

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

Introduction

This report covers activity in November and December. It includes the Finance Report for Period 6 of 2014-15 and the OPF report for Quarter 2 of 2014-15.

Some of the items to note include:-

- First meeting of the Devolution (Further Powers) Committee
- The media launch of the Apprenticeship Programme.
- Expanded Parliament Day programme including plans for Levenmouth on 8 December.
- Developments to the Official Report including easier online access and the new 'Editor's Picks' feature.
- Innovation Fund projects in the UK and International Relations Office and Public Information and Publications Office.
- Total spending 2.6% under budget for the year to date.

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

Devolution (Further Powers) Committee

The Committee met for the first time on 5 November and will be taking forward its agreed programme of post-legislative scrutiny of the Referendum (Scotland) Bill, including how the referendum was run and what policies were followed by local authorities in relation to discussions by school pupils during the referendum period. The latter will lead to a discussion and report on votes for 16 to 17 year olds. The Committee will also take forward scrutiny of the report from the Smith Commission and any subsequent Bill introduced by the UK Government. Public engagement work features heavily in the Committee's agreed work programme with arrangements being made to participate in the Parliament Day in Fort William, the mini Parliament Day in Levenmouth, subsequent public meetings in Aberdeen and Hamilton, as well as online surveys and webchats with the Committee members.

Official Report

Further to recent improvements to the functionality of online *Official Reports*, the OR has launched a feature called "Editor's Picks", which highlights interesting or unusual content from recent items of parliamentary business. In addition, a new landing page for the official report website, to improve access to *Official Reports*, is in development and is due to be launched in January.

Committees and Outreach

Outreach Services

The expanded Parliament Days programme announced in September is currently being developed; with plans underway for Levenmouth on December 8 this year, followed by Dumfries on 23 February and Kirkwall on 8 June next year. Levenmouth will be the first of a different style of event. The Devolution (Further Powers) Committee is planning to hold informal meetings in the afternoon with 16 and 17 year olds at Buckhaven High School. The Presiding Officer will chair an early evening public meeting in Methilhill Primary School. There will be an introduction to the Parliament and how people can engage, plus a Q&A with a panel of local MSPs, focusing the conversation on hopes for the future of Scotland. A poster design competition is running with Methilhill Primary School P5 to P7 classes.

Education and Culture Committee

The Committee is currently scrutinising the British Sign Language (BSL) Bill which aims to promote the use of BSL in Scotland. The Committee will ensure that all key documents are published in BSL video format, and the oral evidence sessions include BSL interpreters for the public gallery and for those watching live online.

Local Government and Regeneration Committee

As part of its scrutiny of the Community Empowerment Bill the Committee has been utilising new ways to engage. Two short videos were produced and placed on YouTube and Facebook, one of which received over 1,500 views. The Committee was recently the first to use Instagram to showcase photographs taken during the course of its work.

Public Petitions Committee

The Public Petitions Committee will play a central part of Parliament Day in Dumfries in February. In preparation for that, it is arranging a couple of local outreach events to publicise the work of the committee and encourage local petitions. The Committee also has an overnight visit to Brussels on 30 November to meet with the European Parliament's Petitions Committee, discuss working practices and participate in its meeting.

European and External Relations Committee

The Convener will host a meeting of the European Chairs – UK. Every six months the Chairs of the committees dealing with EU issues at Westminster and the devolved assemblies meet to discuss their approach to the scrutiny of EU legislation and policy issues, and it is the turn of the Scottish Parliament to host this meeting in December.

Standards, Procedures and Public Appointments Committee

The Committee held a debate on lobbying on 6 November, to inform its forthcoming report. The debate was strongly trailed on social media leading to a high level of participation on Facebook and Twitter; 100-word position statements were also sought from inquiry witnesses, which committee members used in their Chamber speeches. The Committee has also agreed, at the Presiding Officer's request, to undertake an inquiry into the case for having committee conveners elected by the Parliament.

UK and International Relations Office (UKIRO)

November 2014

- Siobhan McMahon MSP represented the Parliament at the 6th Commonwealth Parliamentary Association Youth Parliament in South Africa from 2 to 8 November.
- A delegation from the National Assembly of the Republic of Serbia, including the Speaker, two Deputy Speakers, and Secretary General visited the Parliament on 13 November as part of the latest phase in the Western Balkans relationship. The delegation discussed a proposal to trial the operation of a budget office in the Serbian Parliament.
- Members of the German Bundestag Committee on the Affairs of the European Union paid a courtesy call on the Presiding Officer on 18 November to hear more about the parliamentary reform agenda. They also met with members of the European and External Relations Committee and the Devolution (Further Powers) Committee to acquire a better understanding of the referendum and the follow-on developments.

- Following the recent visit by Deputy Presiding Officer John Scott MSP to Flanders Field events organised by the Flemish Parliament, the Flemish High Representative to the UK met with the Head of UKIRO to discuss a possible visit by the Flemish Speaker to the Scottish Parliament in 2015.
- The Presiding Officer will receive a courtesy call from the Hungarian Ambassador to the UK on 27 November.

December 2014

- A SPICe researcher will represent the Scottish Parliament at an energy oversight seminar as part of a programme of engagement with the Westminster Foundation for Democracy.

Approval has been given for an application to the Fund for UKIRO officials to visit the parliaments of Norway, Sweden, Finland and the German sub-state parliaments of Hesse and Rhineland-Palatinate and to meet counterparts there in order to discuss and study their practices and processes and general international engagement strategy. The primary aim is to develop inward visit programmes so that they better match the needs of UK and international visitors, MSPs and parliamentary officials.

Communications and Research

Public Information and Publications

The team is currently working up an Innovation Bid to develop the current *The Week in the Scottish Parliament* newsletter, with a view to creating regional newsletters.

Media Relations Office

Social media interest following the media launch of the Apprenticeship Programme has been significant and the majority of comments coming through have been very positive. The Apprenticeship Programme post on the Scottish Parliament's Facebook page has received 851 shares, 661 likes and a reach of over 91,000.

SPICe

SPICe has been working with the Futures Forum, the Scottish Universities Insight Institute and the Beltane engagement network to try and improve the levels of engagement academics have with the Parliament. Most recently this saw knowledge exchange officers from all Scottish universities and research institutes meet with the above organisations in the Parliament to talk through how the Parliament can access the best and most appropriate academic expertise and research and how academia can better understand Parliamentary processes and timescales. SPICe is following this up with meetings with academics to discuss ways of encouraging closer collaboration.

Facilities, Events, Exhibitions and Visitor Services

Visitor Services

A familiarisation event for the launch of the Canongate-Holyrood initiative was part-hosted by Visitor Services. The new collaborative leaflet and tour was well received by approximately 50 external delegates.

Events and Exhibitions

- On Wednesday 19 November Deputy Presiding Officer Elaine Smith MSP and Cabinet Secretary for Rural Affairs and Environment Richard Lochhead MSP co-hosted the annual VisitScotland parliamentary reception which brings together Members with partners and stakeholders to discuss tourism. It also provided an opportunity for Members to hear more about the many achievements in 2014 with the successful staging of the XX Commonwealth Games, the 2014 Ryder Cup and the high profile programme of Homecoming Scotland, featuring 1,000 year-round country-wide events.
- On Wednesday 26 November the annual BT National Gaelic Schools Debate Final will be hosted by Deputy Presiding Officer John Scott MSP. The event was established in 1999 and is now in its 16th year.

Forward Look

- The Parliament in partnership with the Scottish Government and the English Speaking Union will, for the 8th year, host the St. Andrew's Day Debate on Monday 1 December. This unique event in the Debating Calendar sees students from universities and schools from across Scotland pair up to compete in heats in bids to reach the final held in the Debating Chamber and chaired by the Deputy Presiding Officer Elaine Smith MSP.
- The annual Carol Service will be held on Wednesday 17 December. The event will be attended by Members, members of the Holyrood community and building users with music provided by the Royal Mile Primary School, Newtonrange Silver Band and Coro Edina.

SECTION 2 – SPCB FINANCE REPORT

Period 6 – September 2014

1. This report is to inform SPCB of general financial activity and expenditure trends in 2014-15.

Executive Summary

Performance against Budget (year to date variance)		
a) Total SPCB revenue and capital expenditure	2.6%	Para 2 & 8
b) Total SPS expenditure	2.0%	Para 9
c) Total project expenditure	1.1%	Para 10
Operation of Financial Controls		
d) Key reconciliations up to date	100%	Para 5
Other Key Indicators		
e) Payment performance	99.7%	Para 6

Key: RAG Status

G

Performance within target range

A

Performance outwith target range but acceptable

R

Performance outwith target range not acceptable

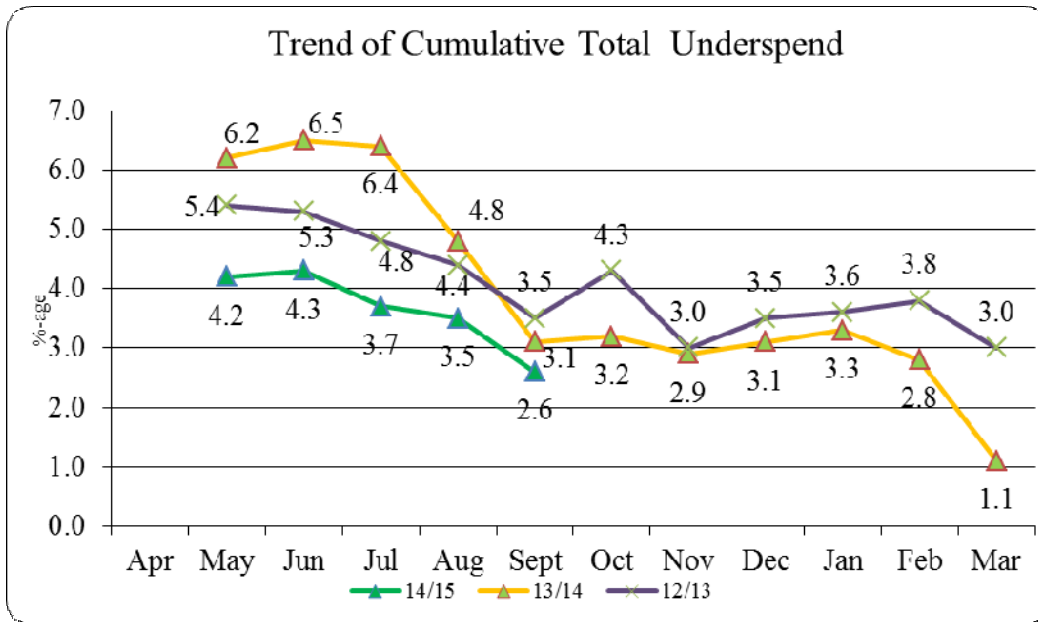
Financial Commentary

2. The Scottish Parliament's total revenue and capital expenditure for the first six months of 2014-15 of £35.1m represents an under spend against budget of £0.9m (2.6%), which is within the SPCB's target range of 0% to 5% under budget at this stage of the financial year. The overall underspend is lower than the comparable position for 2013-14 of £1.2m (3.1%).
3. As previously indicated, we have completed an exercise to review the current year forecast outturn for Parliamentary Service costs, including all major projects, and have incorporated the results in the Period 6 Finance Report. The forecast exercise has resulted in a net transfer of £0.3m from the Parliamentary Service's office budgets and £1.2m from the SPCB's central contingency to fund £1.5m of planned revenue project expenditure.
4. The SPCB's annual accounts 2013-14 were formally published on 1 October 2014.
5. Payment performance within contract terms for the year to date exceeds the 99% target and the equivalent figure for payment within 10 days is 90.4% for the year to date.

6. In conjunction with business areas, the Finance Office has developed a Financial Forecasting Tool (FFT) to improve the visibility of financial information across the Parliament's various offices and the accuracy of their financial forecasting. This has now been in use by all offices and we intend to use the FFT to underpin the next re-forecasting exercise.

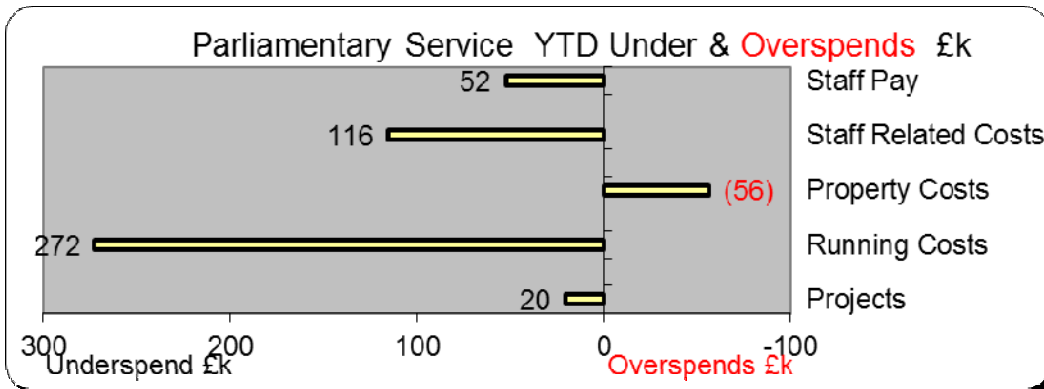
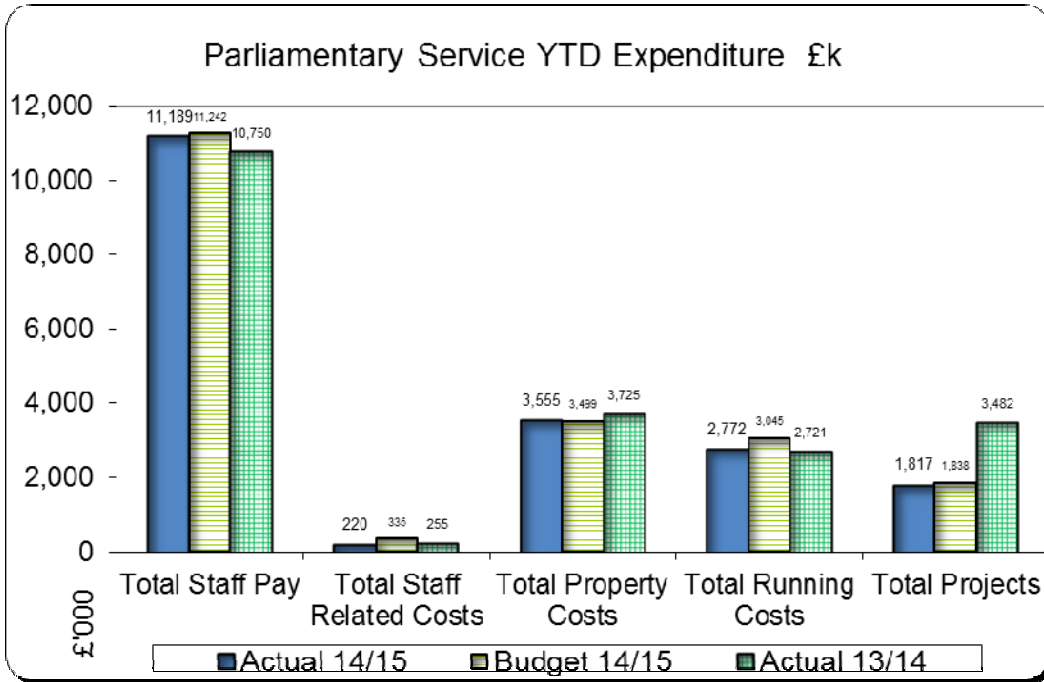
Financial Results

7. The SPCB's total revenue and capital expenditure per Schedule 1 for the six months ended September 2014 is £35.1m, which is £0.9m (2.6%) under the approved budget of £36.0m.



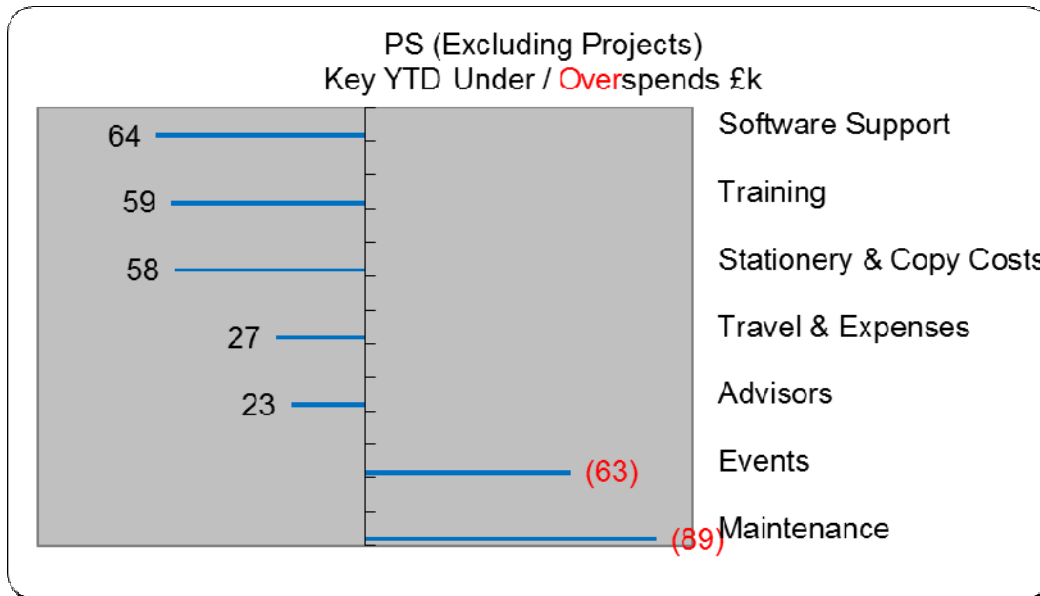
Parliamentary Service Costs (Schedule 2)

8. The year to date expenditure for the Parliamentary Service (SPS), at £19.6m, is £0.4m (2.0%) under budget. Parliamentary Service Costs incorporate both capital and revenue projects. The previous year's expenditure of £20.9m at period 6 was £0.5m (3.0%) below budget. An analysis of the current financial year by main category of expenditure is shown in the two charts below.



- Staff Pay for the first six months of the year is reported as £52k (0.5%) under budget and incorporates an adjustment to agency and contractor costs, following clarification of their VAT treatment. Within the overall underspend figure, BIT/Broadcasting is £56k below budget. As part of the September forecasting exercise, a net £73k was moved out of staff pay budgets and allocated to revenue projects.
- Staff Related Costs of £220k are reported as £116k (34.5%) below budget, with Training accounting for an underspend of £59k and Travel and Expenses accounting for a £27k underspend. Total Staff Related Cost reported spend is £35k (13.7%) below the equivalent period in 2013-14.
- Property Costs of £3.6m are £56k over the Year to Date budget. Within this, maintenance is showing a £89k overspend which is partly offset by a £18k underspend on utilities.

- As part of the September forecasting exercise, a net £229k was reallocated from running cost budgets to revenue projects. Running Costs of £2.8m are £272k (8.9%) under the remaining budget. Main running cost underspends are Stationery and Copy Costs (£58k), Software Support (£64k), and Advisors (£23k). The Events overspend will be rectified in November by a budget transfer to cover staff costs for the Commercial Events pilot.



Project Reporting (Schedule 3):

- Schedule 3 shows project spend by category of project.
 - Project expenditure is £1,817k, £20k (1.1%) under the Year to Date budget.
 - Revenue Projects show a total spend of £1,368k against a budget of £1,383k, a reported underspend of £15k or 1.1%.
 - The capital expenditure programme for 2014-15 has seen expenditure of £450k for the year to date against a budget of £455k, an overspend of £5k or 1.2%.
 - The Digital Parliament Programme has seen initial expenditure of £320k for the year to date against a £313k YTD budget.
 - The overall revenue projects budget has been increased by £1,540k to £4,962k following the September forecasting exercise. The increase has been allocated to provide the funding for projects within the Digital Parliament Programme and the FM Building and Equipment programme of works.

- Only 26% of the annual budget has been spent to date with a further 16% currently committed - so over 55% of project budget has yet to be committed, including £450k yet to be allocated to specific capital projects.

Members' Costs (Schedule 2)

10. Members' costs are analysed in Schedule 2, which shows £11.6m reported cost to September 2014, £574k (4.7%) below the phased year to date budget. (The corresponding underspend figures for 2013-14 at the end of period 6 were £663k, 5.4%). Of this underspend, £483k (7.7%) is on Members' Expenses. Party Assistance, at £185k, is reported as £37k under the year to date budget.

Commissioners and Ombudsman Costs (Schedule 2)

11. The SPCB's funding cost for Commissioners and Ombudsman (Officeholders) in the first six months of 2014-15 amounts to £3.9m, which is £36k ahead of the phased budget to September 2014.

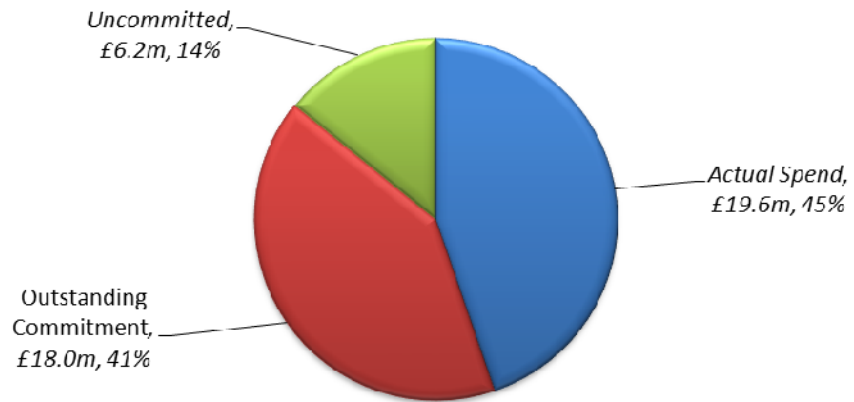
Central Contingency

12. The SPCB's central revenue contingency of £1.2m at the end of August 2014 was reduced to zero in September by allocating this to the revenue projects budget as noted above.

Commitment

13. Actual expenditure plus commitment sits at £37.6m or 86% of the total PS budget as at the end of September 2014. Almost two thirds (£4.1m) of the £6.2m uncommitted budget relates to revenue and capital projects. Over £2m of this relates to the grouping FM Building & Equipment and a further £800k to the Digital Parliament. This will be scrutinised over the next 6-8 weeks to ensure a large proportion of this is actually committed. 5% (£0.3m) of the uncommitted funds relates to staff costs, 8% (£0.5m) to staff related costs and 21% (£1.3m) relates to running costs. Property Costs currently show a small over commitment of £76k.

PS Committed Funds as at September 2014: £m,%



Period 6
September 2014 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)	19,553	19,958	404	2.0	43,733	42,733
Members' Costs (Schedule 2)	11,565	12,140	574	4.7	24,918	24,918
Commissioners & Ombudsman Costs (Schedule 2)	3,926	3,890	(36)	(0.9)	8,160	8,160
Sub Total	35,045	35,988	943	2.6	76,811	75,811
Reserves - SPCB Contingency	0	0	0	n/a	0	1,000
TOTAL SPCB EXPENDITURE	35,045	35,988	943	2.6	76,811	76,811
Electoral Commission	0	0	0	0.0	2,060	2,060
TOTAL EXPENDITURE	35,045	35,988	943	2.6	78,871	78,871

Schedule 2

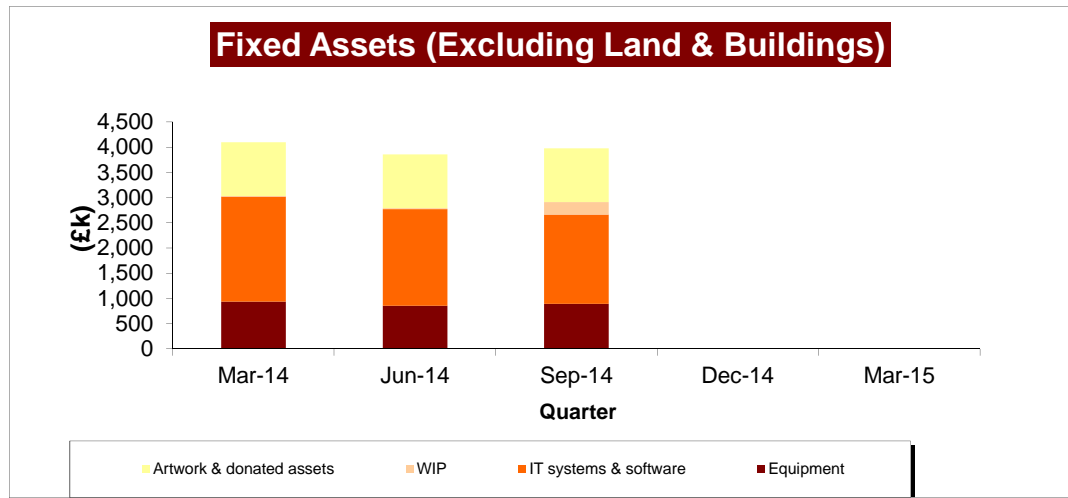
	Actual £'000	Year-to-date Budget £'000	Variance £'000	Variance %	Current Annual Budget £'000	Original Approved Budget £'000
<u>Parliamentary Service Costs</u>						
Staff Pay	11,189	11,242	52	0.5	22,365	22,315
Staff Related Costs	220	335	116	34.5	802	794
Property Costs	3,555	3,499	(56)	(1.6)	7,144	8,408
Running Costs (Including Events & Income)	2,772	3,045	272	8.9	6,359	6,716
Parliamentary Service Costs excluding Projects	17,736	18,120	384	2.1	36,671	38,233
Projects (Schedule 3)	1,817	1,838	20	1.1	7,062	4,500
Total PS Expenditure	19,553	19,958	404	2.0	43,733	42,733
<u>Members' Costs</u>						
MSP & Officeholders' Pay	5,622	5,677	55	1.0	11,363	11,363
MSP Expenses	5,758	6,242	483	7.7	13,088	13,093
Party Assistance	185	222	37	16.5	467	462
Total	11,565	12,140	574	4.7	24,918	24,918
<u>Commissioners & Ombudsman</u>						
Ethical Standards Commission	367	341	(26)	(7.6)	785	785
Standards Commission	102	113	12	10.3	226	226
Human Rights Commission	476	478	2	0.4	933	933
Scottish Information Commissioner	698	710	12	1.7	1,446	1,446
Public Services Ombudsman	1,656	1,620	(36)	(2.2)	3,241	3,241
Commissioner for Children	626	627	1	0.2	1,235	1,235
Reserves - C&O Contingency	0	0	0	n/a	294	294
Total	3,926	3,890	(36)	(0.9)	8,160	8,160

Period 6
September 2014 Financial Schedules

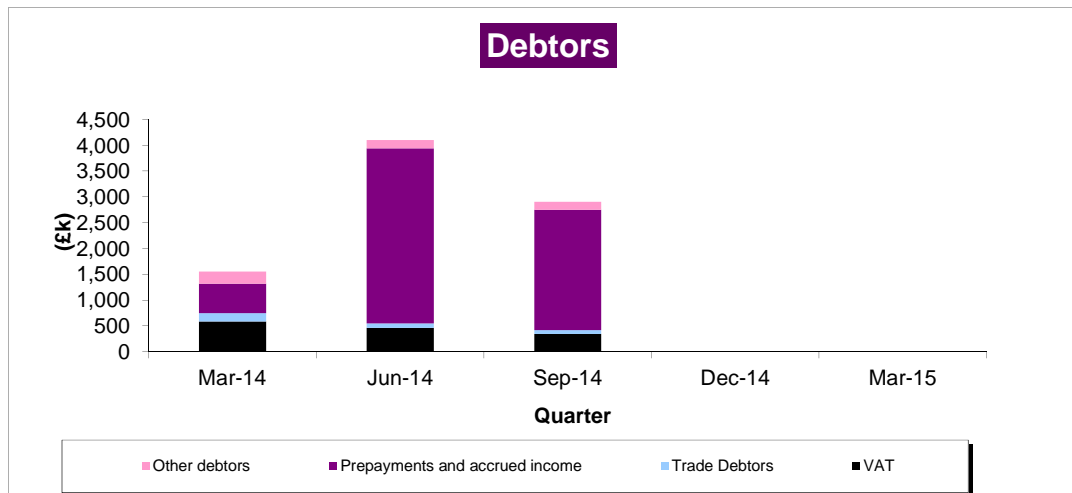
Schedule 3

Project Summary : September 2014	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	1,368	1,383	15	1.1	4,962	2,250	27.6%	650	2,944
Unallocated	n/a	n/a	n/a	n/a	0	150	n/a	n/a	0
Total Revenue Projects	1,368	1,383	15	1.1	4,962	2,400	27.6%	650	2,944
Capital Projects									
Allocated	450	455	5	1.2	1,650	1,415	27.3%	469	731
Unallocated	n/a	n/a	n/a	n/a	450	685	n/a	n/a	450
Total Capital Projects	450	455	5	1.2	2,100	2,100	21.4%	469	1,181
TOTAL	1,817	1,838	20	1.1	7,062	4,500	25.7%	1,119	4,125

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
FM Building & Equipment	834	892	58	6.5	3,215	1,250	25.9%	299	2,083
IT Capital & Broadcasting Equipment	453	448	(5)	(1.2)	1,488	1,315	30.5%	477	558
Digital Parliament	320	313	(6)	(2.0)	1,371	1,100	23.3%	228	824
Innovation Fund	15	15	0	0.0	250	0	6.2%	0	235
Information Systems / Other	196	169	(26)	(15.5)	287	0	68.1%	115	(24)
Total Projects Allocated	1,817	1,838	20	1.1	6,612	3,665	27.5%	1,119	3,675
Unallocated Project Budget	n/a	n/a	n/a	n/a	450	835	n/a	n/a	450
TOTAL	1,817	1,838	20	1.1	7,062	4,500	25.7%	1,119	4,125

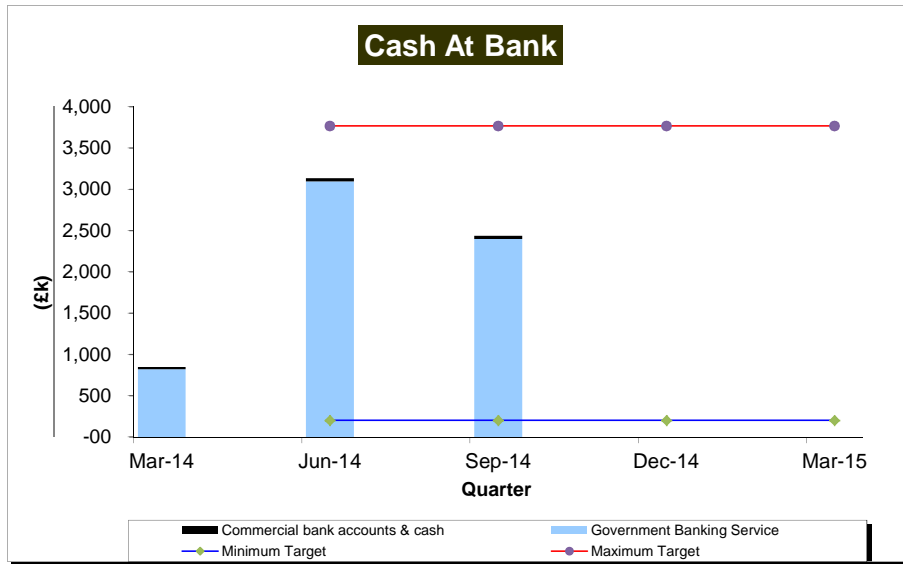


Land & Buildings professionally valued at £306.5m at 31 March 2010.
No change in artwork. WIP to be allocated to IT Systems and Software and Equipment.
IT Systems and Software, and Equipment, include depreciation.



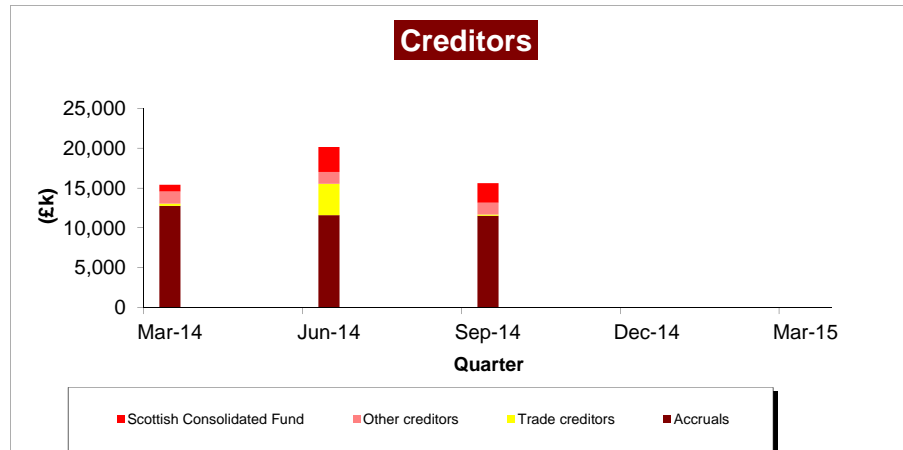
Note

Movement 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

2014-15 YTD (6 months to September 2014)	Garden Level	Coffee Bar	Members'	Members'	QBH	Parliament	Internal	Internal		YTD	YTD	YTD	Current	Original
	Restaurant		Restaurant	Members' Bar	Lounge	Café	Hospitality	Meetings		Actual	Budget	Variance	Annual	Approved
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Income	159	40	10	3	26	106	132	25	30	531	499	32	1071	1071
Less:- Direct Outlet Costs	(222)	(30)	(29)	(2)	(43)	(85)	(79)	(26)	(30)	(548)	(537)	(11)	(1,099)	(1,099)
Net Contribution to Trading Profit/(Deficit) after direct outlet costs	(63)	10	(19)	0	(17)	21	53	(1)	(0)	(17)	(38)	21	(28)	(28)
Less:- Indirect Costs Generic Labour ¹ & Other Overheads ²										(249)	(246)	(3)	(482)	(472)
Net subsidy										(266)	(284)	18	(510)	(500)

Notes:

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

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

All figures are exclusive of VAT

Shop Trading Account

2014-15 YTD (6 months to September 2014)	YTD	YTD	YTD	Current	Original
	Actual	Budget	Variance	Annual	Approved
	£'000	£'000	£'000	£'000	£'000
Sales (net of discount)	169	147	22	230	230
Cost of Sales (1)	94	66	28	124	124
Net Contribution	75	81	(6)	106	106
Direct Salaries	41	40	2	80	80
Other Direct Costs (2)	3	4	(1)	1	1
Total Direct Costs	45	44	1	81	81
Net Contribution/(Subsidy) after direct costs	30	37	(7)	25	25

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
2014-15: Quarter 2
How we demonstrate success**

Last Quarter This Quarter Trend

Parliamentary Business

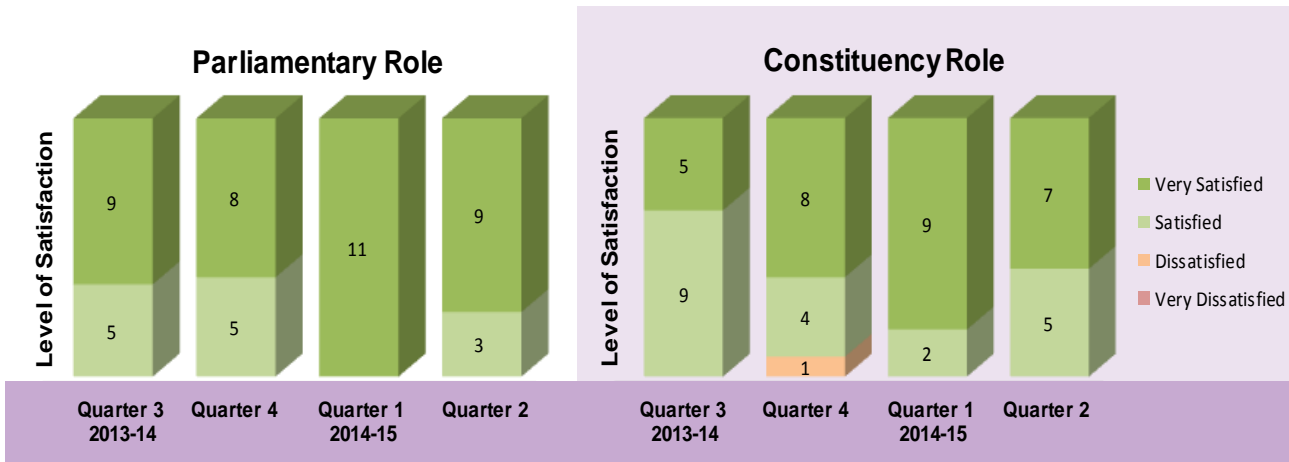
100% parliamentary business takes place as scheduled

100% 100% ◀▶

Members

Members Feedback: Number of interviews conducted*

11 12



Public

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 – 5% under SPCB budget

Strategic activities on track

Compliance monitoring report on track

Planned strategic risk mitigating actions are being implemented

4.3% 2.6% ▲

✓ ✓ ▶◀

✗ ✓ ▲

✓ ✓ ▶◀

Key: **RAG Status** **On Track (Yes/No)** **Increase/No Change/Decrease**

R
A
G
✓
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Note: * This is amber as less Members interviewed in this quarter than normal.

**Organisational Performance Framework
2014-15: Quarter 2
Plans and Strategies**

Strategic Activity

Status

Progress & Key Achievements

Forward Look

Members cont'd

Develop and deliver a Member focused IT Strategy cont'd

Ensure services continue to enable and support Members effectively



- Work continued on piloting mobile device management technology to facilitate access to network resources from smartphones and tablets. This work included further testing as a result of various tablet operating system updates.
- Initial work on the project to trial Office365 continued with Identity and Access Management testing to facilitate simple logon.
- Delivery of the MSP Laptop Refresh Project commenced, all Members have been contacted and a number of replacements undertaken.

All projects and activities remain on plan and within budget.

- Members Survey:
 - Twelve MSPs participated in the Members Survey for Q2; results are summarised on the cover page.
 - Number of Members interviewed remained slightly lower than prior quarters in 2012-13 and 2013-14, this was due to business commitments during the split summer recess.
 - Feedback continues to be monitored to identify any emerging or continuing themes and feedback is passed on to the relevant business areas to action where appropriate.

- Mobile device management is currently being piloted within a small group of SPS staff and a decision will be taken on further rollout.
- Enabling technical work will continue to be progressed for Office365.
- A decision on options to further enhance the coverage of the mobile signal boosters in the Members block is awaiting further information from Vodafone.
- Discuss Members feedback in relation to services to local offices with Group Heads in October 2014.
- Communication to Members on feedback - particularly on local offices – to issue by end of November 2014.

**Organisational Performance Framework
2014-15: Quarter 2
Plans and Strategies**

Strategic Activity

Status

Progress & Key Achievements

Forward Look

Members cont'd

Ensure services continue to enable and support Members effectively cont'd

Maximise benefits of new ways of working through Digital Parliament Programme



- Continuous Professional Development programme for Members:
 - The plan for a programme of CPD courses for Members to commence in session 5 was put in abeyance for the duration of the referendum campaign.
- Benefit (**Amber**) - Benefits measurement methodology is being updated as part of business case review by November 2014. Budgeting for 2015-16 and 2014-15 reforecasting completed.
- Proposals approved by DPP Board:
 - Members' Portal by December 2014.
 - MAQA Mobile by February 2015.
 - Business Products strategy/roadmap by March 2015.
 - Business Print & Publications by August 2015.
 - Data Architecture accelerated timescale to realise benefits in centralising common data quicker by December 2015.
 - Open Data by March 2016.
 - Digital Meeting Rooms by April 2016.
- Organisational Development strategy and resources to deliver agreed for programme.
- Programme risk register aligned with corporate risk register.

- A project group will be established in Q3 to lead the work until the end of session 4.
- Pilot sessions to help inform the programme will be run before the 2016 election.
- Updated business case at LG meeting on 24 November 2014.
- Members Portal launch by December 2014.
- MAQA - first Parliamentary dataset integrated into common data hub.
- Commencement of SPS training needs analysis and focus groups.

**Organisational Performance Framework
2014-15: Quarter 2
Plans and Strategies**

Strategic Activity

Status

Progress & Key Achievements

Forward Look

Members cont'd

Maximise benefits of new ways of working through Digital Parliament Programme cont'd

Public

Implement the engagement strategy



- Milestones achieved:
 - SPICe infographic tool completed (innovation fund project).
 - Safecom applied to all SPS Multi-Function Devices.

- *Implement the Public Information Strategy:* The Public Information & Publications Team continued to work to a planned timetable of actions.
- *Increase uptake of under-represented schools in the Education Programme:* Research using postcodes and the Scottish Index of Multiple Deprivation is being carried out to include in a paper to the PEB in October 2014.

- SPICe Infographic tool launch by October 2014.
- Rationalising of SPS printers by end October 2014.
- Document & Records Management decision by November 2014.
- Online Strategy interim report by December 2014.

- Assessment of the implementation of the Public Information Strategy will reported to the Public Engagement Board (PEB) in October 2014.
- The inward/outward education programme is due for further consideration at the PEB meeting in October 2014. A paper providing an evaluation of progress to date is to be presented and the PEB will consider the forward work programme.

Wider issues will be explored as part of the refresh of the Public Engagement Strategy, and in line with the new Strategic Plan.

**Organisational Performance Framework
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**The Parliamentary
Service cont'd**

Develop and implement pilot proposals for income generation cont'd

- Members' Room shown to targeted groups.
- Collaborative working with local service providers in order to share knowledge and possible referrals.
- Opportunity to raise awareness of commercial events through Visit Scotland.

Strategic Risk Register

Following the quarterly review by LG in August 2014, the Strategic Risk Register identifies 13 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. Whilst no residual risks are currently considered to be high (red), a number of specific additional actions are being implemented to mitigate the impact of a significant business continuity incident; and the risk of failing to realise the full benefits of the Digital Parliament Programme.

The updated Strategic Plan will be presented to the SPCB in November 2014, subject to its approval, a full review and refresh of the Strategic Risk Register will be performed.