

ORGANISATIONAL PERFORMANCE FRAMEWORK – MEMBERS’ FEEDBACK

Executive summary

1. The purpose of this paper is to seek the SPCB’s agreement to gathering structured feedback from Members that would support the Organisational Performance Framework (OPF).
2. The principles of gauging feedback from Members were discussed briefly at the SPCB meeting of 21 March 2012. The SPCB indicated its interest in the survey mechanism and requested further discussion about the type of questions which will be asked and the reporting structure.

Contact: Ken Hughes, extension 85163.

Issues and Options

3. The effective management of the strategic plan and the OPF relies on the identification of key indicators and mechanisms that measure performance. There are a range of on-going formal and informal feedback mechanisms which fulfil the purpose of responding effectively to arising operational issues in the OPF. However, no regular, structured feedback mechanism for capturing Members’ satisfaction of the services provided to them currently exists.
4. Whilst feedback of this nature is inevitably retrospective, it has value in providing a high level trend analysis monitoring Members’ views. This analysis would provide a valuable tool in monitoring organisational performance and supporting organisational strategic planning and resource allocation.
5. It is therefore proposed to collate Members’ feedback on a pilot basis in the first instance. Key features of the proposal would be:
 - semi-structured interviews which collect a measure of Members’ ‘satisfaction’ in order to identify key themes and trends in organisational performance
 - interviews undertaken face-to-face with Members
 - subject to the evaluation of the pilot after 3 months, an incremental approach would be taken with the aim of interviewing all Members over a two year period. The interviews would be undertaken quarterly, with a sample of approximately 16 Members every quarter

- analysis and reporting of the feedback will be undertaken quarterly, will form part of the new quarterly Organisational Performance Report and will act as the key performance measure for 'Members' in the OPF. The OPF report would contain only a scale of satisfaction ratings. However, all information collected from members that required action would be followed up accordingly.
6. A suggested topic guide for interviews is attached for comment as Annex A to this paper.

Resource Implications

7. Members' time is valuable and interviews would be expected to last no more than 30 minutes.
8. The programme would be coordinated by the Projects and Best Value Manager and interviews would be conducted by individual members of the Leadership Group.

Governance issues

9. This proposal could have a key part to play in the strategic management of the organisation.

Publication Scheme

10. It is recommended that this paper should be published in line with the SPCB's Publication Scheme.

Next steps

11. Subject to approval and any revisions, interviews with Members would begin in September. Results would be reported as part of the OPF report and evaluated in terms of the pilot.

Decision

12. The SPCB is invited to consider and agree that a Members' feedback mechanism is introduced, as a pilot project in the first instance, to support the Operational Performance Framework.

Ken Hughes
Assistant Clerk/Chief Executive

6 June 2012

Draft Topic Guide for Semi Structured Interviews

Q1: Thinking about the various SPS services you may have used over the last three months, are there any areas/ services you would like to highlight for their effectiveness/good performance in:

Q1a) Supporting your Parliamentary role

Q1b) Supporting your constituency/representative role

Q2: Thinking about the various SPS services you may have used over the last three months, are there any issues you would like to raise, in terms of:

Q2a) The support we have provided to your role in the Parliament

Q2b) The support we have provided to your constituency/representative role

Q3: Considering our discussion, please now indicate your general level of satisfaction with SPS services over the last 3 months in supporting you in

Q3a) Your parliamentary role

V Satisfied	Satisfied	Dissatisfied	V Dissatisfied
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Q3b) Your constituency role

V Satisfied	Satisfied	Dissatisfied	V Dissatisfied
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Members name (confidential)

Political Party

Constituency/Region