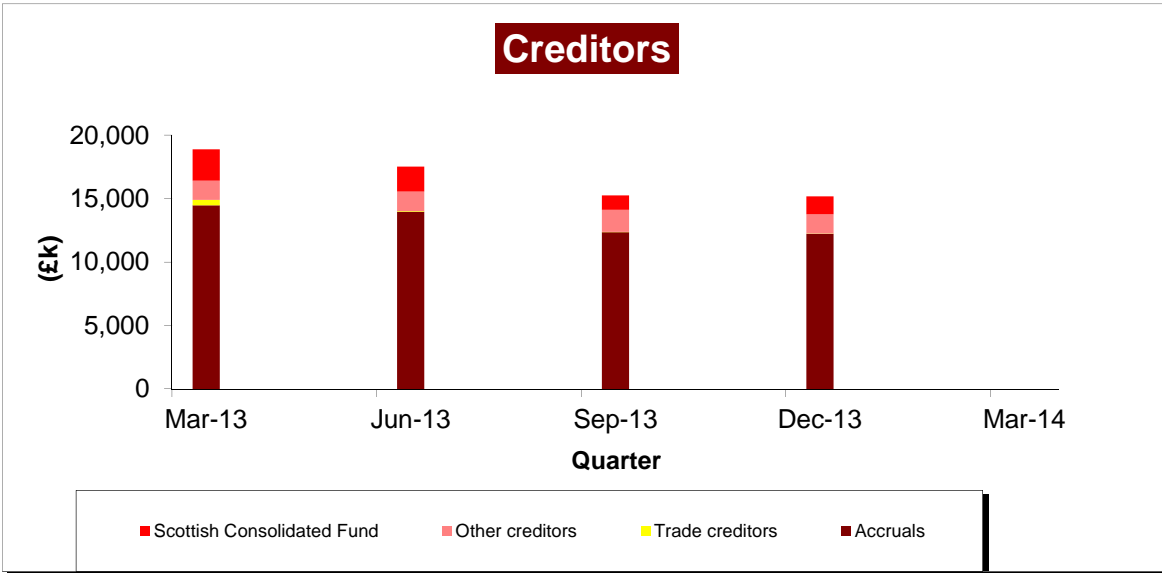


Note

Decrease in prepayments is due to accounting treatment of rates



Note
Bank balances kept within target



Note
Scottish Consolidated Fund creditor equal to bank balance

Schedule 6 Income from Catering Operation and from Parliament Shop

Analysis of Catering Costs and Subsidy

2013-14 YTD (9 months to December 2013)	Garden Level Restaurant	Coffee Bar	Members' Restaurant	Members' Bar	QBH Lounge	Parliament Café	Events	Internal Hospitality	Internal Meetings	Total	YTD Budget	YTD Variance	Current Annual Budget	Original Approved Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Income	248	60	19	6	36	116	239	68	49	841	834	7		
Less:- Direct Outlet Costs	(352)	(44)	(46)	(12)	(56)	(104)	(114)	(64)	(49)	(841)	(844)	3		
Net Contribution to Trading Profit/(Deficit) after direct outlet costs	(103)	16	(27)	(6)	(20)	11	125	4	(0)	(0)	(10)	10		
Less:- Indirect Costs Generic Labour ¹ & Other Overheads ²										(376)	(370)	(6)		
Net subsidy										(376)	(380)	4	(519)	(519)

Notes:

Note ¹ - Generic Labour includes: All management roles and some support roles

Note ² - Other Overheads includes: All equipment purchases and maintenance; all administrative costs (inc. Management Fee) and all sundry costs.

All figures are exclusive of VAT

Shop Trading Account

2013-14 YTD (9 months to December 2013)	Total	YTD Budget	YTD Variance	Current Annual Budget	Original Approved Budget
	£'000	£'000	£'000	£'000	£'000
Sales (net of discount)	229	228	1	263	213
Cost of Sales (1)	136	131	5	152	124
Net Contribution	93	96	(4)	112	89
Direct Salaries	62	63	(1)	86	125
Other Direct Costs (2)	3	1	2	1	1
Total Direct Costs	65	64	2	87	126
Net Contribution/(Subsidy) after direct costs	27	33	(6)	25	(37)

Notes

(1) Cost of sales is the cost to the Parliament of items for sale in the shop

(2) Other direct costs are expenditure incurred directly in the operation of the shop such as stationery and credit card and cash uplift charges.

As a result of the Visitor Services Office review, reduced staffing levels in the shop have been implemented during 2012-13 to reduce staffing costs.

This statement does not include general overhead costs, e.g. for a proportion of business rates, utility costs and other operational and support costs.

**Organisational Performance Framework
2013-14: Quarter 3
Cover Page**

Last Quarter	This Quarter	Trend
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Parliamentary Business

100% parliamentary business takes place as scheduled

100%

100%



Members Feedback

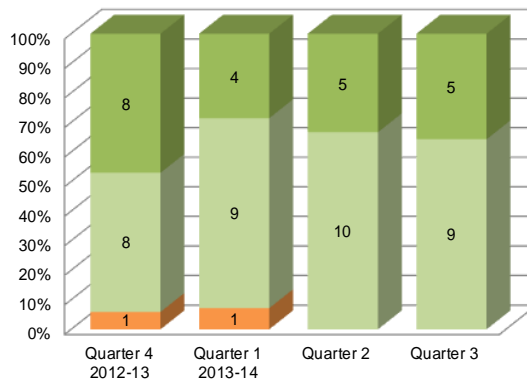
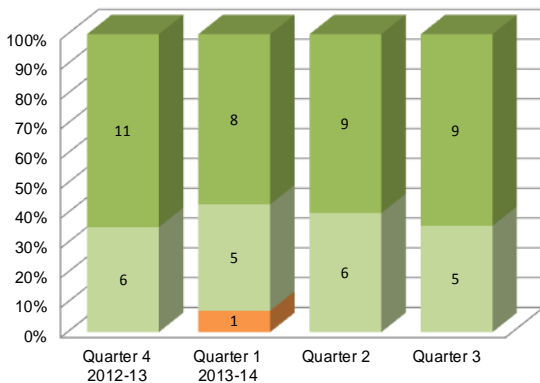
Number of interviews conducted

15

14

Parliamentary Role

Constituency Role



■ Very Satisfied
■ Satisfied
■ Dissatisfied
■ Very Dissatisfied



Public Engagement

Operational Public Engagement KPIs are on target: participation, openness, reaching out and understanding

✓

✓



The Parliamentary Service

% Outturn against SPCB budget for financial year within target range of 0 – 2.5% under SPCB budget*

Efficiency targets delivered as planned

Strategic activities on track

Compliance monitoring report on track**

Planned Strategic Risk Management actions on schedule

3.1%

3.1%



✓

✓



✓

✓



✗

✗



✓

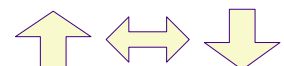
✓



Note: * The target range for quarters 1 and 2 is 0 - 5% under SPCB budget, this changes to 0 - 2.5% under budget during quarters 3 and 4.

** Compliance monitoring is amber overall, as 1 FOI request out of 45 was answered 2 days late.

Key: RAG Status **R** **A** **G** Increase/No Change/Decrease



On Track (Yes/No) ✓ ✗

**Organisational Performance Framework
2013-14: Quarter 3
Plans and Strategies**

Strategic Activity

Status

Action Update

Parliamentary Business

Support Parliament in implementation of parliamentary reform

G

The Standards, Procedures and Public Appointments (SPPA) Committee is currently considering a draft report on the review of reforms to parliamentary sitting patterns, publication is expected shortly.

Clerks and media officials have supported the Presiding Officer in developing her proposals for Conveners of parliamentary committees to be elected in the Chamber by the whole Parliament.

Support committees to implement Conveners Group Programme for Change

G

Following agreement by the Conveners Group in October 2013, major improvements to the design and presentation of committee reports will be launched in early 2014. Further future changes, designed to fit in with the Digital Parliament programme, will also be considered following the introduction of the revised format.

A report on the pilot exercise to provide support to Members who wish to access committee papers digitally was considered by the Conveners Group in November 2013. It is expected that the pilot will be extended into 2014, with potential for the number of committees involved being increased.

In addition, work has been taken forward in relation to Parliament Days', please refer to "Implement the Engagement Strategy".

Effective response to changes in Parliament's powers

G

The Referendum Planning Group was established in November 2013 and its remit includes ensuring Members have the support necessary to carry out their parliamentary duties in the run up to the referendum; that SPS receive the necessary communications, guidance and advice to support Members in this work; and plan for the support of parliamentary activity immediately after the referendum and in the medium to longer term.

In December 2013, the Group coordinated the SPCB's consideration of policies involving parliamentary resources so that these are fit for purpose in the run up to the referendum. Members' guidance will be considered by the SPCB in January 2014. The Group will also agree a project plan and communications strategy at that time.

Effectively manage the construction, commissioning and handover of the External Security Facility (ESF)

G

Following the completion of all ESF works in October 2013, the final Project Report was presented to the SPCB in November 2013, formal project closure was agreed. The project has been completed on time and within the total budgeted costs of £6.48m.

**Organisational Performance Framework
2013-14: Quarter 3
Plans and Strategies**

Strategic Activity	Status	Action Update
<p align="center">Members</p> <p>Develop and deliver a Member focused IT Strategy</p> <p>Ensure services continue to enable and support Members effectively</p> <p>Deliver a digital Parliament</p>	<p align="center">G</p> <p align="center">G</p> <p align="center">G</p>	<p>Major milestones achieved in this reporting period include: installation of technologies to improve the performance of current broadband lines to local offices; installation of a private network to a local office to evaluate performance and assess potential wider application; continuation of the development of mobile device environment including installation of a mobile device management product which will facilitate access to Parliament network services from mobile devices; planning for the forthcoming update of Case Management System and further development of the IT strategy which will support the Digital Parliament objective. All projects remain within allocated budget at this time.</p> <p>Fourteen MSPs participated in the Members Survey for quarter 3; results are summarised on the cover page. The overall trend in satisfaction levels remains consistent to previous quarters, with all Members either very satisfied or satisfied for both Parliamentary and Constituency support. Where suggestions for improvement are made, these are referred to the Office concerned to consider. There are no major overall trends emerging; separate consideration is being given to whether better use could be made of the information in the OPF.</p> <p><i>Continuous Professional Development programme for Members</i> - While no courses were run in quarter 3, the CPD programme remains at green with courses continuing to be developed. All costs are currently within budget and the work continues to be progressed using current staffing resources. The continued aim of all the pilots is to have a range of tried and tested courses at the beginning of Session 5.</p> <p><i>Digital Parliament Programme</i> - LG discussed the Business Case on 9 December 2013 and agreed that the programme should proceed as outlined. LG also agreed the first milestone date of August 2014 and that the SRO would propose revised dates for future gateway reviews. A workshop was held on 10 January to inform the development of a programme communications plan. Regular co-ordination meetings with the BIT Portfolio Team will ensure effective planning of BIT resources required to support the programme. Work on the future projects pipeline has also commenced.</p>

Organisational Performance Framework
2013-14: Quarter 3
Plans and Strategies

Strategic Activity

Status

Action Update

Members cont'd

Deliver a digital
Parliament cont'd

The programme is proceeding as illustrated by the following summary of progress to date on a selection of projects:

Document & Records Management (DRM) - On 9 December 2013, LG approved the Pioneer Phase. This has proceeded to plan and the Procurement Office's team site went live on 14 January 2014. Contracts and MySites followed in early February 2014. As teams are migrated, G drives will be made read only. Further analysis is required on the potential costs of moving away from use of H drives. The DRM board will be considering this in the immediate future. A paper on Protective Marking Policy was considered by LG on 27 January 2014.

Data Architecture - The Business Case for the Data Architecture project was approved by the Board on 1 December 2013. Work is proceeding to plan and a communications plan is currently being developed. Detailed work with business areas to discuss impact and change management of the Phase 1 work will take place in the coming weeks.

Business Publications - The investigations stage of the project is proceeding. The project team has been pulling together process maps to show the complete end-to-end process involved in Business Publications. SPICe have also helped in compiling research about the position adopted by other legislatures. The team are also considering pilot measures to deflate print demand as part of the overall channel shift. It is planned to begin this in February 2014 and analyse the results at the end of March 2014.

Online Strategy - Initial market research was completed in December 2013 and confirmed that the SG Marketing Services Framework (Digital Marketing Lot) is a suitable procurement route. The next step is to complete the specification, with a first draft due by mid February 2014.

Strategic Activity

Status

Action Update

Public

Implement the engagement strategy

G

Implement Parliament Days in local communities – The 4th Parliament Day was held in Arbroath on 4 November 2013 with the Finance Committee as its focus. Following the ongoing success, the implementation phase of Parliament Days is now complete. Parliament Days will continue to take the Parliament into communities around Scotland, inspiring local people to take an interest in and engage directly in the work of their Parliament. One Communities Conference will also take place each year as part of a Parliament Day. Full reviews of each day will be available on the Parliament website. The next Parliament Day is scheduled for 24 February 2014 in Dumbarton, where an external meeting of the ICI Committee will be held in early evening - a first for any SP committee. It is hoped that this innovative approach will encourage more local people to attend.

Develop a web and social media plan to promote Parliament online – The Web and Social Media Plan for 2014-16 informed by the public engagement strategy, social media policy and the Digital Parliament Programme was approved by the Public Engagement Board (PEB) in November 2013. The plan details corporate priorities and activities until April 2016 for the Parliament website and social media channels including Facebook, Twitter and YouTube. An implementation plan for these activities is in development.

Develop a Public Information Plan – Discussions with offices on working together to maximise efficiencies and analysis of collated public feedback has been completed. The Public Information Plan is due to be presented to the PEB in February 2014.

Develop our own reporting role – The Broadcasting Office Review is now complete and implementation of recommendations has begun. Video reporting is now an integral part of its services and, working in partnership with MRO, regular short news packages are being produced. This activity is now completed.

Increase uptake in under represented schools in the Education Programme – This activity is due to be considered further at the PEB meeting February 2014.

**Organisational Performance Framework
2013-14: Quarter 3
Plans and Strategies**

Strategic Activity	Status	Action Update
The Parliamentary Service		
Develop and deliver learning and development to support strategy	Completed	This strategy was completed in August 2013 and is now business as usual. The 2014-15 L&D plan will be produced in quarter 1, 2014-15.
Maximise innovation and continuous improvement	G	LG discussed outline proposals at its meeting on 11 November 2013 for a process which would support this strategic objective. Proposals for an 'innovation fund' will be considered by LG in quarter 4, with a view to it being operational for the 2014-15 financial year.
Implement the information management strategy	Combined	LG agreed in June 2013 that the Information Management Strategy and Digital Parliament should be managed under a single programme. Please refer to the "Deliver a digital Parliament".
Develop and deliver organisational agility	G	LG considered and agreed all aspects of the organisational agility project in quarter 2. Communications were undertaken in quarter 3, including for LG, Snippets Session for Staff and the publication of the agility framework. This strategy is now complete with delivering the HR elements of organisational agility becoming business as usual, for example the HR Service Managers have met Group Heads to consider workforce planning issues and the new approach to PDPs has been implemented. LG will consider workforce planning and Learning and Development annual reports in March 2014.
Develop proposals for income generation	G	The project continues to progress with additional research visits completed including an update visit to the House of Commons. Client focus days were held allowing for engagement within the identified markets. A Business Case has been produced on the venue with initial ideas discussed at LG in October 2013. A presentation to the SPCB is planned for early 2014.
		The Parliament Shop enjoyed a successful quarter 3, with trading improving on the same period last year. A new footfall counter at the shop entrance has been installed, and footfall/shop transaction conversion rates will be monitored to gauge effectiveness of the relocation. Shop management information is currently in development. Early in quarter 4 a new report will be developed and produced six monthly providing management information on shop trading performance.

Strategic Risk Register

The strategic risk register identifies 14 risks which may act as barriers to the successful delivery of the Strategic Plan and our strategic objectives. Each risk is scored in terms of likelihood and impact and is designated as high (red), medium (amber) or low (green) both before (inherent risk) and after (residual risk) the application of the internal controls and management actions agreed by LG to mitigate exposure to the risks identified. Each residual risk is then deemed as tolerable or not depending on the effectiveness of the mitigating action in place.

The risk that the “Parliamentary Service is unable to respond to changes in the Parliament’s powers” currently remains high (red) due to its impact should this risk become a reality. Further mitigating actions including the formation of the Referendum Planning Group (RPG) to consider the impact of all scenarios and to assess preparedness. In addition, the Finance and SPPA Committees continue to implement and scrutinise the implementation of changes from the Scotland Act 2012. A review of SPCB policies to ensure that they are fit for purpose in the run-up to the referendum has recently been completed and endorsed by the SPCB. Although the risk is high, it is currently assessed as tolerable, but is subject to regular review by both the RPG and LG.

A further two risks, although assessed as medium (amber), are currently deemed as ‘not tolerable’, which reflects the actions planned to further develop business continuity plans for offices and business critical contracts. The enhanced arrangements are due to be considered by SPCB in March 2014.