

**SCOTTISH PARLIAMENTARY CORPORATE BODY (SPCB)
ORGANISATIONAL PERFORMANCE FRAMEWORK REPORT, Q2 2012-13**

Executive summary

1. This paper invites the SPCB to note and comment on the first Organisational Performance Framework Report (OPF) (attached at Annex A) prepared under the new reporting arrangements for the Strategic Plan 2013-16, which replaces the SPS Performance Report. The report covers the quarter ended September 2012. (Contacts: Ken Hughes, extension 85163 or Derek Croll, extension 86819)

Issues and Options

2. At its meeting on 13 June 2012, the SPCB agreed the format of the Organisational Performance Framework Report and time table for reporting. The OPF reports on high level strategic performance. The first page summary of the report is followed by a more detailed breakdown data and information. The report has been prepared in a format which enhances visual presentation of the data and colour linkages with the strategic plan and OPF have been maintained.
3. While the information in this first version is limited, the SPCB will hereafter receive OPF reports on a quarterly basis that will build on previous data. The data can then be used to review progress against the strategic plan, demonstrate the organisational performance for the previous quarter and enable the analysis of trends. The SPCB will also be presented with an annual report which will provide an analysis for 2012-13 in June 2013.
4. The SPCB will be invited to review of the effectiveness of the report in June 2013.

Resource Implications

5. Nil.

Governance issues

6. The purpose of the OPF is to enhance governance in the organisation.
7. The OPF aligns several key governance processes such as office plans, the strategic risk register, compliance reporting and project/programme management into one cohesive format.

Publication Scheme

8. It is recommended that this paper and the OPF Report for Quarter 2 should be published in line with the SPCB's Publication Scheme.

Next steps

9. The Leadership Group will carry out a formal evaluation of the OPF in May 2013, which will subsequently be reported to SPCB in June 2013.

Decision

10. The SPCB is asked to note and comment on the first OPF report and provide any feedback on the presentation of the report.

Assistant Clerk/Chief Executive's Office & Financial Resources
November 2012

**Organisational Performance Framework
Cover Page
Quarter 2: 2012-13**

Key: RAG Status

Red

Amber

Green

On Track (Yes/No)



This Quarter

This year

Trend

Parliamentary Business

100% parliamentary business takes place as scheduled

100%

100%

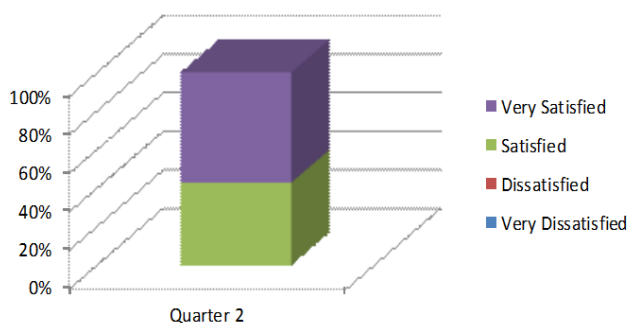
Members Feedback

Number of interviews conducted

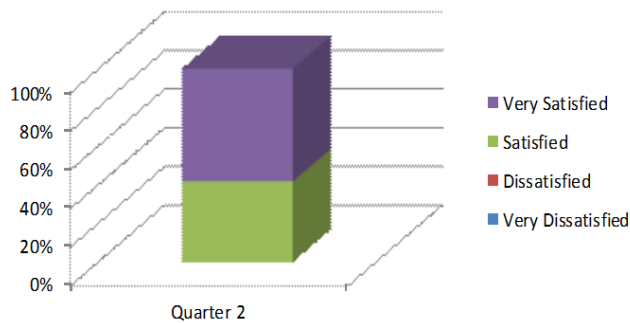
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Parliamentary Role



Constituency Role



Public Engagement

Bi-Annual Survey: Participation
Openness
Reaching out
Understanding

Annual Reporting: Activities organised at Holyrood
Outreach in local communities



Bi-annual survey completed autumn 2011. Next report due autumn 2013.



Parliamentary Service

% Outturn against budget for financial year within target range of 0-5% under budget

3.5%

3.5%

Efficiency targets delivered as planned



% of Strategic activities on track

100%

100%

Compliance monitoring report



% of planned Strategic Risk Management activities on schedule

Risk work ongoing – currently under development

**Organisational Performance Framework
Strategic Portfolio
Quarter 2: 2012-13**

Strategic Activity

Status

Action Update

Parliamentary Business

Effectively manage the construction of the external security facility



The SPCB decided on 5 September 2012 to award a building contract with a site start date in October 2012. Spend to date is £581,000, with a forecast estimated project costs of £6.48m against total estimated project costs of £6.48m. Construction began in October 2012, the construction site has been established and the project timetable is on track.

Support Parliament in the implementation of parliamentary reform



Phase one involving adjustment to the Chamber sitting patterns has been completed. The Conveners Group continues to look at the effectiveness of committees. Overall, the project remains on track.

Improve the committee inquiry process



Conveners Group will receive a regular update on different approaches being used in developing inquiries. Such approaches include: having debates before taking evidence on an inquiry, involving stakeholders in formulating inquiry remits, holding 'mini inquiries' or one-off evidence sessions; and having a different product (eg correspondence rather than report). A sub-group of the Conveners Group is looking at potential changes to the format of committee reports (which will be particularly relevant for committee inquiries).

Strengthen links between Outreach and Committee business



Plans are being put in place to ensure that Education and Outreach Officers can shadow committee teams. An inaugural Parliament Day took place on 4 and 5 November in Hawick. An evaluation will be carried out to inform future Parliament days. Two further Parliament days are being planned to ensure we meet the target of having 3 such days in each Parliamentary year.

Effective response to changes in Parliament's powers



Work has commenced on this area and is on-going.

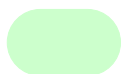
Members

Develop and deliver a member focused IT strategy



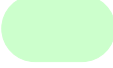
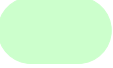
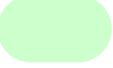
All projects continue to make good progress and remain within the allocated budget. The SPCB acknowledges the issues raised by Members in respect of IT and note the actions in progress to address these.

Ensure services continue to enable and support Members effectively



The first set of semi-structured interviews of Members feedback to monitor progress in delivery of the 2013-16 strategic plan has been completed by Leadership Group members. Work will begin on exploring options for continuing professional development (CPD) for Members. The rota for staffing P1.02 during Chamber business has been refreshed.

**Organisational Performance Framework
Strategic Portfolio
Quarter 2: 2012-13**

Strategic Activity	Status	Action Update
<p align="center">Public</p> <p>Implementation of the Engagement Strategy</p>		<p>A series of KPIs have been developed to report performance against the Engagement Strategy which cover participation, openness, reaching out and understanding. Overall performance is summarised on the covering page of this report.</p>
<p align="center">The Parliamentary Service</p> <p>Review our approach to L&D to support strategy</p> <p>Invest in our managers through the Leadership Network and Academy</p> <p>A programme of continuous improvement and collaborative working across our key processes</p> <p>Implement the Information Management Strategy</p>	   	<p>There is currently an ongoing review which aims to enhance the utilisation of the learning and development (L&D) budgets available. In addition, there is ongoing work to maximise 'agility' within the Parliament.</p> <p>A Leadership Academy event took place on 20 October 2012 with the next event planned for early 2013. The Steering Group is due to meet in mid November 2012.</p> <p>Further work is required to scope out this programme, therefore, at present no further update is available.</p> <p>Programme governance has been established. The initial project on data architecture will determine the timing and level of resources required for the programme. Work is on-going on the records management and information usage projects within the programme.</p>

**Organisational Performance Framework
Compliance Report
Quarter 2: 2012-13**

Area	Compliance Target	Action Update	Status
Health & Safety	H&S Audit Programme	Ongoing and as scheduled – no major issues reported	
	H&S Training Course for Managers	Being revised and updated, refresher course run by end March 2013	
	H&S Inspection Programme	On-going and as scheduled – no major issues reported	
	Agreement of MOU with Occupants	Revision approved by SPCB – will be issued to building users before Christmas	
	H&S Management System Audit	Audit completed on time – reporting to Leadership Group in November 2012	
	Roll-out of audit process to wider organisation	Follow up review on how risk assessment process applied in Security Office has been delayed until November 2012	
Fire Safety	Fire Asset Testing	On-going and as scheduled – no major issues reported	
	Fire Inspections	On-going and as scheduled – no major issues reported	
	New Fire Evacuation Strategy	Proposal for 5 year programme of full and zone evacuation tests approved by Leadership Group in June 2012	
Environmental	Environmental and Carbon Performance	Overall environmental performance for 2012/13 continues to be improved except gas use which is slightly above the target rate.	
	Carbon Reduction Commitment Energy Efficiency Scheme	Carbon allowance purchased and carbon footprint actions completed for 2012	Complete
	ISO 14001 Environmental Management Systems	Surveillance audit completed and recommendations acted on. Full certification audit in December 2012.	
Equalities	UK Public Equality Duty	SPCB Framework meets the requirements of the Act. Reviewing in December 2012 to ensure all Scottish specific duties have been captured.	
	Ban on Age Discrimination	SPCB unaffected by new legislation except for events targeted at young people	
	Scottish Specific Equality Duties	Scheduled to be considered by Leadership Group in December 2012	
	Equalities Monitoring and Compliance Report	HR and BIT reviewing current processes to seek improvements. Expected review completion by 1 April 2013	
	Equality Action Plan and EQIA Training and Development	On-going and as scheduled	

**Organisational Performance Framework
Strategic Risk Management
Quarter 2: 2012-13**

Strategic Risk Action

Action Update

Status

**RISK WORK ONGOING –
CURRENTLY UNDER DEVELOPMENT**