



The Scottish Parliament
Pàrlamaid na h-Alba

**Scottish Parliamentary
Corporate Body**

Annual Report, 2012

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SPCB ANNUAL REPORT 2012

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Foreword by the Presiding Officer

The purpose of the SPCB Annual Report is to provide an overview to Members of the Scottish Parliament 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 2011 to 31 March 2012, including the 2011 Scottish elections and the start of our fourth parliamentary session.

As many Members will be aware, I was a member of the SPCB during Session 3 and was delighted to become its new Chair after my election as Presiding Officer in May 2011.

The priority for the SPCB is always to provide the property, staff and services that support the Parliament and its Members in carrying out their parliamentary duties. It is right, therefore, that I should acknowledge here the work of the staff of the Scottish Parliamentary Service in helping us achieve that priority.

Some significant matters considered by the SPCB over the past year included:

- Support for new and returned Members following the Election in May 2011.
- Specific matters relating to the Reimbursement of Members' Expenses Scheme including the impact of changes to constituency boundaries.
- Outstanding recommendations on the security of the Parliament.
- Continuation of efforts to rationalise accommodation and support services across officeholders.
- Effective and efficient use of parliamentary resources, in a time of continuing financial constraint.

These and many other matters are covered in the following Report.

I am well aware of the demands on Members' time and would like to take this opportunity to thank my current SPCB colleagues for their commitment and hard work in addressing some difficult and sensitive issues over the period. It is on their behalf that I present this Report.



**Tricia Marwick 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 2011 to 31 March 2012.

Membership and Portfolio Arrangements

Following the Scottish Parliament elections in May 2011, the membership of the Scottish Parliamentary Corporate Body (SPCB) changed. The membership of the SPCB and respective portfolio responsibilities is currently:

Tricia Marwick MSP

Presiding Officer and Chair of the Corporate Body

Linda Fabiani MSP

With responsibility for facilities, events and exhibition services

Liam McArthur MSP

With responsibility for finance and officeholders

Mary Scanlon MSP

With responsibility for business support, information and engagement strategy

David Stewart MSP

With responsibility for Human Resources and technology

SECTION 1 – EFFECTIVE SUPPORT OF PARLIAMENTARY BUSINESS AND MEMBERS

It is one of the key roles of the SPCB to ensure that Members of the Parliament receive the services they require to support them in their parliamentary duties.

This section provides a summary of the matters considered and the decisions taken by the SPCB on providing support to the business of the Parliament and support to Members.

Supporting Parliamentary Business

1.1 Parliamentary Reform

In August 2011 the Presiding Officer invited the Standards, Procedures and Public Appointments Committee to hold an inquiry to examine how the parliamentary week could be structured to best effect. The Committee's consultation was based on a proposal that committees meet in the mornings of Tuesday to Thursday and that the chamber meets on the same afternoons.

The Committee published its report in May 2012 and, following approval by Parliament, the new sitting pattern commenced immediately after summer recess.

The SPCB's role going forward will be to ensure that all the appropriate services and resources are in place to support Members under the new business timetable.

1.2 Officeholders

The SPCB continues to support six offices:

- Scottish Public Services Ombudsman
- Scottish Information Commissioner
- Scottish Human Rights Commission
- Commissioner for Children and Young People in Scotland
- Commission for Ethical Standards in Public Life in Scotland
- Standards Commission for Scotland

In relation to each of these offices, the SPCB is responsible for approving the annual budget; setting the officeholder's terms and conditions of appointment; approving any staffing determination in terms of numbers and grades; approving advisers' and assessors' fees; and approving any accommodation moves. The SPCB has the power of direction in relation to the sharing of services, including the sharing of premises and staff.

In addition, the SPCB is responsible for determining the salary and terms of appointment of the Auditor General for Scotland and indeed exercised these powers in November in preparation for the appointment of a new Auditor General to replace Robert Black who retired during 2012.

Following on from work started by the previous Corporate Body, we continued to work with officeholders on rationalising accommodation and support services across the officeholders.

The SPCB was also involved in the following specific matters:

- The appointment of Colin Beattie MSP, Iain Gray MSP, Alex Johnstone MSP, John Pentland MSP and Angus MacDonald MSP to the Scottish Commission for Public Audit.
- The reappointment of two members of the Scottish Commission for Human Rights.

1.3 UK and International Relations

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 the main areas of work during this year included:

Inward visits

Inward delegations to the Parliament included a visit by the three Vice Presidents and Party Whips from the Assembly of the Republic of Macedonia on 1 December. The visit focussed on the mechanisms and procedures in the Scottish Parliament, in particular financial and legislative scrutiny, the committee process and the functioning of the Public Audit Committee.

From 11 to 13 December the Presiding Officer hosted a high level visit by the President of the Australian Senate. On 11 January the Presiding Officer hosted a visit by the Danish Ambassador. The purpose of the visit was to brief the Presiding Officer and Convener and members of the European and External Relations Committee on Denmark's plans for the presidency of the European Union.

Commonwealth Parliamentary Association (CPA) Events

The Presiding Officer chaired the Annual General Meeting of the CPA on 22 June when the membership of the CPA Scotland Branch Executive Committee was confirmed as Patricia Ferguson MSP, Margaret Mitchell MSP, Tavish Scott MSP and Sandra White MSP.

The Corporate Body noted Margaret McDougall MSP's visit to India in November to attend the 22nd Commonwealth Parliamentary Association (CPA) Seminar in New Delhi, the theme of which was aimed at new parliamentarians. The costs were met from the CPA budget which is allocated annually by the SPCB to the UK and International Relations Office.

David Stewart MSP visited Johannesburg from 29 February to 2 March at the invitation of the Speaker of the Gauteng Provincial Parliament (GPL) to deliver a presentation at a Public Participation Conference entitled "The People Shall Govern: Public Participation Beyond Slogans" organised by the CPA and the GPL.

Malawi

Two officials from the Malawi National Assembly undertook a four-week internship programme in the Scottish Parliament as part of the Technical Assistance Programme 2. As part of their programme they spent time with officials in the UK and International Relations Office, SPICe, Education and Community Partnerships, and the Events and Exhibitions Team, among others.

International Strategy

In November, the SPCB endorsed the *Scottish Parliament International Strategy* for session 4. This new strategy takes into account the challenging financial climate and, unlike previous strategies, provides a set of specific UK and international priorities for the Parliament to focus on. This new approach should allow the Parliament to target its resources more effectively and to obtain better value for money.

In approving the new strategy the SPCB agreed that an annual evaluation should be undertaken to help inform any possible ongoing changes required in the direction of the strategy over the lifetime of this parliamentary session.

1.4 Business Continuity

In December the SPCB reviewed the strategy and policy used to support Business Continuity at the Parliament and noted the arrangements in place to ensure that parliamentary business could take place if Holyrood was temporarily unavailable. It also noted the new email and text messaging service to be used to issue messages to Members and staff about developing situations involving the Parliament.

1.5 SPCB Policies and Strategies

Over the period of this report the SPCB has reviewed and agreed a number of policies and strategies which impact on Members and the work of the Parliament. They are:

- Scottish Parliamentary Service Strategy
- Additional Regional Offices
- International Strategy
- Business Continuity
- Events
- Language
- Copyright
- Parliamentary Outreach

Supporting Members

1.6 Election Planning

A key event during the period of this report was the Scottish Parliament elections on Thursday 5 May 2011. The 2011 Election Programme Board, which the SPCB set up in 2010 to co-ordinate all actions and projects in the Parliament's preparations for the elections, oversaw all election-related work to ensure that accurate and timely information and support was provided to Members and that the Parliament's resources were used efficiently and effectively.

A key function of the Board was to co-ordinate the final preparations for the election night and first days of the new session, including the delivery of communications to and services for new and returning Members immediately after the election. All 48 new Members were successfully welcomed into the Parliament, with a large majority of returning Members re-engaging with parliamentary services in the first few days.

The first meetings of the Parliament were held as planned for the oath-taking and elections of Presiding Officers and First Minister. Parliamentary offices provided support in securing appropriate equipment, accommodation and staffing for new and returning Members, both in Holyrood and their constituency or region.

Once again, Her Majesty the Queen attended on 1 July and addressed the Scottish Parliament as part of the official ceremony to mark the opening of Session 4.

1.7 Reimbursement of Members' Expenses Scheme

The SPCB considered a number of matters in relation to the Members' Expenses Scheme including applications from Members and possible breaches of the rules.

The Parliament agreed a motion on behalf of the SPCB to amend the Reimbursement of Members' Expenses Scheme to add the West of Scotland to the list of those regions where Members of the same party may be entitled to an additional office.

1.8 SPCB Questions

There are a number of ways in which Members are able to question the SPCB and hold it to account. We would always encourage any Member to approach an SPCB member directly with a query but Members can also lodge questions formally for written answer or for answer as part of a SPCB Question Time in the Chamber.

During the period of this report the Corporate Body hosted two question times in the Chamber, in September and February, responding to 13 oral questions in total. The topics included: bicycle loans; terms and conditions of contractor staff; the zero waste policy; responsible purchasing to minimise the environmental impact of goods and services purchased by the Parliament, the living wage and IT issues.

In addition, the SPCB responded to five written parliamentary questions over the year, on subjects including physical security measures and officeholders.

Copies of the oral and written PQs answered by the SPCB can be found on the Parliament's website:

<http://www.scottish.parliament.uk/parliamentarybusiness/MotionsQuestionsAndAnswers.aspx>

1.9 Members' Legal Advice Scheme

Legal advice arrangements are managed by the Office of the Solicitor to the Scottish Parliament providing support and advice on a wide range of issues. The SPCB agreed updated arrangements for Members to obtain additional legal services in relation to leases and contracts where these arise out of their time as a Member in both parliamentary and constituency matters. Details of the Members' Advice Scheme can be found on the [Solicitor's Office](#) intranet pages.

1.10 Assistance to Members in P1.02

In January 2012 the SPCB welcomed a new Members' service in P1.02 where a member of staff is now available during plenary days to assist Members. The service was reviewed after six months and feedback showed that Members appreciated the support from SPCB staff. The decision was taken to continue the service to Members.

SECTION 2 – 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 Festival of Politics

The 7th Festival of Politics took place at the Scottish Parliament over a period of seven days, from Saturday 20 to Saturday 27 August 2011 with the main focus of events taking place from the Thursday onwards. The over-arching theme of the 2011 Festival was *Re-newing Politics in the Age of New Media*. It featured 38 events, progressed in association with 34 stakeholder organisations, and was attended by nearly 2,500 people.

The 2011 Festival again hosted the World Press Photo Exhibition in the Main Hall during August, retaining the Parliament's unique position of being the only venue in Scotland, and being only one of two sites in the UK, where the exhibition can be viewed, the other being in London. The Exhibition continued to introduce new audiences to Holyrood, attracting almost 35,000 visitors over the 19 days of its viewing.

A report on the [outcomes of the 2011 Festival of Politics and World Press Photo Exhibition](#) was presented to the Corporate Body in December 2011 and can be found on our web pages along with other papers and minutes of meetings.

2.2 Scotland's Futures Forum

The SPCB created Scotland's Futures Forum in 2005. It is constituted as a Company Limited by Guarantee. The SPCB is the sole "Member" of the company but does appoint a Board of Directors which currently includes the Presiding Officer, Aileen McLeod MSP, John Park MSP and Alex Johnstone MSP.

The Forum aims to help Members, along with policy makers, businesses, academics, and the wider community of Scotland, look beyond immediate horizons to some of the challenges and opportunities we will face in the future. Looking beyond the four-year electoral cycle and away from party politics, the forum seeks to stimulate public debate in Scotland, bringing fresh perspectives, ideas and creativity on how we might prepare now for the future.

Highlights over the last year included:

- The commencement of an ambitious 21st century Learning and Skills project.
- Agreement of a partnership with the Scottish University Insight Institute to access and make available the latest academic research.
- Collaboration with Parliamentary Committees in holding a number of roundtables and workshops with experts drawn from Scotland, the UK and internationally.

2.3 Major Visits/Delegations

In February the SPCB hosted a visit by members of the Joint Administration Committee of the Houses of the Oireachtas. During the visit, the delegation exchanged views and ideas with the Corporate Body and officials. Engagement with the Parliament of Ireland features in the Scottish Parliament's International Strategy. There is much we can learn from their policies and practices and the positive feedback received following this visit suggests it was a helpful step in developing relations.

2.4 Major Events and Exhibitions

Events and exhibitions held either inside the building or on the landscaped area continued to be a major element of encouraging engagement with the Parliament. The SPCB is responsible for approving a programme of major events and exhibitions each year and managing the resources required to support it. Some of the highlights during this period included:

- The Opening of the Fourth Session of the Scottish Parliament on 1 July 2011. The ceremony, attended by Her Majesty the Queen and the Duke of Edinburgh, was followed by the Riding down the Royal Mile and afternoon events showcasing young Scottish musical talent.
- Engravings of the Scottish Parliament Riding c.1769 depicting the 1685 Riding were acquired for the Scottish Parliament's historical collection of artefacts.
- Jungle City Edinburgh, a city-wide project organised by the Elephant Family charity to raise awareness of and funding for a number of Asian wildlife conservation projects, displayed fibreglass sculptures in the landscaped area. This was in conjunction with the *Great Glenrothes Hippo Parade* display.
- South of Scotland produce was showcased on the menus for the Members' Restaurant and the Garden Lobby Restaurant during a week-long series of Member-sponsored events and exhibitions.
- The Presiding Officer hosted the annual Poppy Scotland Reception in October, launching the 2011 Poppy Appeal for Members, veterans, representatives from the Royal British Legion Scotland and other external guests.
- The Scottish Parliament's third Communities Conference: "Understanding and Influencing Your Parliament" took place in October. The conference was designed to increase the skills of 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 Design and Democracy Exhibition opened to the public on 25 November, showcasing the work of 16 recently graduated designers and exploring the role of design in helping to create a democratic society. The Presiding Officer

formally opened the exhibition at a launch reception on 7 December. The exhibition, which closed on 23 March, was a partnership project between Parliament and the four art schools: Duncan of Jordanstone College of Art; Edinburgh College of Art; Gray's School of Art; and The Glasgow School of Art.

- On 25 January the Presiding Officer hosted the Annual Consular Corps' Burns Supper attended by 100 guests from across Scotland.
- Trade Union Week took place from 20 February. This themed week involved a Member-sponsored exhibition and a number of Member-sponsored events and culminated in a Garden Lobby Reception hosted by the STUC.
- Nearly 400 women gathered at the Parliament on 10 March to mark International Women's Day, an event that allows a diverse range of women, living and working in Scotland, to network and also meet with policymakers.
- On 27 March the Presiding Officer hosted the third and final Community Partnerships event to mark the end of the third phase of the partnership and the achievements of the partners – Multi Ethnic Aberdeen Ltd.; Dumfries and Galloway Third Sector Forum; Volunteer Centre East Dunbartonshire; Action in Mind Stirling; and Grampian Family Support Forum.

2.5 Public Engagement Strategy

Since April 2011 the Parliament has been on Twitter, with the aim of broadening our engagement with stakeholders and reaching new audiences. Tweets are varied and posted frequently seeking to engage, explain and inform followers about parliamentary business, visiting the parliament and events. Direct enquiries are replied to and hashtags have been created to stimulate debate on a number of topics. By the end of March 2011 the Twitter corporate account had gained over 5,000 followers. More recently some parliamentary committees have begun using Twitter to engage with stakeholder groups specific to their remits.

Over the coming year the SPCB will support the Parliament in developing and expanding its online activity.

2.6 Website

The Parliament's new website went live on 12 October. The E-Services Team in SPICe worked closely with content editors, BIT and our partners Redweb to keep the site up to date and make post-launch adjustments.

SECTION 3 – EFFICIENT AND EFFECTIVE PARLIAMENTARY SERVICE

3.1 Scottish Parliamentary Service

The SPCB reviews and agrees a [Strategic Plan](#) and performance indicators 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 published as part of the regular CE Reports to the Corporate Body. The full year's report for 2011/12 is included at the end of this section for information.

The number of full-time equivalent staff in post at the end of March 2012 was 435.97 and the staff turnover was 12.7%. The turnover figure includes Fixed Term Appointment, Compulsory Early Retirement, Voluntary Early Retirement and Voluntary Early Severance.

A copy of the organisation chart is available on the [intranet](#).

3.2 Financial Resources

SPCB Expenditure for the 12 Months Ended 31 March 2012

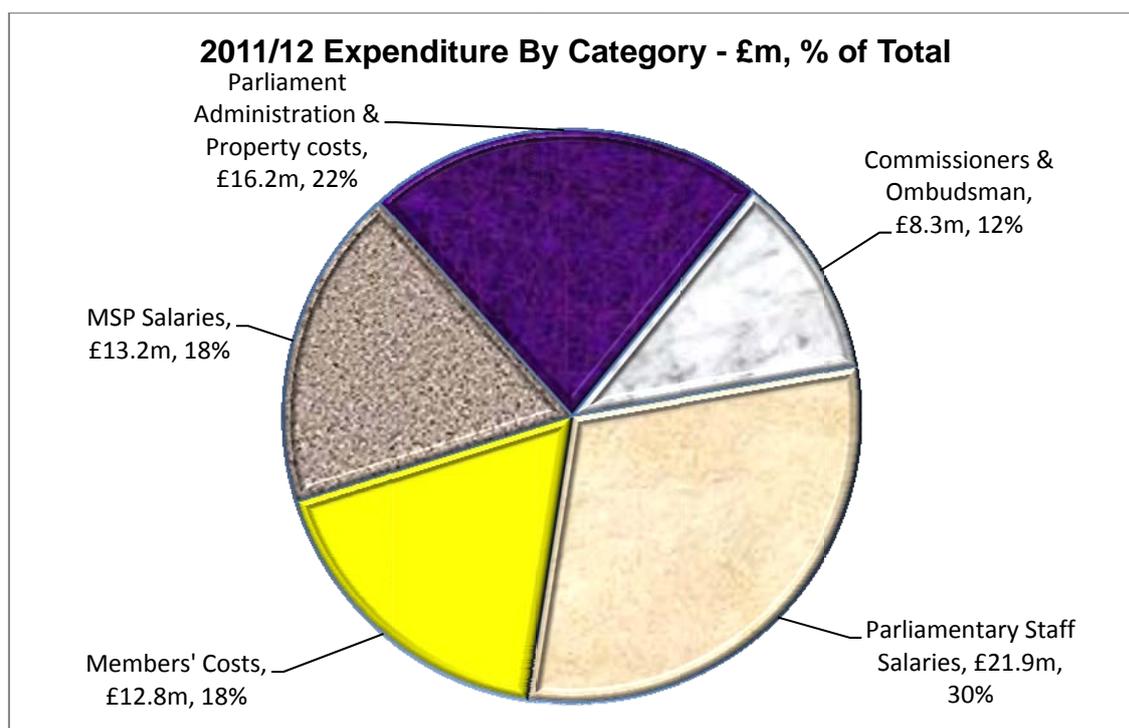
We have prepared separate [annual accounts](#) for the 2011-12 financial year that comply with the accounting principles and disclosure requirements of the Government Financial Reporting Manual. The Auditor General for Scotland has audited these accounts and they were laid before the Parliament on 23 October 2012. A summary of the expenditure is set out below.

	Actual £m	Budget £m	Variance (Note 1) £m
<i>Net Revenue Expenditure (Note 2)</i>	72.4	74.2	1.8
<i>Capital Expenditure (Note 3)</i>	1.3	1.3	0.0
<i>Total Revenue and Capital Expenditure in 2011-12, excluding capital charges and exceptional items</i>	73.7	75.5	1.8
<i>Capital Charges (Note 4)</i>	11.8	12.7	0.9
<i>Total Expenditure in 2011-12, including capital charges and exceptional items</i>	85.5	88.2	2.7

Notes

Note 1: We continue to live within our budget. Our net revenue expenditure on staff, property and administration costs in 2011-12 was £72.4, £1.8m less than the available budget. Of the £1.8m difference from budget, £0.3m represents lower funding requirements in the year for Commissioners and the Ombudsman, £1.0m 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 £72.4m in 2011-12 included parliamentary staff salaries of £21.9m and MSP salaries of £13.2m including £2.2m of resettlement costs. Members' costs, which enable MSPs to secure staff and accommodation to assist them in the discharge of their parliamentary duties, were £12.8m including £1.5m of winding up expenses for members who did not return following the May 2011 election and £0.4m on financial assistance for registered political parties. A further £8.3m was expended on funding the salaries and running costs of the Commissioners and Ombudsman. The remaining £16.2m relates to the administration and property running costs of the Parliament and is net of £0.6m gross income from shop sales and events.



Note 3: Capital expenditure in 2011-12 of £1.3m comprised £0.9m on IT software, work in development and hardware with £0.3m on equipment and £0.1m on fixed plant.

Note 4: Capital charges are required by the Government Financial Reporting Manual to reflect the depreciation in value of assets and other non cash costs. The charge for depreciation for 2011-12 was £11.1m. Other non cash items in 2011-12,

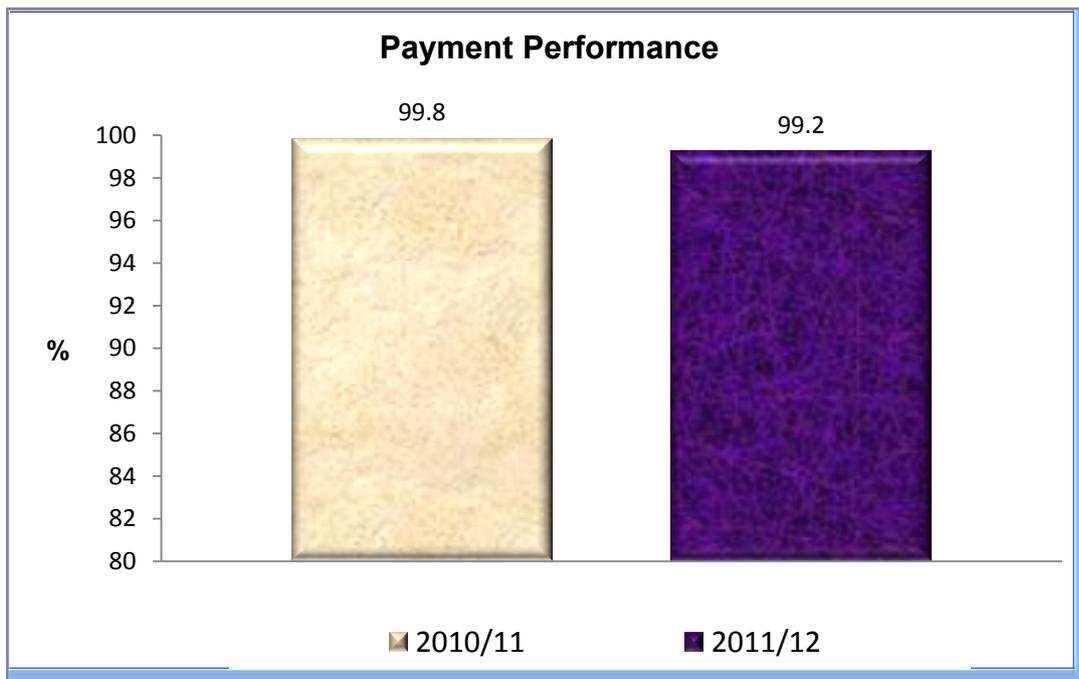
amounting to £0.7m, include a net charge for pension finance and auditor's remuneration.

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 2012 include costs of £433k under the terms of this Order.

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 2011-12 was 99.2% (2010-11 was 99.8%).



Change Management Programme

As previously reported, the SPCB initiated a detailed planning exercise in early 2010 to prepare for the anticipated reduction in public sector finances. The SPCB determined to reduce its budget in line with any percentage reduction in the Scottish Consolidated Fund and it submitted a detailed budget proposal to the Finance Committee in November 2010 setting out plans to deliver a 12% real terms reduction in the SPCB's annual budget by 2014-15. In addition to a freeze on Members' pay and expenses to 2013, key elements of the proposal included:

- a proposed pay freeze for Parliament staff until 31 March 2013, worth £1.0m in real terms, accompanied by a guarantee of no compulsory redundancies over the same period.
- reductions already identified in the overall Parliament staff complement of around 50 staff by 31 March 2013; and
- reductions in Commissioners' and Ombudsman's officeholder budgets in line with overall SPCB savings.

To facilitate these agreed savings, the SPCB ran a Voluntary Early Retirement/Early Severance Scheme in 2010-11 to deliver the bulk of the agreed staff savings and 34 staff have left the Scottish Parliamentary Service under this scheme.

A Change Management Programme was initiated in January 2011 to facilitate the delivery of the agreed savings. By March 2012, this programme of service reviews for the whole organisation – both cross cutting and at office level - had been completed with confirmed savings of £5.9m to be realised by the end of the spending review period.

3.3 Advisory Audit Board

The Advisory Audit Board (AAB) was established in the first Session of the Scottish Parliament to advise the Clerk/Chief Executive (as the SPCB's Principal Accountable Officer) and, where appropriate, the SPCB, on governance and internal control matters including the assessment and management of business risk. The scope of the AAB's work, as defined in its Terms of Reference, seeks to address the assurance needs of the SPCB and its Accountable Officer.

A key responsibility of the AAB is the review and scrutiny of the SPCB's annual report and accounts. Following its work, the AAB recommends the annual accounts to the SPCB prior to the accounts being signed by the Presiding Officer and the Principal Accountable Officer.

There are currently three external members of the AAB - Ian Robertson, Chair; Kevin Sweeney; and Jean Couper CBE (who replaced Edward Murray in February 2012). The board also comprises two SPCB members, Linda Fabiani MSP and Liam McArthur MSP.

3.4 Security

External Security Facility

In 2007, the SPCB commissioned and received official advice about the security measures in place at the Parliament in relation to current risks and threats. A number of recommendations were made to improve the security of the Parliament and the key theme was the need to extend the security perimeter beyond the immediate building.

The one major outstanding recommendation to be considered by the SPCB was the provision of an external security facility to provide a significantly safer and more secure environment for screening visitors entering the building.

The SPCB agreed that it would adopt a staged approach in which, at all key points in the process, it would decide whether or not it wished to proceed to the next stage.

The contract to design the external security facility was awarded in May 2011 and planning permission for the facility was granted in January 2012. The SPCB then met with the architect on 28 March to discuss the finalised plans and talk through the design. The decision to invite tenders for the construction of the facility was made in April 2012.

This will continue to be a significant project for the SPCB in the year ahead and we will keep Members advised and up to date on progress.

Health and Safety

The potential for security staff to be injured whilst working in areas such as the public entrance where baggage and people are screened was identified as a specific health and safety risk. In discharging its duty of care for staff the Corporate Body agreed to the introduction of protective vests for security staff working in vulnerable areas. The introduction of the protective vests was supported by the delivery of personal protection training by Lothian and Borders Police.

3.5 IT Services

In addition to its general role in providing IT services to the Parliament, the BIT Office has completed two milestone projects:

- The design, upgrade and successful deployment of Spark, the connectivity systems used for local offices and other remote access locations.
- The transition of all data and telephone circuits to Virgin Media Business. The change, resulting from a procurement exercise, saw the physical switchover to the new circuits happening during the Christmas Recess. The new contract provides several benefits including a broader range of services and reduced management overhead. In addition, early indications are that savings are in line with those projected by BIT as part of their cost reduction programme.

3.6 Human Resources

Considerable effort by the HR team has gone into the on-going development of the E-HR System and the self-service aspects of the system in particular. After the initial roll out of some of the basic self-service functionality in 2011, the next stage is the roll out of additional functions. All monthly pay slips and annual P60s are now available electronically through the E-HR system. All Members, their staff and SPCB staff have been issued with a personal PIN number to access the system. At the same time the roll out of the Crown time and attendance system has continued, with several offices now using Crown to record their start and finish times.

In addition, the HR Team successfully tested the first set of Members' and SPCB Work Flows that will be available through E-HR during 2012. These electronic Work Flows will replace many of the disparate intranet based forms and manual processes currently in use.

3.7 Facilities Management

As a result of the storms on 8 December, additional inspections of the building on revealed that two granite panels had become partially detached from the south elevation of Tower 1. The situation was dealt with quickly, the panels were removed and the areas nearby were cordoned off as a precaution. Inspections were quickly made to surrounding panels and a further four were removed as a precaution. All six panels were successfully re-attached. Similarly exposed facades were also inspected.

Two new service contracts were awarded during the period of this report:

- The new print contract for parliamentary business publications, APS Group, commenced on 11 July. Substantial savings are anticipated depending on the level of business.
- A new portering services contract, awarded to Romec, started on 1 March. TUPE regulations were applied, allowing existing porters to transfer to the new contractor if they wished.

3.8 Environmental Management

This year saw the organisation's achievements continue to reflect our commitment to demonstrating best practice in environmental performance and to contribute to sustainable development. The SPCB agreed a long term Carbon Management Plan in 2010, with targets to reduce carbon emissions by 20% by 2015 from 2005/06 levels, and by 42% by 2020. By the end of March 2012, the 2015 target had been exceeded and has subsequently been increased to 24%.

This improvement in our environmental performance has been achieved through implementation of the Carbon Management Plan and other initiatives such as Zero Waste Parliament which has resulted in a reduction in the volume of waste sent to landfill and an increase in recycling rates to 80%.

The following CEMARS (Certified Emissions Measurement and Reduction Scheme) targets have been set:

Carbon Footprint –

- Reduce the carbon footprint by 24% from the 2005/06 total by March 2015
- *Interim target: reduce the carbon footprint by 21% by March 2012*

Electricity –

- Reduce incoming electricity use by 26% from the 2005/06 total by March 2015
- *Interim target: reduce incoming electricity use by 24% by March 2012*

Waste –

- Reduce landfill waste by 75% from the 2005/06 total by March 2015
- *Interim target: reduce landfill waste by 70% by March 2012*

Gas –

- Gas use not to exceed 3,000,000 kWh

Paper –

- Reduce office paper consumption by 35% from the Session 2 total during Session 4

3.9 Equalities

During 2011-12 the SPCB was able to demonstrate its commitment to equality by producing its first [Equality Monitoring Report](#). The SPCB has a legal duty to advance equality and this report demonstrates compliance with this duty and the progress we have made during the period. In addition, we produced an Equality Improvement Plan as part of this Monitoring Report which firmly sets out our commitment for action in the following year.

The SPCB also adopted an Equality Framework which supports the organisation's commitment to equality, respect, and accessibility. The Equality Framework has allowed us to focus our attention on mainstreaming equality into policy and decision making and ensure that equality has a strong presence within the Parliament.

To support this Framework the Scottish Parliament Equality Advisory Group was launched in January 2012 whose role is to provide the SPCB with specialist advice and guidance on delivering this framework for equality. The Group is made up of a diverse range of partners including staff and external representatives from each of the equality strands as covered by the Equality Act 2010.

Whilst in law the SPCB is only subject to the UK specific equality duties, the Corporate Body is committed to also meeting the Scottish specific equality duties as defined by the Scottish Government. For 2012-13, SPCB officials will be working towards meeting these duties and making sure that the SPCB's Equality Framework reflects both our aspirations for equality and the various aspects of the Scottish specific duties.

Specific equality-related matters included:

- David Stewart MSP, whose Corporate Body portfolio includes equalities, hosted the National Black Police Association parliamentary reception on 4 October 2011 and welcomed over 170 black and minority ethnic police officers to the Parliament. It provided an opportunity for the SPCB to work closely with Lothian and Borders Police in building links with the black and minority ethnic communities in Scotland.
- The SPCB's Maternity Mentoring Scheme received a highly commended certificate in the employment project category from the Scottish Mentoring

Network at their Annual Recognition Awards on 3 November 2011. The Scheme, which provides support to women returning to work from maternity leave, men on additional paternity leave and both men and women taking adoption leave, was recognised as being extremely beneficial in supporting both women and men in returning to work.

3.10 Health and Safety

The SPCB operates a health and safety management system to ensure legal compliance and enable continuous improvement of its health and safety performance.

Development of the management system and the procedures which underpin it is an on-going process which is facilitated by audit, monitoring activities and review by the Parliament's health and safety committee.

The following improvements to the management system and related processes were made during 2011/12:

- A new contractor e-induction course was developed and launched as the first stage of a new complete review of the Parliament's contractor safety management system;
- An improved plant room inspection process;
- Improved processes for maintaining water quality were introduced;
- Additional Institution of Occupational Safety and Health (IOSH) accredited training was provided for Events and Exhibitions staff.

3.11 Fire Safety

Prior to the commencement of Session Four the new evacuation strategy was implemented. The strategy places greater emphasis on single zone evacuations responding to an internal place of safety for assembly. Training on the new strategy was provided and a new Contractor Induction e-learning course was developed.

During the year there were six unplanned fire alarms which constituted a slight rise from five the previous year. This resulted in three evacuations and a total of 35 minutes business disruption to only those zones evacuated, evidence that the new evacuation strategy is more conducive to business.

In October there was a minor fire incident involving the overheating of the battery within a telecommunications multiplexer unit. This was contained within the compartment of origin and dealt with swiftly by the Fire and Rescue Service.

3.12 Freedom of Information

The SPCB continued to support openness and accessibility by publishing as much information as possible, including our own minutes of meetings and, where appropriate, papers considered.

Between 1 April 2011 and March 2012 we received 133 freedom of information requests; 22 requests for reviews; and one appeal was made to the Scottish Information Commissioner (SIC). This compares to 191 requests, 9 reviews and no appeals to the SIC in 2010/11. The continuing decrease in freedom of information requests reflects our on-going efforts to publish information and to respond comprehensively when requests are received.

Links to our Disclosure Log which contains the information we provide in response to freedom of information requests and the Guide to the Single Model Publication Scheme adopted by the Scottish Parliament can be found here:

<http://www.scottish.parliament.uk/help/17700.aspx>

3.13 Broadcasting

The Broadcasting Office installed the new sound and voting system in the Chamber over the summer recess. Following difficulties with the system in October a solution was developed and installed. The new software was then tested for robustness by parliamentary officials before being used for the first time at the end of November.

Scottish Parliamentary Service – Performance Report 2011-12

Ref	Activity	Target	Year to date Actual
1	All parliamentary business takes place as scheduled	100%	99.8%
2	Payment of travel/expenses claims to timetable set out in Service Level Agreement	95% within 10 days	83.9%
3	Payment of allowances claims to timetable set out in Service Level Agreement	85% within 10 days	88.9%
4	Number of schools reached through inward and outward education programmes	848	870
5	Visitors to Scottish Parliament	350,000	350,682
6	Number of Member-sponsored events	385	301
7	Outturn against budget for financial year within target range	0 – 2.5% under	2.5% under
8	Payment of valid invoices within contract terms	99%	99.2%
9	Staff absence levels	6.4 days (2.6 %)	8.6 (3.4%)
10	Reduction in Scottish Parliament carbon footprint from 2005-06 baseline by March 2012	18%	24%

Comments:

1. There was an issue with the chamber voting system on Thursday 27th October 2011 when 45 minutes of members' business was lost. However, all business took place in accordance with Standing Orders. One member's business debate had to be rescheduled.

2&3. Service levels were affected by the impact of the election in the earlier part of the year.

6. As there were no events in April and May, achievement is about 50-60 events below normal and a more realistic target for the 2011-12 year should be regarded as 325. The number is also estimated to be about 25 events lower than previous years due to the previous winter when a number of events were cancelled as organisations just didn't want to risk organising an event just to cancel it.

7. The target range for outturn against budget is set at 0-5% for the first 6 months of the financial year and at 0-2.5% for months 7-12 of the financial year.

8. Staff absence for the reporting year is the actual absence over the period April 2011 to March 2012. The percentage is 3.4% per person worked out as the average days of absence divided by the number of working days for this period (8.6/252.5).

10. The target to reduce the Parliament's carbon footprint for the year has been exceeded with a reduction of 24% achieved. At the same time the target of a 20%

reduction set for 2015 has also been exceeded. The Environmental Management Steering Group is in the process of setting new targets for March 2013 and March 2015.

It should be noted that the building was lightly used in April and May 2011 due to dissolution and this will be factoring into future targets.

Published in Edinburgh by APS Group Scotland

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Printed in Scotland by APS Group Scotland

ISBN 978-1-4061-9934-5
