

COMMUNICATIONS REVIEW

Executive summary

1. In November 2014, as part of an Innovation Fund project focussing on Internal Communication, the LG Secretary met with the internal communications teams at other external private and public organisations including the House of Commons.
2. It was clear from discussions that there is scope to improve our internal communications to enhance the connection between staff and senior management. As the Parliament continues with a programme of change, the potential role of internal communications in informing, including, and motivating staff should not be underestimated.
3. A gap that has been particularly evident is in providing communications with a 'human element,' which the proposed newsletter will address.

Issues and Options

Corporate Bulletin

4. Public Information are in the process of procuring a system to change the format of their external publications which can also be used to produce the Corporate Bulletin. It is expected this system will be in place by April 2015.
5. A mock-up of the proposed new format is attached at annex A.
6. The new Bulletin retains the same information and purpose: to inform all building users of key notices and news, but we consider it is in a more user friendly format. **It would be helpful to have the views of LG on moving to this format.**

Staff Newsletter

7. The Corporate Bulletin was the subject of feedback exercises in 2010 and 2012. At the time, comments received focussed on the lack of human interest stories and features. The response was (and remains) that the Bulletin is not the place for these items. However, there is a clear indication from staff that such items would be welcome reading.
8. Additionally, at the recent open Public Engagement Board meeting, several staff expressed the need to improve our horizontal communication and let offices and teams know what other work was going on in the Parliament.
9. While changes to the Corporate Bulletin format are just to its physical layout, the introduction of a staff newsletter is a new method of internal communication for the Parliament. A mock-up of the proposed newsletter is attached at annexe B.
10. Drawing on contributions from offices, teams, individuals, and existing project boards, the newsletter has several key purposes:

- improve horizontal communication, with teams and offices encouraged to contribute monthly
- satisfy the human element currently missing from our communications
- improve staff interest in the work of other teams
- allow for improved knowledge and understanding of the Parliament's work
- improve LG member's visibility and create a new channel of communication for them

11. We would propose that, if agreed, the newsletter would be produced monthly and distributed on the last Friday of each month. It would be hosted as a PDF on the intranet, with the link sent out to all staff.

12. There are possibilities for the newsletter to be produced and accessed on SPShare or intranet. However, it is proposed that we first trial a PDF version and gather feedback before investing the resources into going fully (or largely) digital.

Resource Implications

13. The revised Bulletin and staff newsletter can be produced with existing software and the programme procured by Public information. The more significant resource is time, but it is considered that the newsletter would be populated with content written by contributors. In many cases, this is simply a 'tweaking' of something that is already produced. The work of compiling the newsletter would be done by the LG Secretary.

14. We recognise there is the possibility that material might 'dry up' after the first few issues but the offices which were approached for content to produce the mock-up were all enthusiastic about both the idea of a newsletter and the opportunities it presented. As well as the contributions in the attached issue, many had ideas for regular monthly contributions.

15. We also understand the presentational issues about any article included in the proposed newsletter and clearance would also be sought from MRO and the CE Office/ACEs. We could also consider establishing a small editorial board.

16. **It would be helpful to have the views of LG on the staff newsletter.**

Governance issues

17. The newsletter and Corporate Bulletin have been tested by the Parliament's equalities adviser for visual accessibility issues.

18. As well as the visual accessibility issues, there are also those of basic access to the newsletter. It is suggested this be pushed out by an email link and that the format should be able to be consumed by a large number of staff, whether PC based, mobile workers, or those who are not based at a desk.

Publication Scheme

19. This paper can be published.

Next steps

20. If LG approve the revised Corporate Bulletin format, the Bulletin will be issued in the new style once Public Information have procured an email provider (anticipated by April 2015).

21. If LG approve the proposed newsletter, it is suggested this run for a pilot period of six months and then reviewed.

Decision

22. **LG are asked to approve the revised Corporate Bulletin format.**

23. **LG are invited to agree the introduction of a staff newsletter, for a pilot period of six months, and its proposed format.**

LG Secretariat

January 2015

[View this email in your browser](#)



The Scottish Parliament
Pàrlamaid na h-Alba

Current Notices



Leadership Group Drop In Session – Monday 15 December

[Leadership Group](#) (LG) will hold a drop-in session for SPCB staff on Monday 15 December between 9-10am in the Garden Level Restaurant. Paul Grice (Clerk/Chief Executive), Michelle Hegarty (Assistant Chief Executive), and Callum Thomson (Head of Communications and Research) will be available for staff to stop by for a chat. While questions on any areas of interest or concern are welcome, please don't feel you need to have a specific question. We would encourage you to come by and say hello. There is no pressure to have a 'good question', and no expectation of high-level organisational knowledge. Line managers are particularly encouraged to take the opportunity to bring new staff along to meet members of Leadership Group. A further drop-in will take place in January 2015 after which we will evaluate whether this has been a useful opportunity for staff.



Staff Suggestions- Parliamentary Staff Forum

The next meeting of the Staff Forum is on Friday 5th December. The [Parliamentary Staff Forum \(PSF\)](#) deals with practical suggestions and comments from SPCB staff on any general aspect of working in the Scottish Parliament. All suggestions remain anonymous and can be emailed to suggestions@scottish.parliament.uk or you can use the suggestion box in the Garden Lobby, located on the end of the travel desk close to the entrance to SPICe.

Previous Notices



[Alert Messaging System Test - Members](#)

In order to ensure that the alert messaging system works properly, we would like to send a test SMS message to all Members on **Thursday 11 December 2014.**



Festive Shopping Days at the Parliament Shop

Our Festive Shopping Days will take place on 26 November and 3 December from 10am to 6pm. There will be a 15% discount off most products (some products are excluded).

[Find out more about the Festive Shopping](#)



Latest recommended Posting Dates for Christmas 2014

Christmas is coming and Royal Mail has issued their latest recommended dates for posting for Christmas 2014. [Recommended Posting Dates for Christmas 2014](#)

[Days \(512KB pdf\)](#)

Learning and Development



- Digital Parliament Programme Update - Monday 1 December, 15:00 - 15:30
 - SPShare Snippet – Friday 12 December, 14:00 – 14:30
 - Environment and the Parliament – Monday 15 December 2014, 11:00 - 11:45
 - Sensory Awareness – Tuesday 20 January 2015, 9:30 – 16:30
 - Introduction to Sharepoint 2013 – Thursday 22 January 2015, 9:30 – 16:30

Information on the available courses can be viewed in the [Explore](#) training booking system.

Around the Parliament

Leadership Group Papers

Scottish Parliamentary Corporate Body (SPCB) Papers

Events and Exhibitions



Staff Changes

The [staff changes page](#) shows upcoming transfers a week in advance while recent changes are shown for one month.

Recruitment

The following posts are being advertised internally:

- Purchasing Manager, Grade 3, closing date 10 December 2014

The following posts are being advertised externally:

- Technical Operator, Grade 3, closing date 10 December 2014

Visit the [job opportunities](#) page for details



Corporate Bulletin

26 November 2014

Here's a round up of this week's news and notices from around the Parliament. With Christmas recess fast approaching, notices of office closures and deadlines will be appearing over the next few weeks so keep an eye out.

News and Updates



A series of snippet sessions will be run for SPCB staff to provide an [update](#) on the Digital Parliament programme. Half hour sessions will be held on



Alert Messaging Test



Finance: Christmas Arrangements

The Finance Office will close at

- 17 November at 2pm
- 24 November at 2pm
- 1 December at 3pm

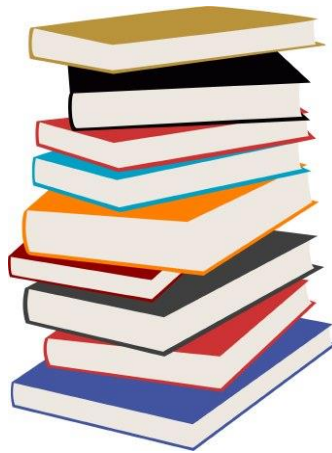
Places can be booked via the [Explore system](#). Please visit the [DPP Engagement site](#) to keep up to date with news, events and discussions. If you would like to receive notifications, please [contact the Programme team](#)/ Ext. 85359.

[LG Papers and Minutes](#)

[SPCB Papers and Minutes](#)

[Events and Exhibitions](#)

In order to ensure that the alert messaging service works properly [a test SMS message will be sent to all Members](#) on Thursday 11 December. Members are asked to add their contact details to the e-HR system or to update their current details of required by 17:00 on Friday 5 December.



RACE Book Swap

The RACE team invites you to their 2014 Book Week Scotland [book swap](#) on Tuesday 25 November from 12 noon to 2 pm. Come along any time during the event to drop off books or magazines and swap for some new ones.

17:00 on Monday 23 December and will re-open on Monday 5 January. Please see the notice for information about when [to submit payments, purchase orders and receipts](#) to ensure timely processing. If you have any questions please contact the Finance Office on ext 86849.

Recruitment

The following posts are advertised this week:
 - VS Officer
 -HR Administrator



Staff Changes

There are 12 new starts this week. [Full details](#) on the website.



The Scottish Parliament
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Learning and Development

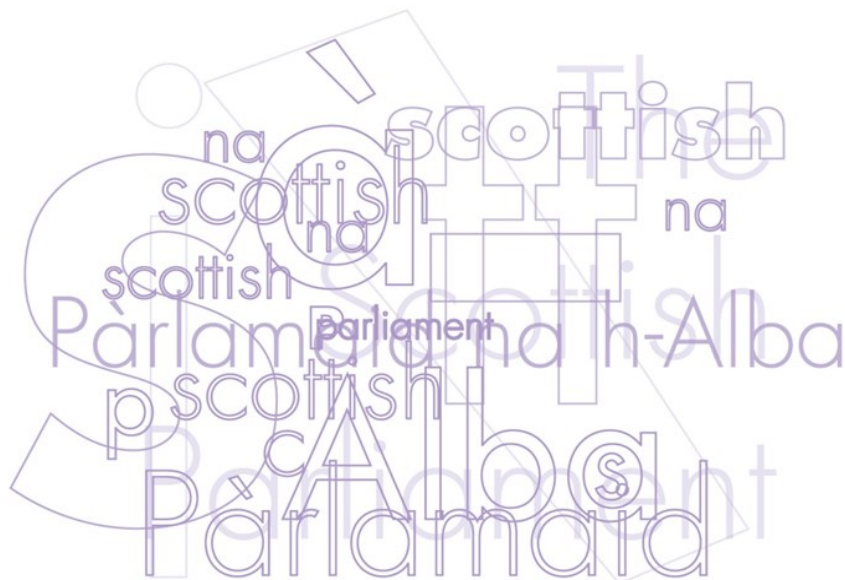
Professional Development Plan – Reminder

PDPs for SPS staff should be sent to the [Learning and Development Mailbox](#) by Friday 14 November at the latest. Further details are available on the [Professional Development Plan \(PDP\) intranet page](#).

Learning and Development

- SPShare Snippet – Tuesday 18 November, 11:30 – 12:00
- Crucial Conversations – Wednesday 19 November, 9:30 – 16:30
- SPShare Snippet – Friday 12 December, 14:00 – 14:30

Information on the available courses can be viewed in the [Explore](#) training booking system.



EH99

January 2015

The newsletter of the Scottish Parliamentary Service

In this issue

Welcome to the First Edition!

This is the first issue and here is an interesting foreword by an LG Member – probably Paul for the first issue but doesn't have to be.

Guest Editors

While the Chief Executive could retain ownership of this section, the duties could also be shared round with each LG Member 'guest editing' a monthly slot (giving them one turn each year).

While the foreword may be written by a single LG Member, other LG Members would hopefully feature throughout the publication. This was a particularly noticeable feature of other external publications: if there was an item on Finance, their senior Finance person would appear on the pages speaking to it – with a photo. They viewed this as an easy and important way of increasing the visibility of senior management.

Exciting Times

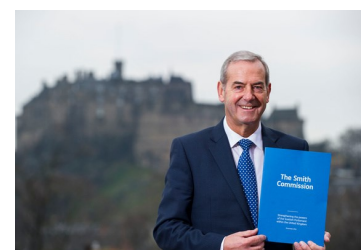
More interesting and exciting information will go here, talking about what's happening in the organization, news-worthy events, a recap of the Parliaments' month...

Messages to Staff

Paul's messages to staff could go in this slot too. The total word count for this section is about 300 words, but messages could carry over into the body of the newsletter if need be.



*Paul Grice,
Clerk/Chief Executive of
the Scottish Parliament*



p.3—My Time at Smith

Richard Miller tells of his time on secondment to the Smith Commission



p.6—Parliament, People, Land, and Poetry

Nick Cole-Hamilton reveals the making of the Parliament's Literature tour



p.8—Editor's Picks

The latest from the Editor of the OR

Editor's note

Welcome to the first edition of our staff newsletter. We hope you find it a mix of interesting news from around the organisation, and stories from the people you work with in the building.

Content has been produced by different offices and teams, but everyone is free to write or submit an article.

Contact details

If you have any comments on this newsletter, or would like to discuss writing an article or including a notice in the next edition, please contact the [Leadership Group Secretary](#) in the Chief Executive's Office.

Recent Broadcasting Highlights

Below is a recent video made for the Local Government and Regeneration Committee seeking the views of the public on Scotland's taxi licensing regime. It was the most popular video package made in December, with over 700 views on YouTube and had a post reach of over 25,000 on Facebook. ([Click to view](#))



Public Information Office and Broadcasting also produced a joint slideshow looking back at the work of the Parliament in 2014. ([Click to view](#))



Calendar of Events for February 2015

Tue 03/02/2015	Food for Life Scotland	Rob Gibson MSP
Tue 03/02/2015	Energy UK Scottish Parliamentary Reception	Jackie Baillie MSP
Wed 04/02/2015	Scottish Food and Drink Federation	John Scott MSP
Wed 04/02/2015	I Am Breathing MND	Christine McKelvie MSP
Wed 04/02/2015	Enabling the Workplace of Tomorrow if People and Planet Matter	Mike Russell MSP
Thu 05/02/2015	Vattenfall In Scotland	Chic Brodie MSP
Thu 05/02/2015	Edinburgh Children's Panel Community	Elaine Murray MSP
Tue 17/02/2015	Trinity Forum Living It Children, Young People	Kenny MacAskill MSP
Tue 17/02/2015	Achieving Healthy Living in Scotland	Nanette Milne MSP
Tue 17/02/2015	Trading Standards	Dave Thompson MSP
Wed 18/02/2015	SEW 2015	Sarah Boyack MSP
Wed 18/02/2015	National Federation of Retail Newsagents	Annabel Goldie MSP
Thu 19/02/2015	STV Business Progress Update	Linda Fabiani MSP
Sun 22/02/2015	Parliament Day Reception	Presiding Officer
Tue 24/02/2015	Rare Disease Day 2015	Malcolm Chisholm MSP
Tue 24/02/2015	Energy Efficiency/Fuel Poverty Briefing & Burns Supper	Nigel Don MSP
Tue 24/02/2015	Access to elected office for disabled people	James Dornan MSP
Tue 24/02/2015	Cocktail, fear, power, pain	Hanzala Malik MSP
Tue 24/02/2015	Quality Scotland	Richard Lyle MSP
Wed 25/02/2015	Public Social Partner-	Christine Grahame MSP
Wed 25/02/2015	Members' Dinner Ser-	-
Wed 25/02/2015	Clean Up Scotland Celebration	Bruce Crawford MSP
Wed 25/02/2015	Screening of film	Johann Lamont MSP
Wed 25/02/2015	Religious Freedom	Dave Thompson MSP
Thu 26/02/2015	Kidney Research UK	Sandra White MSP
Thu 26/02/2015	Commemorative Event - General Maczek	Jean Uguhart MSP



Parliament Trivia

Did you know that there are 272 lights in the Debating Chamber?

Spotted a mistake? Let us [know what you found](#) and where. We'll keep a league table of the offices with the keenest eyes and update it each month. (Typos and factual errors only, please.)



My Time at Smith *-Richard Miller, CRM Co-ordinator, FM*

From October to December 2014, Richard Miller was part of a team seconded from the Scottish Parliament to provide secretariat support to the Smith Commission. Here he tells of his time with the Commission, chatting with Number Ten, and launching the final report.



On 19 September, the day after the 2014 independence referendum, it was announced that the process of delivering further devolved powers to the Scottish Parliament would be chaired by Lord Smith of Kelvin, who successfully led Glasgow's Commonwealth Games weeks earlier.

A call went out for assistance. Details were sketchy but I raised a cautious hand – nothing ventured....

The following days were a whirlwind! After learning that I was heading to the Smith Commission along with Tracey White I arrived at work as usual on Monday, grabbed some things and headed across town to the impressive Atria One building where space had been provided in the offices of the Green Investment Bank.

Stunning views across the rooftops to Edinburgh Castle provided a good icebreaker as I was shown into a small room where half a dozen strangers sat around the single meeting table, the first members of the newly formed Smith Commission Secretariat.

The introductions did little to

calm my nerves as I learned that I would be working with top people from the Cabinet Office, UK Treasury, Scotland Office, Scottish Government and Department for Work and Pensions. However, it was new territory for all of us and we quickly turned to the task of supporting Lord Smith's engagement with politicians, civic institutions and the public, to gather views and chair negotiations leading to a "Heads of Agreement" - a template for new powers for Holyrood.

My first task on the engagement team was to write to businesses, civic organisations, charities and religious leaders on behalf of Lord Smith inviting their thoughts on further devolution.

I was also asked to manage the commission's website. My new manager ran through a few things on day one and asked me to call someone who would explain the web software. "Speak to Number Ten later today and they'll take you through it". I casually agreed whilst assuring myself that she was pulling my leg about the "number ten" bit. I dialed the number: "Good morning, Downing Street switchboard, how can I help you?" Gulp!

The team was soon working

well and growing daily as we were joined by tax and welfare experts, economists and analysts.

We soon outgrew our space so a new hub was set up in a vacant room. With unpainted walls, hastily assembled workstations, whiteboards leaning against the wall and flipchart pages daubed with our scribbled plans, "Smith HQ" had a makeshift feel which reflected the speed we had come together in this unprecedented collaboration. There was a sense that something unique was happening and we were at the heart of it.

"By the deadline of 31 October we had over 18,000 emails, letters and petitions"

Following a call for evidence in the media, submissions came in thick and fast. By the deadline of 31 October we had over 18,000 emails, letters and petitions from the public, politicians, businesses, academics and schools, from one-liners to lengthy analysis papers.

As the submissions rose, our team was expanded and I was relieved to see the familiar faces of Heather Galway and Daren Pratt. Heather set off around Scotland with Lord Smith on (cont.p.4)

My Time at Smith

Continued from page 3

programme of engagement. Daren joined us in the immense task of reading, and categorising every submission.

It was full-on. Early starts, late finishes.

Holyrood's parties each provided two nominees to join negotiations. Daily team meetings gave fascinating insights into the ever-changing situation as cross-party talks and bi-lateral discussions progressed with Lord Smith in the chair and secretariat expertise on hand. We on the engagement team gladly left our laptops once in a while to escort nominees and their advisors to the negotiation table as the agreement took shape.

As we worked through the submissions, substantive ones were published on the website and passed to the nominees and our policy and analysis team. Emerging themes and innovative suggestions were identified.

On 13 November we visited the Scottish Parliament for a public evidence session. After updating the website with developments and media releases it was back to the graft.

By mid-November we had a

report summarising the submissions and we could see where the parties were finding common ground and where there were still lengthy and difficult discussions to be had. Meanwhile, the November deadline was looming and plans were made to launch the final report at the National Museum of Scotland.

Discussions concluded late on Wednesday 26th and the final report went to print around midnight.

Early on Thursday 27th, as broadcasters prepared for live coverage of the report's unveiling. Lord Smith prepared to give his speech as we went about our tasks at the museum.

At 9:00, as Lord Smith addressed the assembled audience, the synchronised unveiling of the report began. Copies were handed to the audience of civic and business representatives, schools and media, whilst printed copies

simultaneously appeared in SPICe and I hit the button to email the report to the media and publish it on the website.

By mid-morning the report was being downloaded more than once a second with over 50,000 on the first day.

The next day, as the report was being dissected and debated, the secretariat prepared to wind down and return to our previous lives.

It can be tempting to stick with the things you know day in, day out without venturing into unfamiliar territory. However, if an opportunity comes your way, why not give it a go? I will always proudly remember my time at the Smith Commission which gave me the opportunity to work with new people in new ways, face unique challenges and experience the buzz and energy that carried us through this intense, exciting time.



Media launch of the Report at the National Museum of Scotland, 27 November 2014



Shop Sale! Up to 50% off selected items in the shop including scented candles, confectionary and preserves. Various toiletries and soaps from just £1.

Gaelic Word of the Week -Alasdair MacCaluim, Gaelic Officer

If you are interested in Gaelic or want to learn a few words in the language, you can listen to our Gaelic Word of the Week (WoW) feature.



Established in 2012, Gaelic WoW aims to raise awareness of Gaelic and the work of the Parliament by choosing a word or expression connected to what’s happening in the Scottish Parliament each week. An audio file with the accompanying text is posted to [Soundcloud](#) each week and tweeted on the corporate twitter account where it has proved popular with the public.

Words featured so far have included events, place-names and terms relating to Parliamentary business. We will also be featuring some simple phrases and even the odd interesting grammar point (did you know for example that Gaelic has no word for yes or no and has no verb “to have?”).

We often feature interesting facts in Gaelic WoW. For example, when the Finance Committee visited [Lamlash in Arran](#) last year, we noted the fact that the town is actually named after nearby Holy Island. That must have been confusing!

We’re always keen to hear any ideas for words or phrases that we could feature so please do send on your ideas to us at gaidhlig@scottish.parliament.uk

Official Reports in the Digital World

Bronwyn Brady, Editor of the Official Report

You may have noticed that we’ve made some improvements to the electronic [Official Report](#).

We’ve added a quick way for people to share links to parts of the OR on social media and improved the design of the HTML version. Our PDFs now have clickable links on the contents page and bookmarks. We’ve been trying to

make the OR as easy to use as we can, in response to customers’ requests.

We’ve had some really encouraging feedback, and we’ve been pleased to see examples of MSPs and others sharing links to the OR on Twitter and elsewhere.

It would be great to know what you think of the new features.

We’re not stopping there: we have developed a new landing page that will be deployed at the end of January that we hope will make finding and using *Official Reports* much easier.



Have you seen any great examples that you’d recommend of organisations presenting and enhancing documents like the *Official Report* for digital consumption? How would you like to use *Official Reports* in the future? I’d be delighted to hear from you.

The Parliament, the People, the Land and the Poetry: the Story behind the Scottish Parliament Literature Tour

My name is Nick Cole-Hamilton and I work for Visitor Services (VS). One of my main roles is to conduct guided Parliament tours around the campus. You've probably seen me at some point, at the head of a group of people, marching through the Garden Lobby, making expansive gestures with my arms while pointing out the boat shapes in the ceiling lights. This tour's purpose is to engage with the public and tell them about how the Scottish Parliament works, its architecture, and its history. However, we also provide a number of 'special interest' tours, and recently I was involved in the creation of one of these.



The special interest tours use the Parliament to explore a particular topic, and to engage with different groups. The History Tour uses images of historic Scottish to explore significant events that occurred in Scotland between the 9th and 21st centuries, while the Art Tour explores the Parliament's extensive art collection.

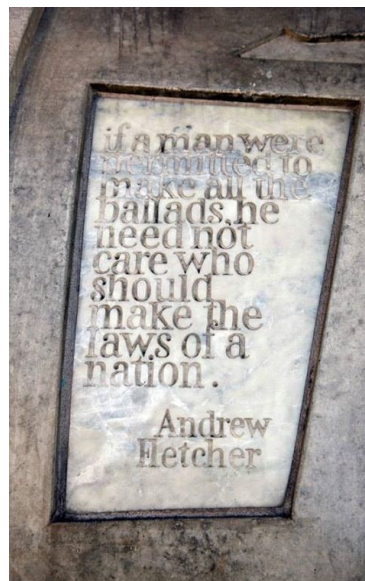
The tour that I helped put together was the Literature Tour, or to give it its full title: The Scottish Parliament's Literature Tour – Language and the Land. One question I regularly get is 'how is the Scottish Parliament a suitable venue for a tour on literature?' The answer, as it so often is, is all around us.

A parliament is a place of words: spoken, heard, written and read. The word 'parliament' comes from the French *parler* 'to speak'. This, coupled with Edinburgh's appointment as the world's first UNESCO City of Literature in 2004 (the same year that this new Scottish Parliament building was officially opened) provided a firm foundation upon which to build the literature tour. With the tour, we wanted to explore the connection between Scottish literature and

-Nick Cole-Hamilton, Visitor Services Officer

the Scottish Parliament, and we were able to find this connection in the landscape around us.

If you've ever been on one of the public guided tours of the Parliament, or even caught a snippet of one in passing, you'll know one of the main inspirations for the design of the campus was the landscape of Scotland. Enrique Miralles, the project's chief architect, imagined the Parliament as a tree branch growing from Holyrood Park. In his words, 'the building should originate from the sloping base of Arthur's Seat and arrive into the city almost out of the rock.' The parliament is fused with the landscape of Edinburgh, growing from it and the landscape has nurtured and inspired many writers and works of literature over the years.



The Canongate Wall offers the best example of the Parliament, writers and landscape of Scotland working together. The Wall runs from Queensberry House to the staff entrance at the bottom of the Royal Mile and is embedded with stones from all over Scotland engraved with

words of Scottish writers and poets (26 quotations in all). In this wall, we see the languages of Scotland (Gaelic, English and Scots) carved into pieces of its landscape and fixed into the walls of this Parliament: framed by this place of words.

Inside the building, the tour includes a visit to the Dewar room in Queensberry House. Donald Dewar was a noted bibliophile and his personal

library of over 1800 items was gifted to the Scottish Parliament after his death. His library contains many notable works of Scottish fiction and poetry, as well as politic and historic vol-



umes. This unique collection forms one of the main draws of the guided tour, as a great way for the public to see this remarkable room and the works contained.

No two tours are the same. Even if we're all working with the same script, everyone adds their own individual character and experience to the piece. My version of the Literature Tour focuses on Scottish poetry.

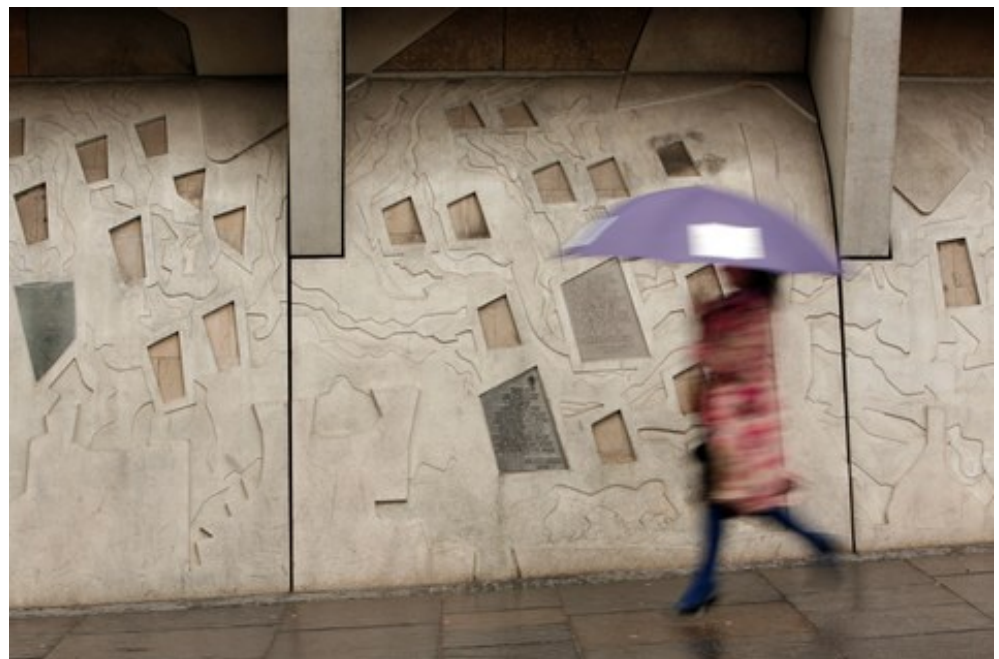
For me, one of the great bonuses of developing this tour was that I was able to draw on a subject that I was already familiar with and passionate about. I studied literature at the University of Edinburgh and was able to draw much of what I'd learned into the tour we created. While I was studying, by far and away my favourite course was modern and contemporary Scottish poetry. The tutor for this subject was Colin Nicholson, a lofty and verbose gent who had been a friend and drinking companion of many of the modern Scottish poets we were learning about. He would often recount stories of sitting in Milne's Bar on Rose Street with Edwin Morgan (whose poem 'Open the Doors' was written for the opening of the Scottish Parliament), and drinking late into the night with Christopher Murray Grieve (pen name Hugh MacDiarmid).

The context which he gave these poets and their works stayed with me, and brought their work to life for me. Now, I try to bring some of the same personal touch to the tour, drawing on my experiences not only as a fan of Scottish poetry, but also of someone who works in this building and can appreciate on a daily basis the inspiring landscape.

I use the spaces in the Garden Lobby to talk about the amazing life and works of the Gaelic poet Mairi Mhor nan Oran. I read lines from the poems of Hugh MacDiarmid and Norman MacCaig (my favourite poet) in the Member's Lobby, and recite Edwin Morgan and Liz Lochhead in the Media Gallery (where the tour ends). On this tour I get to explore works for which I have a genuine passion, their links to the landscape which has inspired them, and this building, which in turn has grown from the landscape.

As a Visitor Services tour guide, I give a lot of tours. I enjoy giving the Parliament Tour. But conducting the Literature Tour, a guided tour on a topic which I have a great passion and interest in, is a rare pleasure indeed.

Nick Cole-Hamilton has worked in Visitor Services since 2012, and is one of two tour guides who deliver the Literature Tour. The next tours take place on 28 February, 28 March, 11 April and 30 May, all at 14:30. Booking is essential.



Editor's Picks (an [archive of all Editor's Picks](#) can be found on the intranet)



As this is the first edition of 2015 I shall wish you all a happy new year, however belatedly. Lang may yer lum reek, and may it not catch fire, as Christine Grahame's did one year. She told the story to the chamber during a debate on the emergency services. Other stories were told, too, and Patricia Ferguson remembered the Stockline factory disaster. There was universal praise for members of the emergency services, which reminded me of David Stewart's question on the Kinloss rescue coordination centre, during which he described the staff there as "a beacon of light on the hill".

As I looked over Official Reports that we've published since the parliamentary term resumed, I found a refrain of disaster. There were four topical questions at the meeting on 6 January on Ebola, the Glasgow bin lorry crash, the Cemford sinking and the loss of City Link jobs. On 8 January the First Minister conveyed Scotland's condolences on the shootings at Charlie Hebdo to the French consul general. On 14 January there was Opposition business, for which Labour focused on pressures in the national health service, and Hanzala Malik led a member's business debate on the school attack in Peshawar.

I also noticed the odd prescience of some business. Last week, the Justice Committee scrutinised subordinate legislation on the regulation of investigatory powers and this week, in the wake of Charlie Hebdo, the nation is again debating the degree of access that we might be prepared to permit the security services to have to our communications. The chamber discussed active travel on 7 January and on 15 January the BBC reported a study that found that inactivity kills more people than obesity does. Might scheduling some good news debates have more effect than hitherto dreamed of?

Worth a look:

- The Health and Sport Committee had its first evidence session on the Assisted Suicide (Scotland) Bill, in which members heard from lawyers and the medical profession. Patrick Harvie has taken over the bill, which was in-

troduced by the late Margo MacDonald.

- The Finance Committee took evidence on the Community Charge Debt (Scotland) Bill, which aims to cancel any debts that people might have as a result of not paying the poll tax. Local authorities are not altogether happy with the bill: the convener described Glasgow City Council's submission as doing a body swerve around the question whether it supported the Bill.
- The Local Government and Regeneration Committee took further evidence on the Air Weapons and Licensing (Scotland) Bill and heard from parties interested in the licensing of adult entertainment venues.
- The Justice Committee is looking at the Prisoners (Control of Release) (Scotland) Bill, which deals with the ending of automatic early release for some prisoners, including sex offenders. There are thorny questions to be addressed about whether and what conditions should be put on those who are released early, and whether any conditions could be put on prisoners who are released only once they have served their whole term.

Words of note:

- **Obtemper** won't be new to the lawyers, nor is it new to Fergus Ewing, who has used it on a few occasions. It is from Scots law, and *The Chambers Dictionary* defines it as meaning "to yield obedience (to)". On this occasion, discussing the City Link administrators, Mr Ewing said: "That is why it is extremely important that the administrators obtemper the undertaking that they said in a press release they would fulfil, namely that employees affected by redundancy would be offered appropriate advice and support on making claims for redundancy and notice pay."
- **Lum**, for those who were wondering, is Scots for a chimney. You can also get a lum hat, and a lum-head – which last is the top of a chimney, rather than an insult.

Bronwyn Brady
Editor





Presiding Officer the Rt Hon Tricia Marwick MSP hosts Edinburgh's consular corps for the annual Consular Burns Supper. 21 January 2015. Picture by Andrew Cowan, Scottish Parliament Official Photographer

Further Devolution Board Update

Dear Colleagues

The work of the Referendum Planning Group has now come to an end. However, the Smith Commission's proposals for the devolution of further powers has given us a new challenge. Another group—the Further Devolution Board (FDB) has therefore been created to ensure that the Parliament can effectively monitor and respond to these anticipated new powers.

As with the RPG, the FDB will be chaired by myself and report to the Chief Executive. It will also comprise of Derek Croll, Susan Duffy, Stewart Gilfillan, David McGill, Judith Morrison, Callum Thomson, Lynda Towers and Huw Williams.

The Board has considered how the Parliament might respond to the recommendations in the Smith Commission Report and has broken this down into three broad themes:

- *Strengthening parliamentary scrutiny – the foreword to Lord Smith's report highlighted that an increase in the Parliament's powers demands improvements in parliamentary scrutiny*
- *Parliamentary engagement – the importance of better collaboration with Westminster was highlighted in the report in order to ensure that a more complex devolution settlement is understood and works effectively*

- *Parliamentary governance and powers – the report also recommends that the Parliament controls its own governance and it will be for the Parliament both to influence the scope and to determine how it might exercise these powers*

I will continue to provide updates on the work going on within the three themes, but if you have any questions in the meantime, please contact me or any other member of the Board.

In the meantime, can I take this opportunity to wish you all a Happy New Year.

Ken Hughes
Assistant Chief Executive

Getting Ship Shape for SPShare

-Helen Costello, Information Officer

5 Top Records Management Tips for the Month

Records management need not be a headache. It's as simple as *do re mi* when you apply the following fail safe measures - so, let's start at the very beginning.

1. Use short succinct file names which avoid repetition and resist the temptation to use descriptors such as "Miscellaneous", "Archive" and - my personal favourite - "Stuff" for folder names.
2. Check out your retention schedule for your business area and think about the life cycle of your document. The [Records Retention Schedule document](#) is the best place to start when weeding and deleting.
3. Get your versions under control. Once final amendments have been made to a document be sure to delete unnecessary versions, copies and attachments in public folders.
4. Make sure you're not saving FOI responses unnecessarily. They are all held on a central database and managed for you.
5. Most importantly, don't forget to contact any us in the Information Management and Governance Team for advice and a friendly chat on all things Records Management.

[the Information Management Team](#)

SPICe
The Information Centre

SPICe briefings

SPICe briefings published this month:

SB 15-01 [Obesity in Scotland](#)

SB 15-02 [Assisted Suicide \(Scotland\) Bill](#)

SB 15-03 [The Smith Commission Report - Overview](#)

SB 15-04 [Community Charge Debt \(Scotland\) Bill](#)

SB 15-05 [British Sign Language \(Scotland\) Bill](#)

SB 15-06 [The UK Committee on Climate Change](#)

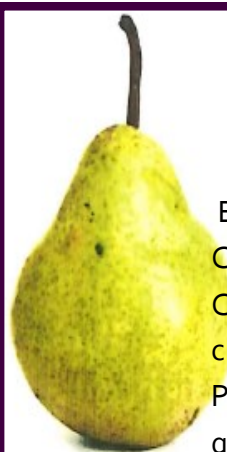
SPICe fact sheets

If you're trying to keep track of all the changes of MSP roles recently, these fact sheets may help you. They're published within 24 hours of any change:

[Committees: Current list of members](#)

[Ministers, Law Officers and Parliamentary Liaison Officers](#)

[Party spokespersons](#)



What's in Season

from the Sodexo Chefs

Brussel Sprouts * Cabbage *
Carrot Celeriac * Celery *
Chicory * Endive Jerusalem artichoke * Kale * Leek Onion *
Parsnip * Shallot * Spring greens * Squash * Swede *
Turnip Forced Rhubarb *
Chestnut * Pears

Security Pass Quiz

Caroline Rafferty, Access and Control Officer, Security

Just to keep us all on our toes, try this short quiz from Security to test your knowledge of some of the pass types used within the Scottish Parliament complex.

1. What type of access does this contractor have? 2. Why would someone be wearing this pass?



- Full access throughout the building
- Access only in the service yard
- Access only in restricted areas
- Access only while accompanied by a passholder

3. What would you do if you saw a person wearing this type of pass in the garden lobby, alone and taking photographs?



- Alert security
- Approach the person and ask where their sponsor within Parliament is
- Escort them to Visitor Services
- All of the above



- They are an exhibitor
- They are on a work placement within The Scottish Parliament
- They are a member of staff who has lost/misplaced their security pass
- They are working in the ministerial offices

Quick tip:

Be aware of who is behind as you access a swipe door—just a quick look to check they have the appropriate pass can make all the difference.

In the present climate, we must all participate in ensuring the Scottish Parliament is a safe and secure place to work.

Security are here to help – if in doubt, just ask!

Answers: 1D, 2C, 3D

Royal Assents: Food (Scotland) Bill on 15 January, asp 1 2015. (Interesting fact: the Bill has the shortest short title of any SP Bill to date.)

Introductions: Budget (Scotland) (No.4) Bill on 15 January. Stage 1 debate on 21 Jan, Stage 2 on 28 Jan.

Stage 2:

- Legal Writings (Counterparts and Delivery) (Scotland) Bill completed Stage 2 20 Jan. This was the first ever Bill designated to follow the procedure for a 'Scottish Law Commission' Bill.
- Welfare Funds (Scotland) Bill: Stage 2 on 27 Jan.



LEGISLATION AND BILL NEWS

Stage 1:

- Community Charge Debt (Scotland) Bill – Stage 1 debate expected the last week of January.

Other Bills taking Stage 1 evidence at the moment, or nearing the end of the Stage 1 process are:

- Air Weapons and Licensing (Scotland) Bill
- Assisted Suicide (Scotland) Bill
- Community Empowerment (Scotland) Bill
- Mental Health (Scotland) Bill
- Prisoners (Control of Release) (Scotland) Bill

Education and Outreach

-Hayley Cole, Learning Resources/ Education Officer

In November 2012 the Parliament Day initiative was launched, aiming to take the Parliament out of Edinburgh and allow people to see it at work in their local area. The first took place in Hawick with the Finance Committee. But since Hawick, there have been another six Parliament Days all around Scotland, including a new format 'mini' Parliament Day in Levenmouth. While the Members and Committees in attendance are always changing, the Outreach Services Team remains a constant feature.

Last autumn saw a lot of Parliament Day action for Outreach Services, with Fort William

and Levenmouth days. As part of this, the team worked with the Devolution (Further Powers) Committee on engagement with 16 and 17 year-old first-time voters.

In collaboration with colleagues from SPICe, we created an online survey to gather young peoples' thoughts and opinions and invited them to share views through online video submissions,



and in person at the recent Parliament Days. 55 and 6 pupils met MSPs from the committee

in informal workshops to chat about their experiences voting in the referendum, the impact of being able to vote and their thoughts on votes at 16 in future elections. The lively, engaging atmosphere at both events encouraged lots of participation and helped Members gain feedback from over 300 young people. The survey received over 1200 responses, and six videos created by groups of young people were submitted to the Committee. The video submissions can be found on the [Devolution \(Further Powers\) Committee's homepage](#). Outreach Services thoroughly enjoyed being part of the process and it is hoped that this approach can be used in other engagement work across the Parliament.



Committee Spotlight

- Mark Johnson, Office Coordinator

The Devolution (Further Powers) Committee was established in October of last year to consider the work of the Smith Commission, its proposals for further devolution, and any legislation needed to implement such proposals. The committee, convened by Bruce Crawford MSP, consists of 11 members.

The committee is currently looking at the recommendations of the Smith report, and taking evidence from both civic and business organisations. It will also be visiting Shetland, Hamilton and Aberdeen

in the coming months to hear from the public. The committee is also considering the experiences of 16 and 17 years old who voted for the first time, asking participants to share their experiences via an online survey. SPICE has produced the above info graphic which summarises the results. You can [find out more about the committee on their webpage](#).

Committee Highlights

Rural Affairs, Climate Change and Environment Committee – on 22 January the Committee hosted a visit by the Committee on Climate Change (CCC). The Committee held a briefing open to all MSPs, to examine Scotland's progress on climate change and give MSPs the chance to question the Committee.

Local Government - has produced three youtube videos to support its Stage 1 consideration of Bills. In total some 3000 hits have been recorded and 60 plus comments received on the questions posed.

Welfare Reform Committee - will be taking evidence from the Parliamentary Under Secretary of State for Scotland on the link between food bank usage and welfare reforms, and welfare proposals contained in the Smith Agreement, on 3 February.

Art for a Winter's Day: John Bellany's *Fishers in the Snow*

-Fiona Andreas, Art Curator

With temperatures of -3 at the time of writing, it seems right to reflect on the wintry and monumental subject of *Fishers in the Snow* by John Bellany CBE (1942-2013). When Bellany passed away in August 2013, it was with a secure reputation as one of Scotland's foremost painters following a half century career.

But if we rewind almost fifty years to 1966, the artist was a young radical, challenging Edinburgh's preoccupation with art that focused on colourful still-life and landscape subjects. He was also bucking the trend by looking to Europe, rather than America and Pop Art, for his influences. Contem-



John Bellany CBE (1942-2013), **Fishers in the Snow**, 1966. © SPCB. Gifted to the Scottish Parliament by the artist. Currently on display in the Garden Level Staff Restaurant.

plating instead the value of Realism and Expressionism, Bellany placed the human figure at the centre of his art.

Bellany had graduated from Edinburgh College of Art in 1965 and painted *Fishers in the Snow* the following year, whilst a graduate student at the Royal College of Art in London.

The subject of this early painting of fishermen and their catch is drawn from Bellany's childhood in Port Seton and his experiences of growing up in a family of fishermen and boatbuilders.

A strong sense of place and the harshness of outdoor working are conveyed by the icy turquoise sea and snowy foreground. Bellany's acknowledgement of art historical references is also

evident – the epic scale used to depict the fishermen and everyday life recalls French Realist artist Gustave Courbet (1819-1877). The black-clad figures might well refer to the black suits worn by the artist and his family during regular church-going, as well as the people in Courbet's painting of a small town burial, [A Burial at Ornans](#).

Bellany had seen Courbet's work during a 1963 visit to Paris. In the burial painting, Courbet had radically positioned everyday life on the grand scale commonly used for history paintings or religious subjects. Bellany's reference to the French painting highlights his own interest in exploring death and religion in Scottish life. The artist's haunted figures convey the pervasiveness of mortality in the local fishing and religious community, where both men and fish are sacrificed to sustain human life.

Courbet's act of showing his art in a tent outside the 1855 Paris World Exhibition inspired Bellany's open-air exhibitions, aimed at challenging the art establishment. With fellow artist Alexander Moffat, he displayed paintings outdoors on railings during the Edinburgh International Festivals in 1963-5.

Like Courbet, Bellany was a radical with the resolve to follow his own artistic path in opposition to prevailing trends and his use of the human figure would have a significant influence on later generations of Scotland's artists.

Donoghue v Stevenson - How a Snail and a Bottle o' Pop Changed the Face of the Law

-Alison Leighton & Rebecca Reid, Office of the Solicitor to the Scottish Parliament



One Sunday evening in August 1928, a Ms May Donoghue met with a friend at the Wellmeadow café in Paisley. Her friend generously paid for an ice cream ginger beer "float" for May, a popular delicacy of the time consisting of a glass of ice cream over which was poured a bottle of ginger beer. The beer came from an opaque bottle labelled "D Stevenson, Glen Lane, Paisley". May began to drink her "float".

After a time, May's friend offered to pour the remainder of the ginger beer into May's glass. Unfortunately, along with the remnants of the ginger beer came the remnants of a snail - an entirely different delicacy. May's ordeal soon manifested itself in stomach pains. She was admitted to hospital and diagnosed with severe gastroenteritis and shock.

As the law stood, May could not sue. Her friend had paid for the drink, which meant that May had no

contract with the café owner, and neither May nor her friend had a contract with Mr Stevenson, the manufacturer.

Luckily, help was at hand. Walter Leechman, a solicitor with no apparent specialism in molluscs, took on the case. He argued that a manufacturer who does not allow the consumer to examine a product before using it is liable for any damage caused.

3 years after the snail flowed into her float, a favourable House of Lords judgment flowed May's way. The court found that "*The rule that you are to love your neighbour becomes in law "You must not injure your neighbour". You must take reasonable care to avoid acts or omissions which you can reasonably foresee would be likely to injure your neighbour"*.

The court granted May recompense for her ordeal and the snail gained posthumous fame for its role in the development of the law of negligence.

Staff Profile—Margaret Neal, UKIRO

Margaret Neal works in the UK International Relations Office as a Parliamentary Relations Officer and Secretary to CPA. She was awarded an MBE in the New Year's honours for her work with the Commonwealth Parliamentary Association (CPA).



When did you start working in the Scottish Parliament, and what interested you in working here?

I started working in the Parliament in 1999. I wanted to be involved in the setting up of the Parliament in some capacity and began working with Brian Wilson, former Head of Security, to produce an for a Parliament security service. In 2001 I became a member of SPCB staff.

What are your favourite things about your role?

Being able to meet with people from different cultures and backgrounds. My role also means I have the opportunity to interact with staff from other offices which I also enjoy.

Working with the CPA means

that you are able to travel to developing countries. Has that influenced your work, and your view of the Scottish Parliament?

Definitely. I have had the privilege of visiting developing parliaments, and gained an understanding of the challenges that Members of parliaments and parliamentary officials from developing countries deal with. No two developing countries are the same and a one size fits all approach does not work. I have always been keen to ensure wherever I have worked in the public sector that we get value for money. I would say that nowadays I look at doing more with fewer resources and I think our work with Malawi has encouraged and developed this mind set. The Parliament's work with Malawi

strikes a chord with the 94,000 Scots who support Malawi on a regular basis.

If someone was interested in following your career path, what would you recommend to them?

I think the best thing to do is ask UKIRO to work shadow or to ask if there are specific pieces of work to do so that if you apply for a post you have evidence of experience in at least some of the areas.

What has been your most memorable moment working in The Scottish Parliament?

Standing in the High Street on 1 July 1999.

Web and Social Media: December Activity

There are over 284 million active users of Twitter and the Scottish Parliament is part of that community. We share news, ask for views, answer questions and communicate via our [18 Twitter accounts](#). Our tweets are varied and aim to engage with and keep people up to date, raise awareness and generate discussion about what's going on in Holyrood.

Facebook is also an excellent way of reaching new audiences to raise awareness about

what the Parliament does and encourage participation. Recent posts that have performed particularly well include the Local Government's Taxi Inquiry video. The video resulted in some heated discussion about the key issues the Local Government and Regeneration Committee are exploring as part of their scrutiny of the Air Weapons and Licensing (Scotland) Bill. Here are some of our most popular posts from December.

Scottish Parliament @ScotParl · Dec 22
 Presiding Officer has said @ScotParl's flags will be lowered tomorrow as a mark of respect for those who lost their lives today in Glasgow.

RETWEETS 89 FAVORITES 66

11:11 PM - 22 Dec 2014 · Details

The Scottish Parliament added 4 photos from 9 December 2014 to the album Education and Culture Committee BSL fact-finding visit — with Chic Brodie MSP and 3 others.

9 December 2014 · Details

Earlier today the Education and Culture Committee visited Windsor Park School and Sensory Service in Falkirk as part of its consideration of the British Sign Language Bill. MSPs discussed the importance and benefits of using BSL, and learned how sensory impairments can impact on children's attainment. Find out more about the Bill at: www.scottish.parliament.uk/BSL-Inquiry. We've also set up a FB group to facilitate discussion which will inform the committee's scrutiny: <https://www.facebook.com/groups/800527046656790/>



Like · Comment · Share · Hootlet · 44 2 15

Drew Smith retweeted

Devolution Committee @SP_DevoCttee · Dec 4
 Wow, over 1,000 #firsttimevoters aged 16-17 have completed our survey about their experiences. There's time for more ow.ly/Fm4IA

RETWEETS 19 FAVORITES 10

2:40 PM - 4 Dec 2014 · Details

The Scottish Parliament
 19 December 2014 · Details

Are there enough taxis available? Are they accessible enough to impaired users? Our Local Government and Regeneration Committee wants your views on these questions and more:

www.scottish.parliament.uk/taxis

Changes to the existing licensing system are proposed in the Government's Air Weapons and Licencing (Scotland) Bill and the committee wants to hear from the public on how those changes could affect them. ... [See More](#)

What's your view on taxi licensing?
 The Scottish Parliament's Local Government and Regeneration Committee is seeking the views of the public on Scotland's taxi licensing regime. Changes to the ...

26,080 people reached

See Results

Like · Comment · Share · Hootlet · 159 45 76

Joan McAlpine and 1 other retweeted

Economy Committee @SP_Economy · Dec 12
 Work in tv/film/video games in Scotland? Then the cttee wants to hear from you for our #creativeindustries inquiry: ow.ly/FMDpS

RETWEETS 19 FAVORITES 4

12:09 PM - 12 Dec 2014 · Details

Devolution Committee and 21 others follow

ScotParl Education @EducationSP · Dec 1
 #SP_Outreach off to scenic #Oban for two days, visiting P5s, 6s & 7s at Rockfield PS.

RETWEETS 11 FAVORITES 9

12:02 PM - 1 Dec 2014 · Details



Showcasing our **digital** innovation
Friday 30 January 2015

9:30am—Welcome from Michelle Hegarty (CR1)
 9:45am – 10:30am—“Digital Collaboration”
 10:30am-11:15am—“Digital Democracy Commission”

Jane McKay, PwC



*“I am the Knowledge Tools & Channels Lead with PwC’s internal UK Knowledge & Network Services team. I’m also the **Spark Programme Manager** responsible for the adoption, promotion and education around Spark in the UK.*

Spark is PwC’s global social networking and collaboration tool. Its aim is to provide one common social networking and collaboration platform that accelerates our ability to connect with each other and collaborate together to create values for ourselves and our clients.”

Edward Wood, DPP Board

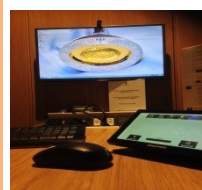


*The **Speaker’s Commission** on Digital Democracy is due to publish its findings on 26 January 2015. Edward Wood, **Secretary and Digital Parliament Board Member** will share the highlights and what to expect next.*

The Speaker’s Commission considers, reports and makes recommendations on how parliamentary democracy can embrace the opportunities to become more effective in: making laws, representing the people, encouraging citizens to engage with democracy, facilitating dialogue amongst citizens and scrutinising the gov-

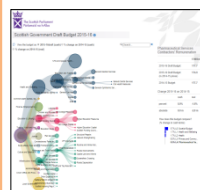
Breakout snippets 11:30am – 12:45pm

Staff can attend 2 digital sessions. The first session will take place from 11:30am - 12:00pm and the second session from 12:15pm - 12:45pm. Details on how to book for the event and snippets are on [Explore](#).



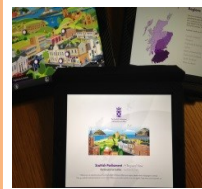
TG.26 Drop in (TG.26)

Discover the latest in interactive digital working with our digital meeting room pilot in TG.26. Drop in any time for a demonstration of the facilities of the fu-



Data Visualisation (CR3)

Discover how SPICe has been using information visualisation to improve communication of data and policy decisions.



Parliament Day App (CR6)

Discover how an Outreach Services’ educational resource has been developed to support Parliament Days. Come and explore the content and style of the first three regions and contrib-



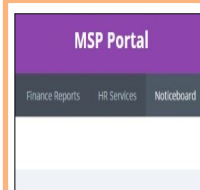
Apprenticeship Campaign (CR2)

Discover how Human Resources and colleagues designed web pages and utilised social media for marketing the modern apprenticeships.



SPShare (TG.22)

Discover how SPSHare, our exciting and new collaborative working environment will improve our management and use of information and records in many ways.



MSP Portal (CR1)

Discover how the MSP Portal delivers quick, easy to use digital services to Members, saving them time and effort. Soon to be available on the move, 24/7, the portal is a new, exciting