

The Scottish Parliament
Pàrlamaid na h-Alba

**Scottish Parliamentary
Corporate Body**

Annual Report, 2010

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SPCB ANNUAL REPORT 2010

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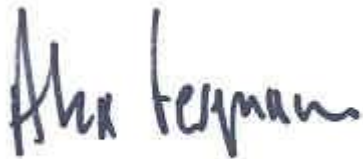
Foreword by the Presiding Officer

The purpose of the SPCB Annual Report is to provide an overview of the issues the SPCB has been engaged with over the past year. This year's report covers the work which was undertaken from 1 April 2009 to 31 March 2010.

During this period, the SPCB continued to provide the property, staff and services that enable and support the Parliament and its Members in carrying out their parliamentary duties. We dealt with a wide range of issues which included a further examination of the Members' expenses scheme, a review of our clerking services which support Parliamentary business and reviews of the Parliament's policies on engagement, environmental management and equalities. The SPCB also expanded the range of services provided to Members with the establishment of the Financial Scrutiny Unit and the introduction of new arrangements to enable Members to obtain legal advice on certain matters. In addition, we issued guidance to Members on what rules should be followed in relation to the use of parliamentary resources and facilities during the UK and European Election campaigns.

2009 marked the 10th anniversary of the Scottish Parliament and the Corporate Body was pleased to agree a programme of activities appropriate to mark this milestone. A full report and evaluation of the programme was published in March 2010 and a brief summary is included in this Report.

I hope this Report provides a useful summary of our work over the last year and I would like to thank my colleagues on the Corporate Body for all their hard work and assistance. A new Corporate Body will of course be elected after the Scottish Parliament Election in 2011 and I would like to take this opportunity to wish our successors well.

A handwritten signature in blue ink that reads "Alex Ferguson". The signature is written in a cursive, slightly slanted style.

**Rt Hon Alex Fergusson MSP
Presiding Officer and Chair of the
Scottish Parliamentary Corporate Body**

INTRODUCTION

Timing of the Report

This year's Annual Report covers the period from 1 April 2009 to 31 March 2010. The membership of the Scottish Parliamentary Corporate Body (SPCB) remained unchanged, comprising: Alex Fergusson MSP, (Presiding Officer and Chair of the Corporate Body) Alex Johnstone MSP, Tricia Marwick MSP, Tom McCabe MSP and Mike Pringle MSP.

Practices, Procedures and Portfolio Arrangements

A copy of our practices and procedures is available on the intranet. We continued the portfolio arrangements as SPCB members found this had helped them to build on their knowledge of the issues within their areas of responsibility and develop stronger links and working relationships with the relevant officials. However, it is important that Members feel able to approach any member of the Corporate Body on any matter.

Details of the portfolio arrangements are as follows:

- **Alex Johnstone MSP**

Technology and facilities management issues including building maintenance, IT and local office support

- **Tom McCabe MSP**

Resources issues covering procurement, allowances and finance offices

- **Tricia Marwick MSP**

Access and information issues covering visitor services, events, public information, education and outreach, Scottish Parliament Information Centre (SPICe) and the editorial content of the website and intranet

- **Mike Pringle MSP**

Office Holders/Commissioners and corporate issues including governance, equalities and personnel issues

EFFECTIVE SUPPORT OF MEMBERS AND PARLIAMENTARY BUSINESS

It is important that Members of the Parliament obtain high quality services to support them in their parliamentary duties and it is one of the key roles of the SPCB to ensure this support is provided.

The following section gives an overview of the key issues considered and decisions taken by the Corporate Body relating to the provision of support to Members and the business of the Parliament.

Supporting Members

1.1 Examination of the Reimbursement of Members' Expenses Scheme

In the early part of 2009, the Corporate Body was aware of the unprecedented coverage of allowances issues in relation to the Parliament at Westminster. It was also aware that an independent review in respect of that Parliament's allowances had been established under the chairmanship of Sir Christopher Kelly. A similar review had been underway in Wales for some time.

The Scottish Parliament had been held up in many respects as a benchmark of good practice. The Corporate Body, with strong support from all main Party Leaders in the Parliament, was clear in its desire to ensure that the Scottish Parliament continued to be regarded in that vein. With that in mind, the Corporate Body agreed an independent person should be invited to look at the existing reimbursement of Members' expenses arrangements for the Scottish Parliament with a view to considering whether any changes were desirable and to make recommendations accordingly. This consideration would take cognisance of any relevant proposals emerging from the reviews under way in Westminster and Wales at that time.

In June 2009, the Corporate Body commissioned Sir Neil McIntosh CBE to undertake an examination of the Scottish Parliament's Reimbursement of Members' Expenses Scheme. The focus was on:

whether the key elements of the scheme could be expected to continue to command public confidence; and

were fair to Members in undertaking their parliamentary duties.

Sir Neil reported his recommendations to the Corporate Body in December 2009. He found the existing Scheme to be sound, transparent and practical. His Report provided 13 recommendations and two proposals, addressing issues such as the employment of family members and capital gains tax on Edinburgh accommodation purchased with assistance from the Scheme.

A Resolution on the revised Reimbursement of Members' Expenses Scheme was passed by Parliament on 24 March 2010 and came into effect on 1 April.

During the period of this Report, transitional arrangements were in place to ensure that Members were not disadvantaged by the changes to the Scheme resulting from either the 'Langlands Review' in 2008 or Sir Neil's examination in 2009. The SPCB has considered requests from individual Members and Party Groups and made decisions on this basis. These transitional arrangements will cease with the start of the new Session in May 2011.

1.2 Financial Scrutiny Unit Pilot

Scrutiny of the Scottish Budget is a core part of an MSP's parliamentary role in committee, in plenary and as an individual Member. With the increasing constraints on public spending across the UK, there was a related increase in demand for parliamentary resources to provide effective support to committees and Members in carrying out financial scrutiny. It was also recognised that budget scrutiny is a fundamental role for the Scottish Parliament irrespective of the political and economic circumstances of the time.

In June 2009 the SPCB decided to put in place a resource that would provide specialist support to Members across the range of financial scrutiny work. In its Review of the Budget Process¹ the Finance Committee welcomed the SPCB's decision and agreed that significant resources would be required. The Financial Scrutiny Unit (FSU) was set up as a pilot in October 2009, funded by reallocating resources within existing budgets in the 2009-10 financial year.

Evaluation of the project was completed and a report produced for the Corporate Body's consideration in May 2010. The SPCB agreed that the Unit be made permanent on the basis of the pilot's flexible, scaleable model.

1.3 Support for non-executive bills and amendments

The Non-Executive Bills Unit (NEBU) provides support to Members and committees wishing to introduce their own bills. NEBU staff also support Private and Hybrid Bill Committees. In September 2009, the SPCB was advised that demand upon the Unit was likely to exceed its capacity and we were required, as previous Corporate Bodies before us, to make prioritisation decisions on those Bills to be supported by the Unit. A note was issued to all Members advising them of the various timescales and deadlines involved in the process of Members and committees wishing to introduce their own bills. The note also included reference to the support options available.

¹ Scottish Parliament Finance Committee. 5th Report, 2009 (Session 3). *Report on the Review of the Budget Process* (SPP 315). Available here: <http://www.scottish.parliament.uk/s3/committees/finance/reports-09/fir09-05.htm>. See paragraphs 108-114 in particular.

At the same time, we agreed to pursue a short-term secondment from the Office of the Scottish Parliamentary Counsel to provide additional temporary drafting expertise to support Members in the drafting of non-executive amendments.

1.4 Access Protocol

In May 2009 the SPCB agreed a Memorandum of Understanding which records the agreement of the Area Procurator Fiscal for Lothian and Borders, the Chief Constable of Lothian and Borders and the Chief Executive of the Scottish Parliament on the process to be followed where Lothian and Borders Police propose to carry out a search on premises at Holyrood occupied by or used by a Member of the Scottish Parliament.

1.5 Legal Advice to Members

As a result of feedback received from the recent Members' Needs Survey, the SPCB agreed new arrangements for Members to obtain legal services in relation to employment and other legal issues arising out of their role as a Member in both parliamentary and constituency matters. In particular, we were keen to reduce the risk of differing interpretations of registration issues.

The new arrangements are managed internally by the Office of the Solicitor to the Scottish Parliament ("the Solicitor's Office"). Under these arrangements, the Solicitor's Office may appoint external solicitors experienced in the relevant area of the law to provide Members with legal advice, taking full account of their role within the parliamentary context.

Guidance has been made available on SPEIR and covers:

- accessing employment law advice;
- accessing other general legal advice;
- how to request legal advice under the legal services scheme; and
- what is not covered by the legal services scheme.

1.6 IT Improvement and Refresh Programme

The SPCB committed to an IT refresh programme which would see the aging desktop and IT infrastructure used by Members, their staff, SPCB staff and contractors at Holyrood and in constituency and regional offices, updated and refreshed.

The programme started in the summer of 2009 with the update and refresh of all desktop PC's used by Members and their staff at Holyrood. This was followed after the summer recess with a programme which went on to successfully update and replace the remaining desktop PC's at Holyrood used

by SPCB staff and contractors. Overall the programme replaced and refreshed approximately 950 PC's across Holyrood.

As well as the Holyrood campus, the SPCB supports in excess of 100 constituency and regional offices throughout Scotland. The PC's owned by the Parliament and used in these offices were updated and replaced between October 2009 and March 2010. This work was undertaken as part of a broader IT service improvement programme being run to improve the IT services offered to constituency and regional offices.

1.7 Parliamentary Questions

It is important that Members are kept informed of the work which is being done to support them and have the opportunity to scrutinise SPCB decisions. One of the ways in which Members can access information is through the use of written parliamentary questions (PQs).

Over the period of this report, the SPCB answered a total of 57 PQs, down slightly from 60 the previous year. These covered a range of subjects including staffing, officeholders, the building (including environmental issues and IT) and freedom of information.

In addition to answering written PQs, we have continued the practice of holding oral question times in the Chamber. There were two sessions held during the period of this report – one held in September 2009 and another in February 2010.

Copies of all the oral and written PQs answered by the SPCB can be found on the Parliament's website: <http://www.scottish.parliament.uk/>.

1.8 Scottish Parliament Business Exchange

Members will recall that the Scottish Parliament and Business Exchange ('The Exchange'), is an independent, charitable company established in June 2001 to promote understanding between business in Scotland and The Scottish Parliament. It is funded by membership fees and by an annual contribution from the SPCB's budget. The SPCB's contribution has reduced over the years and now represents less than 25% of the overall running costs.

In November 2009, the SPCB agreed to make an exceptional one-off payment to support The Exchange and help secure the future of its activities in line with its new business plan.

Supporting Parliamentary Business

1.9 Recall of Parliament

The decision to recall Parliament on 24 August to consider the release Mr Abdelbaset Ali Mohmed Al-Megrahi saw a busy time in the last weeks of recess with the Parliamentary Business Team working in conjunction with other offices such as the Media Relations Office to inform the public of the decision and with the Events, Broadcasting and FM offices to ensure that the Chamber was reinstated after the Festival of Politics. In the short time available a plenary session, that was watched with interest around the world, was organised and supported successfully.

1.10 Committee Advisers

Under the process for appointing an adviser, committees, with Bureau approval, may appoint advisers to provide services for up to 15 days at a standard rate without referral to the SPCB. Where a committee wishes to extend an advisers contract beyond the 15 days or pay a rate higher than the agreed level, approval must be sought from the SPCB.

During the course of the year, the SPCB considered and approved three such applications, two from the Economy, Energy and Tourism Committee and one from the Finance Committee.

1.11 Review of clerking services

In 2009 an exercise was undertaken to review the efficiency and effectiveness of the organisational structure, posts and processes necessary to carry out the functions of clerking services.

During the review, there was extensive consultation with clerking staff to identify the key issues and discuss emerging conclusions. Business Managers and Committee Conveners were informed of the review and asked for comments. Consultation also took place with internal and external stakeholders. Other Parliaments and Assemblies in the UK and Ireland were asked for information about their organisational structures and working practices.

As a result, a system of business units was established in both the Committee and Chamber Offices to assist in addressing work load variations across teams and provide enhanced and more responsive clerking services to Members.

1.12 Office Holders

This continued to be an important element of the SPCB's responsibilities and workload. During the period of this report, we were involved in a number of issues relating to officeholders, including:

- agreeing a 3 year re-appointment period for the Commissioner for Public Appointments in Scotland;
- agreeing a pay award based on arrangements for the Senior Civil Service in the Scottish government;
- approving a request from the Ombudsman for contingency funding; and
- appointing a new member of the Scottish Commission for Human Rights.

We also responded to a request from the Finance Committee for comments on the Public Services Reform Bill.

1.13 Business Continuity

As Members are aware, business continuity ('BC') management involves the development, testing and maintenance of a framework for creating resilience, and an effective incident response capacity, enabling the SPCB to continue to fulfil its role of service provider under adverse conditions.

Over recent years the SPCB has approved BC policies for the recovery of plenary and committee business and other basic requirements of the BC response capability. A protocol between the SPCB and the Scottish Government was also agreed, setting out the way in which decisions will be taken about continuing parliamentary business in the event of a major incident or a flu pandemic.

During the past year, a number of Memoranda of Understanding were concluded with institutions whose premises have been identified and agreed previously by the SPCB as suitable for temporary alternative venues in the event of the Holyrood complex not being usable. One remains to be finalised. Arrangements for the establishment of a permanent IT disaster recovery site also progressed significantly.

Plans and policies developed following a pandemic flu exercise in February 2008 were revised in the light of developments in 2009. These include specific measures designed to mitigate the impact on service delivery of staff shortages, policies on the handling of public access to the parliament, and steps to protect the welfare of those who are infected or may be at risk. A number of exercises were run to give different challenges to the Incident Management Team and to develop how they and other teams charged with business continuity duties would manage a variety of BC scenarios. These exercises were well received and those involved have learned a great deal about what would be required if a significant incident were to occur.

A Business Continuity Manager was appointed with specific responsibility for ensuring BC plans and policies are kept under review, incorporate best practice from across the public sector, are regularly exercised and continue to be aligned with the Parliament's Strategic Management Plan.

1.14 Other SPCB Policies

Over the year, the SPCB has also reviewed and agreed a number of policies which could impact on Members and the work of the Parliament. They included:

- Media Events Policy
- Allocation of Public Gallery tickets to Members
- Security Screening Policy
- The use of the Scottish Parliament corporate identity by Members
- The use of parliamentary resources
- The use of party logos
- Flag flying Policy
- Filming/photography at the Scottish Parliament
- Car Parking Policy
- Charities Policy

ENCOURAGE PUBLIC ENGAGEMENT WITH THE PARLIAMENT

The SPCB is committed to enabling the public to engage with and participate in the business of the Scottish Parliament. The following section sets out some of the activities put in place to facilitate this during the past year.

2.1 10th Anniversary

The key aim was to use the anniversary year as a platform to reaffirm practically our commitment to public engagement in the next decade of the Parliament's history by introducing a range of engagement initiatives.

The programme of activities therefore reflected a mix of new engagement activities and existing activities tailored to the anniversary. It offered the opportunity to promote the best of Scotland's talent (performers at the Presiding Officer's Burns Supper, Scottish Parliament Tartan design competition, St Andrew's Event, Canongate Wall Project); work with those who have some of the most pressing issues (Community Partnerships Programme); take the Parliament to local communities (the travelling community exhibition '*Moving Stories*' exhibited in the Ferry Terminal in Oban and Orkney amongst other venues across Scotland); reflect on the impact of Scots on the world (Homecoming exhibitions and events); make maximum use of our iconic building (introduction of free tours, new educational events); and celebrate with the young people who have never known anything other than devolution (1st July event).

An evaluation of the programme showed that during the anniversary year, the Parliament engaged with well over half a million people, the vast majority of whom lived in Scotland. More detailed analysis for individual events showed how engagement activities increased awareness and understanding about the Parliament. As mentioned in the Introduction, a full Report including an evaluation of the programme was published in March 2010 and is available through our website.

2.2 Major Visits/Delegations

The UK and International Relations Office provides support to the Presiding Officers and other MSPs participating in outward visits and receiving inward delegations. Some of main areas of work during this year included supporting:

- Scotland Week - a cross-party delegation of MSPs travelled to the USA and Canada to take part in activities around Scotland Week 2009. During the visit the delegation met with the President of the Québec National Assembly, M. Yvon Vallières and held a series of policy meetings with Québec politicians. The Presiding Officer addressed both the Senate and the House of Representatives in the North Carolina General Assembly, and delegates held a series of policy

meetings in Washington D.C. with key players in the debate around renewable energy.

- CPA events – another busy year for the Commonwealth Parliamentary Association with events including its International Parliamentary Conference; the 55th Plenary Conference; a cross party visit to Australia and new Zealand; and a visit to Malawi.
- Visits by Speakers – we welcomed Harry Jenkins MP, speaker of the House of Representatives, Australian Parliament; William Hay MLA, speaker of the Northern Ireland Assembly; the Hon John Bercow MP, speaker of Westminster; and Jenny Lindell MP, Speaker of the Victorian Parliament, Australia.
- Courtesy calls including visits by new Ambassadors/Consul Generals for Spain, Bulgaria, India and Russia.
- Malawi Commissioners – a delegation of 5 Parliamentary Commissioners from the National Assembly of Malawi, their equivalent to our own corporate Body, visited in October. It provided an excellent opportunity for both bodies to share direct and relevant experiences and learn from each other.
- A variety of programmes were organized for delegations of officials from: Commission of Kenya; Malawi; Australia; Tanzania; Czech Republic; and Macedonia.
- Duke University students – a delegation of students from Duke University in North Carolina visited the Scottish Parliament in November. This is an annual visit organized by the Politics Department of Glasgow University in relation to their UK Public Policy course.

2.3 Events and Exhibitions

Engagement with the public takes place across the Parliament as an institution and involves activity by individual Members and staff on a daily basis. To support this, the SPCB agreed a Public Affairs Strategy, the aim of which is to build confidence amongst the public in Scotland that the Scottish Parliament is an open, accessible and above all participative Parliament, which takes a proactive approach to engaging with the Scottish people – in particular those groups traditionally excluded from the democratic process.

Some of the wide range of events and exhibitions included:

2.3.1 Scottish European Educational Trust Euroquiz

In May, for the second year in a row, the National Final of Euroquiz was held at the Scottish Parliament. Heats were held across Scotland with the winning

teams from each local authority competing at the Final. In addition there were two guest teams one from Germany and one from Ireland. 132 school children took part in the final of the quiz. The participants also attended a session called "Decision Time" run by the Education and Community Partnerships team. This interactive session looked at how the Parliament debates and makes decisions on the issues that matter to young people in Scotland.

2.3.2 Donald Dewar Memorial Debating Competition – Final 2009

On Thursday 11 June the Donald Dewar Memorial Debating Competition – Final 2009 took place in the Debating Chamber organised by The Law Society of Scotland. This year over 130 teams from across Scotland entered the competition. The motion for the final debate was - *This House believes that the babies of 1999 are reaping the benefits of devolution*. This year's winners were Glasgow Academy.

The winner of the second Scottish Parliament & Law Society of Scotland joint essay competition was presented with her award at the debate. This includes a 3-week placement in the Office of the Solicitor to the Parliament.

2.3.3 5th Business in the Parliament Event

The 5th Business in the Parliament Conference "Innovating for the Upturn" took place on the evening on Thursday 18 June and throughout the day on Friday 19 June. The Conference aims to facilitate engagement between Scotland's businesses and politicians, with a view to continuing to grow Scotland's economy. It forms part of a regular and ongoing Parliament and Government programme of engagement with business organisations and senior business leaders across Scotland.

2.3.4 Scotland's Churches Scheme

On Tuesday 14 July HRH The Princess Royal addressed over 200 members of the Scotland's Churches Scheme in the Parliament's Debating Chamber chaired by the Presiding Officer. Following the address, the Presiding Officer hosted a reception in the Garden Lobby.

2.3.5 Clan Convention

On Friday 25 July, the Convention brought together Scotland's Clan Chiefs and Heads of Family with clan representatives from across the world to the Scottish Parliament. More than 400 delegates representing 100 Clans and 150 representatives of the Worldwide Scottish community took part.

The following day the Parliament hosted the Scottish Diaspora Forum where guests from around the world discussed the heritage of the Scottish Diaspora.

2.3.6 Telford College's 'Social Justice' photography exhibition

HND in Professional Photography students from Edinburgh's Telford College showed an exhibition of their work on the theme of 'social justice' in Committee Room 3 from Monday 10 to Friday 14 August 2009.

2.3.7 Scottish Food Fortnight

From Monday 7 to Friday 18 September a series of events were held to mark Scottish Food Fortnight including a showcase by Scottish producers, a Farmers' Market and an industry discussion with MSPs.

2.3.8 Scottish Older People's Assembly 2009

On Friday 2 October the Parliament hosted the first meeting of the Scottish Older People's Assembly. The event was attended by around 240 people from across Scotland with a small number of representatives from organisations such as housing associations and care and repair services.

2.3.9 Understanding & Influencing Your Parliament Conference

This event, held on Saturday 21 November, was aimed at community-based voluntary and charity-sector organisations, civic groups and campaign organisations. The aim of the conference was to 'skill-up' smaller, local groups to help them campaign more effectively, and to increase the opportunities for such groups to have their voice heard at Holyrood. The day focused upon practical advice and guidance, looking at what works and what doesn't work for successful and effective campaigning. In terms of the target audience and aims and objectives, this conference was unique; nothing like it has been delivered by any other parliament, assembly or legislature before. The event was a success attracting interest from other representative bodies both in the UK and overseas. Over 150 delegates were in attendance.

2.3.10 St Andrew's Day 2009

On Monday 30 November, a series of three events were held to mark St Andrew's Day including the annual St Andrew's Day Debate, Burnsong Live and a reception to mark the close of the Scots/Canada Exhibition, 'This is Who We Are'.

2.3.11 Volunteer Development Scotland

This event was held to coincide with International Volunteers Day on Saturday 5 December 2009 and to mark the 25th anniversary of Volunteer Development Scotland. One hundred delegates gathered in the Debating Chamber for an event hosted by Deputy Presiding Officer, Trish Godman MSP, to discuss and debate the modernisation of volunteering.

2.3.12 Canongate Wall

Two new quotations by Mary Brooksbank and Norman MacCaig were added to the Canongate Wall and unveiled on Thursday 17 December. Relatives of the poets and the members of the public who suggested the quotes attended the unveiling with the Presiding Officer, as well as a number of the Canongate Wall selection panel.

2.3.13 International Women's Day

On Saturday 6 March, Deputy Presiding Officer, Trish Godman MSP, chaired an event in the Debating Chamber to mark International Women's Day 2010. Now in its third year at the Parliament the event has grown in strength and success with nearly 400 delegates attending from across Scotland. The theme for this year's event was *Why Women Should Vote*.

2.4 Festival of Politics

The 5th Festival of Politics took place at the Scottish Parliament over a period of 5 days, from Tuesday 18 to Saturday 22 August 2009. The 2009 Festival Programme featured some 43 events which were held across the Parliamentary campus. The over-arching theme of the 2009 Festival was *Examining Our Past – Shaping Our Future*.

As with previous Festivals, the 2009 programme was brought forward in association with a number of stakeholder organisations, including Festival Partners the Dunfermline and UK Carnegie Trusts, and the Law Society of Scotland.

As part of the Festival, the Scottish Parliament again played host to the World Press Photo (WPP) Exhibition – the world's premier annual photojournalism exhibition. The exhibition was hosted in the Parliament's Main Hall for 4 weeks, from Friday 7 August to Saturday 5 September. The Festival Programme also featured a range of events with specific links to WPP, thereby adding value to both initiatives.

Nearly 4,500 people attended Festival of Politics events during 2009, which represented a 39% increase on attendance in 2008. Even when taking into account a 5 day run, compared to 4 days in 2008, this figure represents a significant increase in audience numbers.

Attendance at the associated World Press Photo Exhibition was also substantial, with the Parliament receiving nearly 60,000 visitors during the exhibition's 4 week run. This was nearly double the number of visitors recorded during the exhibition's run in 2008.

Key findings from feedback provided by Festival attendees include:

- 92% of attendees rated Festival events as either “very good” or “good”
- 96% of attendees indicated that Festival events represented either “very good” or “good” value for money
- 97% of attendees would attend similar events in the future.

An additional question introduced to the feedback questionnaire this year asked audience members if they had attended the Festival in previous years: 58% of respondents indicated that they had not attended the Festival prior to 2009. This can be viewed as significant, as it indicates that whilst the Festival is maintaining a core, repeat audience it continues to attract a substantial quotient of new visitors to both the Festival and the Parliament.

2.5 Scotland’s Futures Forum

The SPCB agreed that MSP membership of Scotland’s Futures Forum’s Board of Directors should be refreshed in 2009, half way through the current Parliament Session. Interest was sought from Members and in July Linda Fabiani MSP, Ross Finnie MSP and John Park MSP were appointed to the Board.

The SPCB also discussed the Forum’s work programme, as approved by the Forum’s Board, noting the range of topics proposed and the duration of the projects.

2.6 Scottish Parliament Art Collection

In February 2010 the SPCB agreed a constitution for the Scottish Parliament Art Advisory Group and protocols for the Group advising the SPCB on art matters. The SPCB also agreed that the Group should continue to work with parliamentary officials to seek Accreditation for the Scottish Parliament Art Collection.

We agreed the SPCB would not specify a budget for the purchase of artwork but we would continue to consider all recommendations proposed by the Group. We welcomed the ongoing work being undertaken by the Group to identify potential artists/works for loan and purchase and encouraged the Group to continue considering innovative ways to showcase the best of Scottish art within the building.

A number of decisions were made on specific works of art. We decided to commission a photographic portrait of The Queen and were delighted that award-winning Scots photographer Harry Benson CBE agreed to be involved in the selection process and subsequent mentoring of the successful photographer before and during the photo shoot.

2.7 Public Visitors and Contacts

During the period of this report, a total of 417,090 people visited the Parliament, an increase of 23% from the same reporting period in 2008-09. The switchboard handled around 72,000 calls (71,956) and Public Information staff responded to over 9,000 (9,369) enquiries received by telephone or in writing.

The Public Affairs Group has continued to take an innovative approach to the provision of information about the Parliament. Four podcasts were recorded as part of a pilot exercise. These introductory podcasts, which are all available to download on the Parliament website, include interviews with the Presiding Officer and MSPs. Audio multimedia units were also produced for the Main Hall and visitor tours. These are available in a number of different languages including British Sign Language.

2.8 Freedom of Information

The SPCB continues to support openness and accessibility by publishing as much information as possible. Between 1 April 2009 and 31 March 2010 we received 281 freedom of information requests; seven reviews were requested and one resulted in an appeal to the Scottish Information Commissioner. This compares to 176 requests, twelve reviews and three appeals in 2008-2009 and 317 requests, 27 reviews and 5 appeals in 2007-2008. The decrease in reviews and appeals reflects our ongoing efforts to respond comprehensively to freedom of information requests. In addition we publish our replies to requests on our disclosure log and we have set out the information we make available in our updated Publication Scheme.

Links to our Publication Scheme and Disclosure Log and information on how to submit an FOI request can be found here:

www.scottish.parliament.uk/corporate/foi

2.9 Naming of meeting rooms

Following consideration of representations made by a number of Members, the SPCB agreed that the six committee rooms would be named. All MSPs were invited to put forward nominations for consideration and final agreement by the Corporate Body. It was agreed that nominations should focus on historical figures who had made a significant contribution to Scotland and many Members sought suggestions from their constituents.

The following six names were agreed: Robert Burns, Mary Fairfax Somerville, Alexander Fleming, David Livingstone, James Clerk Maxwell, Adam Smith.

EFFICIENT AND EFFECTIVE ORGANISATION

The SPCB reviews and agrees a [Strategic Plan](#), performance indicators and risk register for the Scottish Parliamentary Service (SPS) on an annual basis, and the proposed process for monitoring and updating them. The Strategic Plan is published and we receive quarterly reports from the Chief Executive (CE) on progress. These are also published as part of the regular CE Reports to the Corporate Body. The full year's report for 2009/10 is included at the end of this section for information.

3.1 SPCB Expenditure for the 12 Months Ended 31 March 2010

We have prepared separate [annual accounts](#) for the 2009-10 financial year that comply with the accounting principles and disclosure requirements of the Government Financial Reporting Manual. The Auditor General for Scotland has audited these accounts and they were laid before the Parliament on 7 October 2010. A summary of the expenditure is set out below.

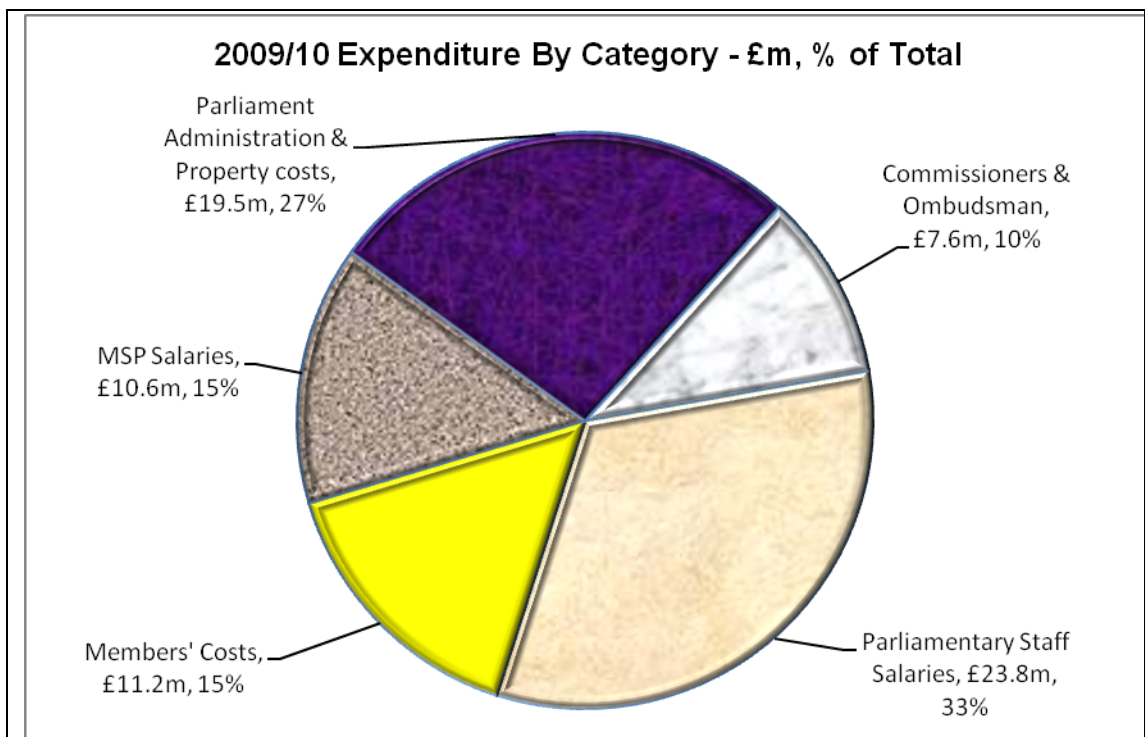
SPCB Expenditure for the 12 Months Ended 31 March 2010

	<i>Actual</i>	<i>Budget</i>	<i>Variance</i>
	<u><i>£m</i></u>	<u><i>£m</i></u>	<u><i>(note 1)</i></u>
			<u><i>£m</i></u>
<i>Net Revenue Expenditure (note 2)</i>	72.7	75.5	2.8
<i>Capital Expenditure (note 3)</i>	2.5	2.6	0.1
<i>Total Revenue and Capital Expenditure in 2009-10, excluding capital charges and exceptional items</i>	75.2	78.1	2.9
<i>Capital Charges (Note 4)</i>	22.9	25.4	2.5
<i>Total Expenditure in 2009-10, including capital charges and exceptional items</i>	98.1	103.5	5.4

Notes

Note 1: We continue to live within our budget. Our net revenue expenditure on staff, property and administration costs in 2009-10 was £72.7m, £2.8m less than the available budget. Of the £2.8m difference from budget, £0.3m represents lower funding requirements in the year for Commissioners and the Ombudsman, £1.2m lower take up of expenses to budget for members costs and the remaining variation is due to lower than budget general administration costs for the SPCB.

Note 2: Net revenue expenditure of £72.7m in 2009-10 included parliamentary staff salaries of £23.8m and MSP salaries of £10.6m. Members' costs, which enable MSPs to secure staff and accommodation to assist them in the discharge of their parliamentary duties, were £11.2m. A further £7.6m was expended on funding the salaries and running costs of the Commissioners and Ombudsman. The remaining £19.5m relates to the administration and property running costs of the Parliament and is net of £0.7m gross income from shop sales and events.



Note 3: An independent valuation of the Holyrood building resulted in a net decrease in value of £8.1m which was charged against reserves. Capital expenditure in 2009-10 of £2.5m comprised £2.1m on IT software, work in development and hardware with £0.4m on Fixtures, Fittings and Equipment.

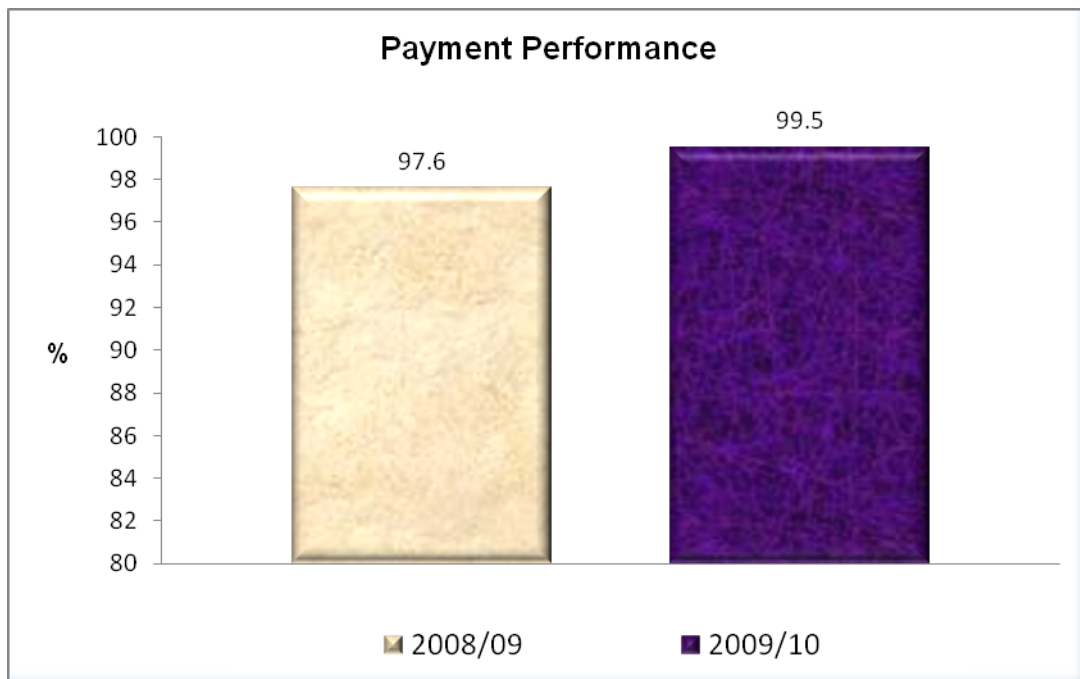
Note 4: Capital charges are required by the Government Financial Reporting Manual to reflect the depreciation in value of assets and the cost of capital. The charge for 2009-10 was £22.9m.

3.2 Financial Assistance for Registered Political Parties

Under the Financial Assistance for Registered Political Parties Order 1999, the registered political parties in the Parliament are entitled to monies to assist their Members to carry out their parliamentary duties. The resource accounts to the financial year ended 31 March 2010 include costs of £519k under the terms of this Order.

3.3 Payment Performance

Our policy is to comply with the Confederation of British Industry's Prompt Payers Code. The target is for payment to be made within agreed payment terms or 30 days of receipt of invoices not in dispute for goods and services received (see table below for performance). Average payment performance achieved for 2009-10 was 99.5% (2008-09 97.6%).



3.4 Future Resource Planning

In January 2010 the SPCB commenced discussions on a strategic response to the anticipated changes in Scotland's, and therefore the Scottish Parliament's budget allocation. Changes to our budget were likely to have an impact on the way in which SPCB services were organised and delivered

and would require re-assessment of working practices, policies and approaches to risk.

An initial decision taken at this stage was that the SPCB's budget bid in future years would seek to maintain the percentage of the Scottish Block established in our 2010-11 bid. We recognised that this would involve a reduction in real and cash terms in the resources available to the SPCB over the coming years.

Officials were instructed to work up a range of options in discussion with the TUS for further consideration by the Corporate Body early in the new financial year. Those considerations have been ongoing.

3.5 Security

Work progressed during this period on implementing recommendations in relation to perimeter security, including the completion of installation of a chicane at the vehicle entrance and bollards along the Canongate and Horse Wynd areas.

3.6 Environmental Management

In January 2010 the SPCB was successful in retaining its certification to ISO 14001:2004. The three yearly full certification audit was undertaken by an external environmental assessor. The certification is valid until January 2013.

We also approved a revised Environmental Policy. Environmental targets have been set going forward to March 2015. In addition to the environmental benefits, achieving these targets will also result in significant financial savings. Interim targets to reduce the SPCB's carbon footprint by 8% was achieved and exceeded as were the targets to reduce electricity and gas consumption. The targets to reduce landfill waste and paper use were not achieved and we will seek to address this in the coming months.

The SPCB as an organisation will be required, over the next 5 to 10 years, to go through a process of transition to become a low carbon organisation. To ensure that we are well prepared for this change we have approved a Carbon Management Plan (CMP). The CMP is a live document which will be reviewed annually and updated as new approaches and opportunities for reducing our emissions are identified.

One of the key themes of the CMP is '**The RACE: Real Action on Carbon Emissions**'. This project is required because it is believed that we will not achieve the necessary reductions in carbon emissions through technological advances alone and that changes in behaviour will also be required. The RACE will deliver high quality environmental information, education and engagement opportunities.

The SPCB will require the co-operation and support of all Members if we are to achieve the necessary reductions in carbon emissions over the coming years.

3.7 Equalities

2009-10 saw the organisation's achievements continue to reflect the SPCB's strong commitment to promoting equality and ensuring that equality is firmly rooted in all that we do. Our annual Equality Report demonstrates that equality touches on almost all aspects of our business, particularly when meeting the organisation's main priorities: parliamentary business; supporting Members, public engagement and organisational health.

Below are highlighted some of the main achievements over the last year:

- We supported Committees during the production of their first annual equality reports. The reports demonstrated how they had given consideration to equality when carrying out their business such as taking evidence from witnesses, scrutinising legislation and conducting inquiries.
- We gathered views from Members enabling us to start working on the development of different options to meet Members needs in terms of providing equality awareness in respect of their roles as employers and elected representatives.
- Improvements were made to the accessibility and inclusivity of our tours with the introduction of free tours as well as new audio/visual equipment in 14 different languages, including British Sign Language.
- The first phase of the Community Partnerships Project with our initial partners Action for Children, Haggeye and Multi Ethnic Aberdeen Limited (MEAL) progressed well during the period and ended with a conference in March 2010. More detail on the initiatives undertaken by each group can be found in our Equality Report.
- We hosted many events and exhibitions during the year including the "Moving Stories: 10 people, 10 experiences, 10 years of the Scottish Parliament" exhibition. The exhibition focused on the stories of ten men and women from across Scotland who had all been involved in campaigning or petitioning the Parliament in some way. The aim of the exhibition was to tell the story of these people and highlight that people from all ages, backgrounds and walks of life had been involved in the Parliament and to encourage more people to participate in their Parliament.
- As employers we undertook several initiatives during the year including training and awareness sessions on a variety of equality topics such as equality impact assessment awareness training and maternity

mentoring. We held a Positive Action Open day and ran a subsequent placement programme for black and minority ethnic individuals. We also reviewed several policies during the year including the Dignity at Work policy and Unacceptable Performance.

- During the year we continued to make progress and provide updates on our three equality schemes (Disability, Race and Gender). 2009-10 saw us carry out our three year review of both our Disability and Race Schemes which set out our plans for the next three years.
- We also carried out our fourth Equality Staff Audit which helps to establish whether the SPCB equality policies are having a positive impact on the working culture and to what extent staff perceive the policies to be working in practice. It also contributes to our monitoring framework in reviewing all equality issues in employment and effectively contributes towards identifying priorities for the SPCB equality schemes on race, disability and gender.

2010-11 will see further challenges for the organisation in terms of equality as we continue to move forward. We will take forward work to meet our new equality duties under the Equality Act 2010 and work will commence on a new equality strategy which will combine our current equality framework and schemes into one new strategy along with an action plan that covers all equality strands.

3.8 Health & Safety / Fire Safety

3.8.1 Health and Safety

The SPCB operates a health and safety management system (HSMS) to ensure legal compliance and to pursue continuous improvement in its H&S performance.

Development and improvement of the management system is an ongoing process. During the reporting year, a number of improvements and updates were made including publication of a new procedure for work related driving which provides guidance for drivers and a process for risk assessment.

The key activities completed during 2009/10 included:

- Provision of training for staff on general safety awareness, safe use of display screen equipment, risk assessment and inspection
- Annual review of first aid provision for the campus
- Investigation and monitoring of accidents and near misses
- Inspection of offices and common areas
- Review of risk assessments
- Quarterly meetings of the H&S committee

3.8.2 Healthy Working Lives

The SPCB continues to maintain the Healthy Working Lives Silver Award in recognition of our commitment to create a healthier workforce by operating a robust health & safety policy and procedures; raising awareness of health issues and providing practical advice and support to encourage staff to follow a healthier lifestyle. We will be working towards achieving the 'Gold Award' in the future.

3.8.3 Fire Safety

During the year we reviewed the Parliament's fire safety management system and a number of improvements were identified to further minimise business disruption as a result of false alarms and increase the system's robustness and fitness for purpose. Once these improvements are implemented we will update the Scottish Parliament's Fire Safety Manual and advise Members of the changes.

In January 2010, as a result of discussions with the Crown (Fire) Enforcement Officer, an increase in the 'Grace' (fire alarm investigation) period from four to five minutes was granted and this has provided increased opportunities to cancel fire alarms prior to general staff notification. Increased control of contractors further reduced fire alarm activations.

Amendments to signage at our 64 Disabled Refuge Points will provide easier identification in event of systems failure, along with the development of 'way finding plans' for Fire & Rescue Service use in the event of a serious fire incident on site.

Enhanced fire incident management training for Access and Control officers was delivered in the Easter recess period, to provide increased confidence (and competence) when dealing with unwanted fire alarm activations. Planning was commenced for a full scale fire evacuation exercise in June 2010, involving the Fire and Rescue Service, in order to provide the opportunity for further analysis of occupants' awareness and reactions to fire incidents, and to confirm the suitability of our new way finding plans.

2010/11 will be taken up with a major project to align the fire safety strategy with the security strategy following security upgrade works. This should provide an opportunity to further reduce business disruption by reducing fire alarm zone sizes, allowing us to evacuate a fire zone to other areas of the campus without the need to exit the premises to an external Assembly Point, as we do at present.

The above actions have resulted in a significant reduction in the number of unplanned fire alarm evacuations.

3.9 Human Resources (HR)

The number of full-time equivalent staff in post at the end of March 2010 was 516; the staff turnover was 5.9%.

Members will be aware that during 2009-10 a restructuring of the HR Office saw the creation of four new teams:

Strategy and Policy
Learning and Capability Development
HR Advisory Team
Operations Team

The HR Advisory Team provides a consultancy service to Members in relation to their role as employers. It also supports Members to reach successful resolution to employment related issues such as managing disciplinary issues/matters, grievance, reorganisation, restructuring, managing staff performance and absence. The Operations Team run the pay, pensions and recruitment services and provide administrative and specialist support to the other teams. At the heart of this team is the new HR Enquiry Service, underpinned by a database to capture and track enquiries, which provides high quality centralised management information that will be used to continually improve the service.

3.10 Facilities Management

In March 2010, the SPCB agreed the award of a contract for the high level (internal and external) building fabric maintenance. The contract contains mainly planned works and services, related to the building fabric, but also allows for reactive elements as new work is identified. The estimated value of over the 7 years of the contract is £6.9 million, and includes:

- external cleaning (including windows), maintenance and coatings/finishes;
- internal cleaning (including windows), maintenance and coatings/finishes from the finished floor level upwards;
- cleaning and maintenance of the external hardscape;
- bird control measures including netting, cleaning and removal; and
- condition surveys.

Scottish Parliamentary Service Performance Report: April 2009 - March 2010

Section 1: Parliamentary Business

Ref	Activity	Target	Actual
1A	Chamber business takes place as scheduled	100%	100%
1B	Committee business takes place as scheduled	100%	100%
1C	Emergency meeting of Parliament held in alternative accommodation if required	2 days	N/A
1D	Parliamentary business recommences in alternative accommodation if required	14 days	N/A
1E	Failure of sound and voting equipment rectified if required	1 hour	N/A

Section 2: Supporting Members

Ref	Activity	Target	Actual
2A	Payment of travel/expenses claims to timetable set out in Service Level Agreement	95% within 10 days	74% within 10 days
2B	Payment of allowances claims to timetable set out in Service Level Agreement	85% within 10 days	85%
2C	Publication of MSP expenses information to agreed target dates	Q3 by Feb 10	Feb 10

Section 3: Engagement

Ref	Activity	Target	Actual
3A	Number of schools reached through inward and outward education programmes	N/A	758
3B	Visitors to Scottish Parliament	N/A	417,090
3C	Number of Member-sponsored events	N/A	366

Section 4: Organisational Health

Ref	Activity	Target	Actual
4A	Outturn against budget for financial year within target range	0 - 5% under	4.1% under
4B	Payment of valid invoices within contract terms	98%	99.5%
4C	Staff absence levels	6.7 days	8.8 days
4D	Reduction in Scottish Parliament carbon footprint from 2005-06 baseline by March 2010	8%	9%

Comments:

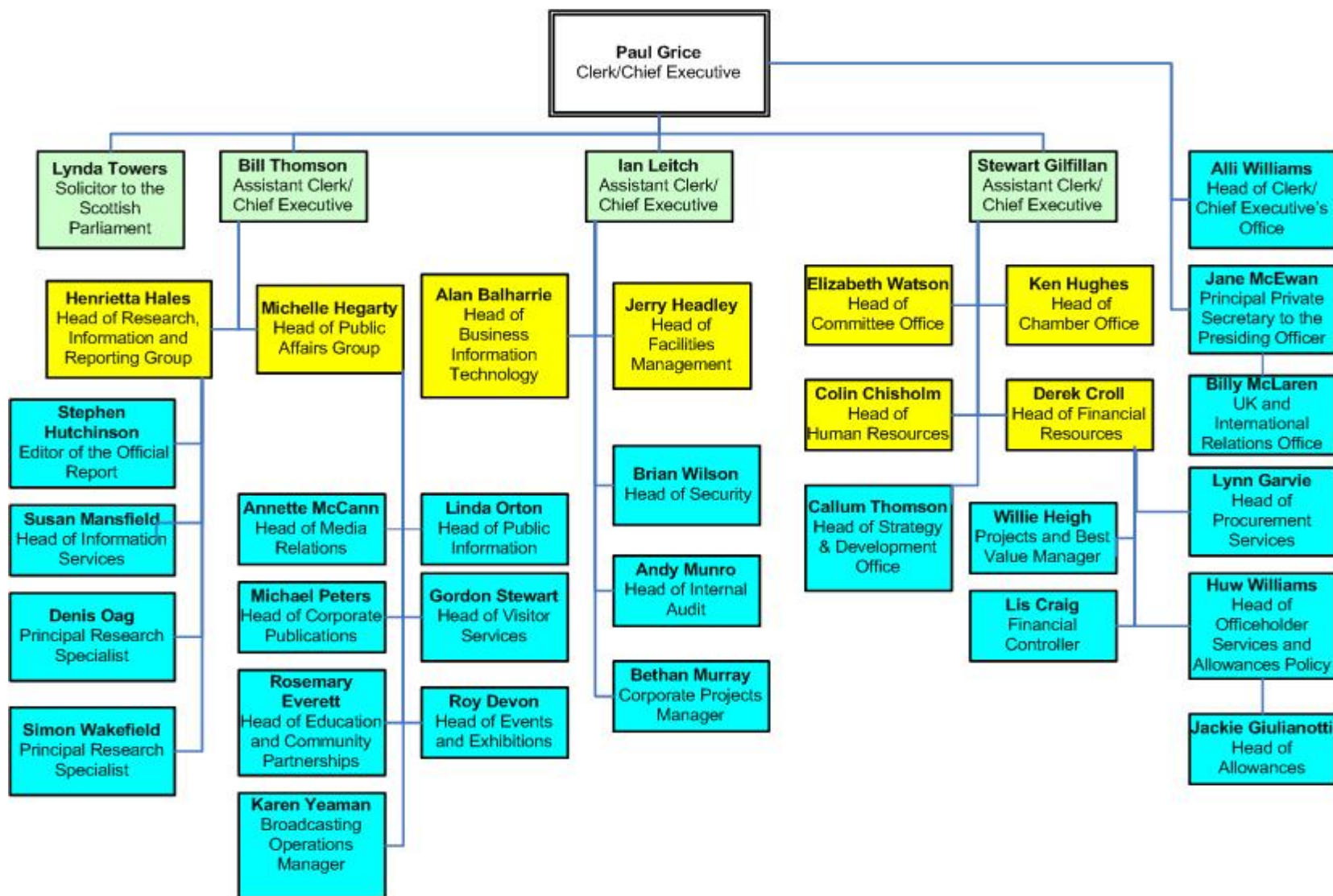
2A: Payment of claims for the year was affected by extended staff absences and vacancies during quarters 1 and 2 in the office. Quarter 4 figures reflect significant and continuing improvements, with payment performance for the last quarter standing at 90% for the payment of travel/expense and 85% for the payment of allowance claims.

3A-3C: New indicators are being agreed for future reporting years in line with the Public Affairs Strategy. Targets are currently set by parliamentary rather than financial year and are not directly applicable here. However, we include some relevant statistics here for the 2009-10 reporting year, pending finalisation of new performance targets.

It should be noted that school visits do not take place during the summer recess (July-August), so this figure covers a total of 10 months' visits.

4C: Staff absence for the reporting year was higher than the target of 6.7 days per person (based on the overall UK average across all sectors in 2007) but below the public sector average of 9 days.

Organisational structure



CONTACTS

Our previous Annual Reports are available on the Scottish Parliament website at: <http://www.scottish.parliament.uk/corporate/anrep-accts/index.htm#spcb>.

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Judith Proudfoot, on ☎ 0131 348 5307 or
Kate McGillivray, on ☎ 0131 348 6222

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