



# The Scottish Parliament

## **Scottish Parliamentary Corporate Body**

## **Annual Report, 2005**

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The Scottish  
Parliament

**Scottish Parliamentary Corporate  
Body**

**Annual Report, 2005**



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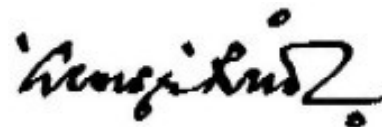
## FOREWORD

The purpose of the SPCB Annual Report is to report to Members of the Scottish Parliament on what has been achieved over the year and how the money allocated to the Parliament has been spent. This is an important role for the SPCB in its interaction with Members who elected it to act on their behalf to ensure the provision of the property, staff and services required for the Parliament's purposes. The Annual Report is one way in which the SPCB provides feedback to the Parliament on how it has undertaken its role and we continue to look at ways for improving the level of ongoing communication with Members.

This Report follows the same format as last year, concentrating on the key issues which have been considered by the SPCB during the course of the year and providing a summary of the annual financial accounts. Again, as initiated last year, allowances information has been published separately.

The period covered by this report is 1 April 2004 to 31 March 2005. Not surprisingly, a considerable amount of time was required to address issues relating to the migration to, and official opening of, our new home at Holyrood. This Report includes specific summaries of both these events but you will also see that many of the day to day issues considered by the Corporate Body also related to the business of settling into our new home and the process of reviewing the many practices and procedures required to ensure that the business of the Scottish Parliament continued, as far as possible, unaffected. I think you will agree that, thanks to a tremendous effort on the part of everyone involved, this was successfully achieved.

I hope that you find this Report helpful in providing an understanding of the issues discussed and decisions taken by the Corporate Body.



**Presiding Officer and Chair of the  
Scottish Parliamentary Corporate Body**





## INTRODUCTION

During this reporting period, the membership of the Scottish Parliamentary Corporate Body (SPCB) remained unchanged, comprising George Reid MSP, Robert Brown MSP, Duncan McNeil MSP, John Scott MSP and Andrew Welsh MSP.

### Portfolio Members

The portfolio arrangements enable SPCB members to have oversight for specific issues and areas and for those members to answer PQs relating to those areas on behalf of the SPCB.

Under the Scotland Act decisions can only be made by the SPCB or the Presiding Officer or Clerk/Chief Executive under delegated authorities. In practice, the day-to-day running of the Parliament's organisation has been delegated to the Clerk/Chief Executive. Over the course of the year, however, the portfolio arrangements have continued to prove successful in providing the opportunity for SPCB members to input into the preparation of policies and the resolution of issues.

The respective portfolios for 2004-05 were as follows: -

- **Robert Brown MSP** - Finance, governance issues, commissioner related issues and specific projects such as the impact of freedom of information.
- **Duncan McNeill MSP** - Services directly impacting on members' support, in particular, allowances, procurement, personnel and equal opportunities.
- **John Scott MSP** - Services directly impacting on members' support, in particular IT, facilities management and local office support.
- **Andrew Welsh MSP** - Promotion of the Parliament, including external communications strategy, the public information and education services and the website. Internal communications including the Intranet.

### Parliamentary questions

Over the course of the reporting period we have answered 107 written parliamentary questions covering the full range of our activities. In March 2004, the SPCB agreed that, in terms of accountability, an oral SPCB question time would be helpful. A pilot session subsequently took place on Wednesday 26 January 2005. Reaction from MSPs to the pilot Question Time (QT) was very positive and was welcomed as a means of questioning the Corporate Body directly on issues it had addressed and decisions it had taken. Based on this, a programme for further sessions was agreed.

## **Management Plan**

The corporate management plan, essential for any organisation, sets out the longer term strategic priorities and encompass at a high level all the day to day activities of the organisation. It is an informative tool, primarily for staff but also for the wider public.

The Management Plan agreed in 2004 set out the strategic priorities for the period up to 2007. Each of the priorities will be of equal importance over the next 3 years.

The aims of the plan are to:

- establish, agree and communicate our strategic priorities, which will assist us in informing decisions on resource allocations; and
- provide assurance that the key priorities are being delivered.

A list of the strategic and annual priorities we agreed is detailed on the following pages.

## **Strategic Plan**

### Purpose

The Parliament exists to determine, debate and decide on issues of importance to the people of Scotland and to legislate. In doing so, it holds the Scottish Executive to account and is answerable to the people of Scotland.

Our purpose as the staff organisation is to support the Scottish Parliament in fulfilling its constitutional role as a representative and legislative body:

- by providing professional advice, accommodation, environment and support services of the highest standards; and
- by facilitating engagement with appropriate people and organisations.

### Our Values

<b>Integrity</b>	We demonstrate high standards of honesty and reliability.
<b>Impartiality</b>	We are fair and even-handed in dealing with Members, the public and one another.
<b>Professionalism</b>	We provide high quality professional advice and support services.
<b>Client Focus</b>	We are responsive to the needs of Members, the public and one another.
<b>Efficiency</b>	We use resources responsibly and cost-effectively.
<b>Mutual Respect</b>	We treat everyone with respect and courtesy and take full account of equal opportunities issues at all times.

### Our Plan

The following strategic plan sets out our strategic priorities for the period up to 2007. The strategic priorities all have equal importance over the next 3 years. The plan also sets out our annual priorities for the forthcoming year and provides a basis for the measurement of our aims against the targets set. The milestones referred to in the strategic plan are contained within Directorate/ Group plans.

<b>STRATEGIC PRIORITIES – 2004 to 2007</b>	<b>ANNUAL PRIORITIES – 2004 to 2005</b>
<p>Ensure the Holyrood building:</p> <ul style="list-style-type: none"> <li>• Functions effectively as a Parliament building</li> <li>• Is managed to provide all users with a safe, secure working environment</li> </ul>	<p>Complete new Parliament building by July 2004 meeting key milestones  Migrate and complete live testing meeting key milestones to enable first parliamentary business to be held on 8 September.  Successful official opening ceremony on 9 October 2004</p>
<p>Inform and engage the public and other key stakeholders by:</p> <ul style="list-style-type: none"> <li>• Increasing awareness and understanding of the Parliament</li> <li>• Providing opportunity for participation in parliamentary business and activities</li> <li>• Maximising the benefits of the new building</li> </ul>	<p>Agree strategies with SPCB by April 2004 on participation and visitor management and thereafter meet key implementation deadlines.  Agree external communications strategy with SPCB by December 2004 and thereafter meet key implementation deadlines.  Agree arts and events strategy by May 2004 and thereafter meet key implementation deadlines  Agree publications strategy with SPCB by August 2004 and thereafter meet key implementation deadlines</p>
<p>Provide effective support to MSPs in undertaking their parliamentary functions including:</p> <ul style="list-style-type: none"> <li>• Participating in parliamentary business</li> <li>• Representing their constituents</li> <li>• Promoting the work of the Parliament</li> </ul>	<p>All directorates meet key service standards/performance targets  Agree local office project recommendations with SPCB by May 2004 and thereafter meet key implementation deadlines</p>
<p>Continue to improve the efficiency and effectiveness of the organisation with</p> <ul style="list-style-type: none"> <li>• A skilled, experienced and motivated workforce</li> <li>• Robust corporate and financial governance arrangements</li> </ul>	<p>Respond to issues raised in 2002-03 audit to satisfaction of Advisory Audit Board/SPCB by May 2004.  Agree changes to financial governance for 2004-05 to satisfaction of Advisory Audit Board /SPCB by April 2004 and meet key implementation deadlines  Ensure freedom of information processes in place by end December 2004  Conduct and respond to staff survey by January 2005</p>

## **SECTION 1: THE NEW PARLIAMENT BUILDING**

### **1.1 Migration to Holyrood**

2004-05 saw the historic move of the Parliament from its temporary accommodation at the Mound to its permanent, custom built home at Holyrood. As you would expect, the migration was a complex activity that touched, to a greater or lesser degree, everyone in the Parliamentary organisation.

#### **Preparation**

Work to ensure, as far as possible, a smooth transition from old to new accommodation had been going on for over two years prior to the move itself, with every Directorate in the Parliament responsible for many individual projects. These were overseen and reported on by the Implementation Unit.

Planning for the move to Holyrood instigated many changes to processes and procedures at office as well as corporate level in order to ensure that the business of the Parliament continued to run smoothly in its new surroundings. We also had to be prepared for the anticipated increase in interest in the Parliament generated by coverage of the Building Project and the resulting effects of high visitor numbers and the demand to hold events in the building. More on this can be found in section 3.

This generated over 100 individual projects which included 50 procurement exercises. These ranged from small scale procurement of items such as wheelchairs to facilitate accessibility to major tendering exercises to establish completely new services such as the crèche.

#### **Interim accommodation**

Under the Migration Plan, work on converting the Assembly Hall back to its original usage started in September 2004. The programme of works included significant tasks such as the removal of the Mylnes Court public access facilities as well as the full final re-conversion of the Debating Chamber. The re-conversion of the Chamber also required the SPCB to consider how the furniture previously used should be disposed of after the Parliament moved to Holyrood. After consideration of a number of options, it was decided that a limited exercise would be undertaken to provide an opportunity for the furniture to be given to interested organisations. A number of organisations and individuals including museums, colleges, universities and charities responded and took the majority of the furniture while the remainder was disposed of using the contract with the Disposal Services Agency.

While the majority of security staff moved to Holyrood in July 2004 a physical security presence still had to be maintained in the interim buildings on the Mound until the lease of those buildings expired in October 2004.

## **Live testing**

In order to ensure that business could start on time and effectively in Holyrood and that services for visitors were running properly, a series of tests were carried out to check that all new systems were working as planned and that staff were up-to-speed with the new facilities and procedures.

An initial test of the Debating Chamber and two committee rooms involving SPCB staff, was held on Monday 16 August. Larger scale testing of the complex involving around 130 members of staff playing the role of MSPs and over 400 specially invited members of the public was held on Thursday 19 and Friday 20 August. This provided some light hearted moments in what was otherwise a hectic time. During this 2 day period, fire evacuation tests and testing of all 6 committee rooms, the Debating Chamber and the public areas of the complex were undertaken. Follow up testing focusing on the broadcasting systems in the Chamber and the committee rooms was held during week commencing Monday 30 August right through to 6 September.

## **Storage**

The move provided an opportunity for everyone to take stock of the equipment and material held in offices. Advice on retention and disposal of files was provided to Members and to all staff. Some records were moved to off site storage, in line with the policies and guidance adopted. As a result only those files and papers required for continuing business were moved to Holyrood.

## **Health & Safety**

The move also raised the profile of health and safety and fire safety at work. Tailored fire safety courses were provided for all Members, SPCB staff and Members' staff and occupants were encouraged to report potential dangers around the workplace. The higher profile of health and safety at work ensured a safer environment for all.

Long term arrangements are now in place with Personnel Office for fire safety input during the normal induction process.

The accessibility of the Holyrood building has been well publicised, and the 'PEEP' system – Personal Emergency Evacuation Plans – has led to a greater awareness of the needs of disabled users and visitors. This should ensure a better service for all, and increased consideration of the needs of disabled persons.

## **Communication**

Effective communication was a vital element in organising an exercise of this nature. Communication with Members and their staff was aided by the assistance of Trish Godman MSP (Deputy Presiding Officer). The Implementation Unit attended Group meetings with the DPO to explain the

migration process and keep MSPs advised of progress and what would be required of them.

Communication with SPCB staff was focussed through Migration Coordinators - 2 representatives from each office. This proved equally as effective.

### **The move**

Overall, the arrival of Members and staff ran smoothly. Indeed, a motion praising the smooth migration received widespread cross party support.

### Programme

The final migration programme was agreed in March 2004. While the original estimates for migration had provided for moving over a period of around 6 weeks and allowed for additional time to allow for the installation of items such as furniture, in reality the move itself was compressed to a period of 3 weeks and was achieved in 2 stages.

### Packing, Portering and Unpacking

The portering service by Crown received a lot of praise in what were, at times, difficult circumstances. In a few areas, crates were moved in at the same time as the furniture and there were difficulties in getting crates and furniture to locations due to ongoing flooring works or lifts out of order. These were overcome by flexible working by the porters, Kinnarps staff (the furniture suppliers) and the excellent work of our own FM and BIT staff.

It had been agreed that, due to Members being required to vacate the interim accommodation and work away from their constituency offices for a minimum of two weeks, Members could have crates moved to their constituencies to enable them to continue with their work. The crates were brought back as and when the Member requested. Feedback records that this system worked well and that Members were happy with the information and service provided.

### IT Systems

The migration of all IT systems and services saw the successful realisation of 3 years of sustained effort from BIT Staff. Perhaps the most visible component of the technical migration involved the decommissioning of all PCs and peripherals from the interim accommodation and the re-commissioning of the equipment at Holyrood. This also involved the transfer of all telephone numbers from the old site to the appropriate phone and fax at Holyrood.

The Holyrood ICT Programme involved the design and installation of a new ICT infrastructure capable of supporting the business of the Parliament. The new infrastructure, including telephone and data networks, was designed utilising leading edge technologies to offer a future proof environment to support the business activities of MSPs, their staff and SPCB staff.

## Moving in

Many staff from Security, BIT and FM had been on site for some time prior to the formal migration date preparing the way. In a very short period those staff had to become familiar with a complex building and proficient with the highly technical electronic security and fire detection systems in order to be operational prior to the start of formal business in September 2004. The first staff officially moved in on 2 August 2004 with Members and their staff moving in over 3 days, commencing 30 August. Representatives of the media followed on shortly after to complete the migration to our new home.

Floorwalkers were on hand to provide an immediate source of information and comfort for those with difficulties or questions and individual packs were provided to everyone containing useful information about the building, services, facilities and contact numbers.

There were problems, as with any move of this scale, most noticeably with some members of staff in the SPICe and ELU offices having to be accommodated in temporary locations for a short period of time until their areas were completed. However, it was a measure of the commitment and co-operation of all staff and contractors involved that the migration ran to programme and the new term of business began on schedule in Holyrood on 7 September 2004.

**The SPCB would like to take this opportunity to record its thanks to Members and staff for their co-operation and understanding during the hectic period of the migration and in helping to ensuring that all was ready for the start of business in September 2004.**

### **1.2 The Opening Ceremony**

A dedicated Holyrood Opening Team was set up to prepare for the opening ceremony for the new Scottish Parliament building on October 9<sup>th</sup> 2004. The team was tasked, in close co-ordination with the Presiding Officer and the Chief Executive, with pulling together the guest list and the programme of events for the day, and subsequently carrying through the organisational arrangements.

The aim of the ceremony was to combine a high-profile state occasion with the maximum possible public participation, reflecting the Parliament's core principles of accessibility, openness, and accountability to the people of Scotland. Given the long-running media debate about the cost of the Holyrood building it was also intended that the ceremony provide the quality of pageantry and dignity appropriate for such a historic occasion, but without unnecessary pomp and ostentation.

It was decided that the Ceremony should be organised in 3 main sections:



## Parliament Hall

The first formal part took place in Parliament Hall, the home of the old Scottish Parliament, with speeches from the Presiding Officer, the Lord President of the Court of Session and party leaders in the presence of The Queen. The guests included MSPs, Consul Generals, Lord Provosts, Provosts and leaders of all Scotland's councils, representatives of the armed services, legal profession and NGOs and religious leaders from across Scotland and the general public via a ballot from every region of Scotland.

## The Riding

These guests then joined over a thousand other guests from every constituency and region in Scotland for the historic Riding down the Royal Mile to Holyrood, interspersed with 16 colourful banners from Scotland's 8 regions, made by different community groups. Guests included "local heroes" nominated by MSPs for their work in helping other Scots either locally or nationally. The Queen, HRH Duke of Edinburgh accompanied by the Presiding Officer, First Minister and the Rt Hon Lord Provost of Edinburgh observed from a dais in front of the City Chambers. When the Riding arrived at Holyrood all the guests entered the new building to observe the official ceremony either in the Chamber itself or live on plasma screens.

## Holyrood

On arrival at Holyrood The Queen, accompanied by the Duke of Edinburgh, was escorted around the building by the Presiding Officers before entering the Chamber to the Royal Scottish National Orchestra playing Aaron Copeland's "Fanfare for the Common Man". The Chamber event featured performances from BBC Young Musician of the Year 2004, violinist Nicola Benedetti, singer songwriter Eddi Reader, Liz Lochhead reading a poem penned by Scotland's poet laureate Edwin Morgan especially for the occasion and speeches from the Presiding Officer, The Queen and the First Minister. The climax was a rendition of Robert Burns's "Auld Lang Syne" with guests joining in and reaching across aisles to join hands.

Following the ceremony, The Queen and the Duke of Edinburgh met guests and staff, and The Queen unveiled the "Honours of Scotland" sculpture crafted by Graham Stewart and gifted by the Incorporation of Goldsmiths of the City of Edinburgh.

## **Cultural Programme**

Initially, the cultural element was to include performers in the Riding, Royal Mile and Holyrood but due to the sheer number of performers who wished to take part on the day, and the need for a participative element for the awaiting public, cultural programmes for the landscaped gardens and children's workshops were developed. In all over 600 performers volunteered to be part of the occasion, ranging from poetry recitals by the World Burns Federation to dance groups and pipe bands.

## **Logistics**

Behind the scenes, the Parliament's staff were critical to the success of the day. Many staff took on additional work connected with the Ceremony in the preceding months. On the day itself nearly 200 ushers (volunteers from Parliamentary and Members' staff) took responsibility for a range of roles, including managing the entry to Parliament Hall and Holyrood, escorting VIP guests, and managing the various performers on the stages outside Holyrood

The Holyrood Opening Team itself was responsible for the key logistic elements of the project, which included:

- Developing a detailed programme for the event in consultation with the Presiding Officer, the Palace and others
- Chairing various internal and external working groups
- Developing a detailed communication strategy which included: a dedicated website, press releases and conferences, continual communication via emails and letters to MSPs and others, and placing articles and adverts in newspapers and magazines
- Managing the invitations, information and itineraries for 1200 guests, across the 3 sections of the Ceremony
- Developing transport and access strategies for guests to ensure those coming from all parts of Scotland could make the appointed times
- Drafting and publishing a Commemorative Brochure and event programmes
- Developing and co-ordinating programmes for all the international speakers attending the Ceremony
- Developing the usher strategy
- Monitoring and controlling the allocated budget

Given the scale and profile of the event, and the relatively small dedicated resource allocated, the successful development and execution of the programme to budget and timetable reflected well on the commitment and competence of all those involved. Lessons have been learned for the future in terms of organisation, resourcing and planning processes for other large-scale events.

## **Overall Assessment**

During the summer, local, national and international interest in the Opening Ceremony increased as the guest list was made public and details of the day's events were announced. The day itself was covered on the front page of all Scottish titles. The two ceremonies and the 'riding' were broadcast live on BBC2, with all UK news bulletins covering typically both the riding and the ceremony in the Chamber. Internationally, eight countries showed footage, including the United States, Italy and Germany whilst five pan-regional broadcasters, including CNN Europe and Euronews also covered the day. As

a result, an estimated 16 million people world wide watched the official opening of the new Scottish Parliament building.

There is no doubt that the Ceremony was perceived by public and media as a major success. The essentials of the programme went to plan and the day provided an excellent platform on which to take the new Parliament forward. The speeches by The Queen, the Presiding Officer and the First Minister to mark the opening anchored the new beginning in the history and democratic traditions of the Scottish people.

### **1.3 Building completion**

As areas of the site reached completion from Spring 2004 onwards, the Media Relations Office (MRO) marked each 'construction milestone' with the release of the latest images and news updates from Holyrood. Photographs of the completed MSP block were widely used by the media as were those of the first MSPs and staff to take up residence.

It was noticeable that the media's coverage during this period was generally more positive than previous years and included a double page spread on 16 August 2004 in the Daily Record, headline: "Hooray for Holyrood", followed on 28 August by a 30-page feature spread in a Holyrood edition of the Herald Magazine.

### **Building maintenance**

The FM Safety Management System for Contractors was implemented after migration to Holyrood to enable trade package contractors to safely complete the construction of the building during occupation by building users. During the month of August 2004, a total of 3,500 construction person days were completed inside the occupied Holyrood buildings without a single serious accident or reportable incident. From August 2004 to February 2005, Bovis delivered the building services (Fire Alarm, Security, Lift, Building Security, Heating Ventilation and Air Conditioning Systems, Water Systems and Drainage, Building Control Systems), in a phased handover. This presented challenges for co-ordinated management, operation and control of these building services between the FM Building Management Team, Bovis, the Trade Package Contractors, HPT, and the FM Maintenance Contractors.

The planned maintenance programme for building services and window cleaning was implemented following handover and involved many challenges in resolving the access and safety issues for maintenance of such a complex building.

### **Project completion**

While the business of the Parliament carried on and we all began to settle in to our new home, the attention of the Corporate Body turned to closure of the Building Project. This process will involve the signing-off of all trade package

contracts and reaching agreement with the consultants on the terms of termination of their contracts. A strategy for handling this stage of the Project was agreed to ensure that the SPCB's interests were properly protected.

The responsibilities of the Holyrood Progress Group were discharged with building completion and a final report was received from the Group in November 2004. The Certificate of Practical Completion for the project was issued with effect from February 2005. This was an important milestone for the project, providing the degree of certainty which practical completion brings and also defines the start of the 12 months Defects Liability Period of the project.

In June 2004 the SPCB appointed a Post Completion Advisory Group; its purpose being to develop a post-completion strategy for the SPCB in respect of the new building and to advise on the settlement of final accounts. With the help of the Group, work has progressed on the task of settling contractors' final accounts. The SPCB continues to report regularly to the Finance Committee on this final stage of the Project.

### **Fraser Inquiry/Auditor General Report**

During the period leading to the opening of the building, the SPCB continued to co-operate fully with the Holyrood Inquiry, led by Lord Fraser of Carmyllie QC, and the accompanying investigation by the Auditor General for Scotland, until Lord Fraser's report was published in September 2004. The SPCB agreed to apply the principles of Lord Fraser's recommendations where relevant and appropriate.

The SPCB recognised that the main findings of Lord Fraser related to the period before it assumed responsibility for the project and that the bulk of the recommendations addressed the control of major construction projects. It is highly unlikely that we will ever be involved in such projects again, but we nevertheless undertook to apply the principles of Lord Fraser's recommendations to our procurement activity as appropriate.

## **SECTION 2: EFFECTIVE SUPPORT OF MEMBERS**

### **2.1 Services provided by the SPCB**

One of our key functions is to provide the services which support Members in undertaking their parliamentary functions. This covers a wide scope and includes services such as:

- security in the Chamber and committees;
- broadcasting which provides sound systems in the Chamber and committee rooms and enables pictures to be transmitted to the public;
- the official report of proceedings;
- the staff to clerk business in the chamber and committees;
- the services provided by the Scottish Parliament Information Centre (SPICe);
- the parliamentary Legal Services.
- allowances to provide assistance to Members with the employment of staff and provision of office accommodation;
- an IT infrastructure to support and facilitate all these aspects; and
- a central, one-stop point of contact provided by the FM Helpdesk to resolve various issues.

During 2004-05, there were 68 meetings of the Parliament – a total of 353 hours. The *Official Reports* of all meetings were published in hard copy and on the website at 8 am on the following morning. Reports were also published of 427 committee meetings – a total of 750 hours. The *Official Reports* of 94 per cent of committee meetings were published within five working days.

Many staff were also involved on the project established to hold meetings of the Parliament in the Hub during the period Tuesday 18 to Thursday 20 May 2004, while the General Assembly of the Church of Scotland returned to the Assembly Hall. The temporary relocation to the Hub was completed successfully and the project was brought in within budget. On 13 May, shortly before the move to the Hub, staff also put in place emergency arrangements to enable the First Minister to make a statement to the Parliament following the Stockline Plastics incident.

#### **2.1.1 Contingency Planning**

In line with standard practice for all major public buildings, the SPCB considered proposals for developing contingency plans on how the Parliament would cope with any loss of access to the Debating Chamber. These plans addressed two strategies: the first dealing with a time critical, emergency situation where the imperative was for the Parliament to meet as quickly as possible; the second would offer a more fully resourced plan which would take longer to implement.

In December 2004 the SPCB agreed a proposal to survey possible venues which could accommodate emergency meetings in terms of the first strategy, and noted that action on the second strategy would follow.

## **2.2 Support Services to Members' Local Offices**

Following a review of parliamentary support services to Members' local offices, the SPCB agreed an Action Plan which covered a number of recommendations including:

- a project to refresh the IT equipment in local offices
- induction training for local office staff
- IT training for local office staff
- provision of Health & Safety and Fire Safety guidance for local offices

### **2.2.1 Local Office Technology Refresh Project**

The Local Office Technology Refresh Project's aim was to improve the support available to local offices by refreshing IT equipment in the local offices and aligning it with the standards and refresh cycle of the Parliament Campus. Further goals included the improvement of remote connectivity to the Parliament IT network and the delivery of associated training.

Staff from BIT and Procurement Offices put in place contracts to facilitate the delivery of this project. The purchase of the equipment was facilitated through current framework contracts while a competitive tendering exercise saw 3 companies competing for the contract to install and commission IT equipment in local offices. This competition was won by Fujitsu. The Office of Government Computing verified that we could procure the broadband service through their framework contract.

Some very positive feedback was received from those offices that received the refresh.

### **2.2.2 New IT Service**

The Parliament e-mail system is a business critical resource which facilitates communication between staff, Members and the public. During 2004-05, the BIT Office took steps to further improve the email service. These improvements facilitated the introduction of a new service on 30 September 2004. The Internet Mail Access service (IMA) allows holders of valid SecurID tokens to access their Parliament email, personal H:drives and Intranet from any major Internet browser with almost any internet connection throughout the world. Members are now able to:

- read and process your own Parliament email account and public folders;

- view and download documents from your personal H:drive; and
- browse the Scottish Parliament intranet site (SPEIR)

### Parliament Internet Mail Access Service

This was the latest enhancement to the remote access portfolio and facilitates occasional access to core e-mail services and the Parliament Intranet Service (SPEIR) from any device with an internet browser and connection to the internet.

Members can now access all e-mails contained in their inbox as well as view their calendar, contacts and other Outlook tools from anywhere in the world. Security is maintained by utilising remote access tokens to authenticate logon details. We envisage that the service will be of most benefit to Members when they find themselves out of the office environment in perhaps an airport or hotel with internet access and an urgent need to access e-mail or calendar. The service can, however, equally lend itself to supporting the Parliament's home working initiatives.

Primarily designed with occasional access in mind, the Internet Mail Service provides an interface similar to other web mail services (such as Hotmail). The service does not currently provide access to information held in private folders and personal address books. While this could be provided, it would bring an increased risk of virus infection. (In the case of personal address books, there is the alternative of using the contacts and the Helpdesk can advise on how to do this ).

### **2.2.3 Members' Local Office Day**

The Parliament hosted a second event for Members' local office staff on Monday 28 February. Some 60 staff from local offices throughout Scotland were welcomed to a day at Holyrood. The day's programme included tours of the building and an informal session for local office staff to meet the people behind the parliamentary support services they use. The afternoon was taken up with formal presentations by parliament staff on topics that have been highlighted previously by the attendees. The day concluded with a drinks reception hosted by the Presiding Officer.

### **2.3 MSPs in Schools**

This major project involved 8 MSPs from each political party, including an independent Member and one Gaelic speaking Member, covering each region in Scotland. SPCB staff from Outreach Services worked with Hansard, Learning and Teaching Scotland, the Electoral Commission and received support from Scottish Executive Education Department (SEED) to develop the pilot project. A supporting pack of resources was provided to each of the 8 schools to help them prepare for the visit of their MSP. The aim of the project is to link Members to their local primary and secondary schools, to explain the Parliament and to encourage young people to engage with it.

The launch of the 'MSPs in School' pilot project was led by the Presiding Officer and took place in the Garden Lobby in January 2005. The pilot ran for 3 months and proved to be an instant success. It is now being rolled out across Scotland.

## **2.4 Freedom of Information**

The SPCB takes its obligations under the Freedom of Information (Scotland) Act 2002 (FOISA) very seriously. Prior to the Act coming into force in January 2005, considerable work was done to try and ensure we would be able to deal with requests. A network of FOI action officers and decision takers was put in place to provide an infrastructure for managing the handling of FOI requests and this is supported by an FOI Steering Group which meets regularly. We have continued to develop and improve our records management practices and provide staff with training and guidance on FOI. Our Publication Scheme is also clearly identified on our website and provides a description of the information we routinely publish.

In the first 3 months following implementation in January 2005 of the FOISA, the Scottish Parliament received 113 requests, 63 of which resulted in the Parliament disclosing information previously unpublished.

## **2.5 Commissioners**

In the period covered by this report, the Parliament nominated two Commissioners for appointment by Her Majesty the Queen. Professor Kathleen Marshall was appointed on 26 April 2004 to be the first Commissioner for Children and Young People for Scotland and Karen Carlton was appointed on 1 June 2004 to be the first Commissioner for Public Appointments in Scotland.

In accordance with the legislation establishing these new offices we were invited to approve the Commissioner for Children and Young People's determination on her staff terms and conditions and the Commissioner for Public Appointments in Scotland's determination on a fee rate for her Independent Assessors.

We mentioned in our last report that we would be looking to the officeholders to undertake their own invoice paying service and to prepare their own accounts from 1 April 2005. In consultation with the officeholders a finance manual was drafted and guidance on end-year arrangements was produced to aid the smooth transition of finance functions to the officeholders.

We were invited to include the officeholders budgets for the financial year 2005-2006 amounting to £5.6m with the SPCB budget submission and appeared before the Finance Committee in support of these bids.



## 2.6 General issues

Other issues in relation to the support of Members and Parliamentary business which we have discussed at meetings during this reporting period include:

2.6.1 Travel outwith the UK – under the arrangements for the registration of Members' interests, where the SPCB approve in advance the receipt by Members of travel, hospitality, etc, the Member does not then have to register that receipt in the register. During the reporting period the SPCB considered 25 such applications and approved the details of the travel and other associated costs.

2.6.2 Party leaders who are not Members or staff of the Scottish Parliament - the Scottish National Party leadership elections prompted the need for the SPCB to consider the question of the arrangements for such individuals with respect to access to the Scottish Parliament complex, allowances and the use of parliamentary resources and support. The SPCB agreed that any party leader who is not a Member of the Parliament should be granted a regular visitor's pass and to note that the use of allowances, office space and equipment, and access to parliamentary services cannot be provided.

2.6.3 Funding of Local Office staff training – in September the SPCB was invited to take a view on the arrangements to be put in place to meet costs MSP support staff may incur when attending corporate training events. It was noted that, as the SPCB was not the employer, we did not have a responsibility to provide training to Members' staff. However, the Corporate Body had previously agreed that training would be provided on corporate issues such as IT systems and induction. We agreed, therefore, that individuals could apply to have funds made available to cover overnight expenses, up to agreed rates, and travel costs not already covered by the Employee Travel Allowance, incurred as a result of attending a corporate training course. The SPCB agreed to delegate authority to determine these applications to the Clerk/Chief Executive and also agreed that applications should be backdated to April 2004.

2.6.4 Appointment of advisers to committees – the SPCB considers all requests for the appointment of advisers to committees where that appointment is for more than 15 days or at a rate higher than the standard daily rate of £137. During the course of this reporting year the SPCB considered and agreed applications from the Finance, Justice 1 & 2 and Enterprise and Culture Committees.



## **SECTION 3: INFORMING AND ENGAGING WITH THE PUBLIC AND OTHER KEY STAKEHOLDERS**

### **3.1 Visitor and Outreach Services**

To prepare for the move to Holyrood, we reviewed our visitor services and enquiry handling processes. The Visitor and Outreach Services team was created in September 2004 as a result. The team covers:

- Visits to the new Parliament building, including the Education Service and Shop
- Events management
- Public participation work with committees
- Outreach services to communities, especially the Gaelic community, and schools.

As anticipated, the move to Holyrood saw a big increase in the number of visitors to the Parliament. Following the Opening Ceremony, interest in the building continued with the media marking the arrival of Holyrood's 100,000<sup>th</sup> visitor in November and 257,500 people were welcomed in the first seven months. Considerable thought was given as to how such numbers could be managed, both in terms of ensuring visitors enjoyed the best possible experience from their visit but also to ensure that the business of the Parliament continued unaffected and the impact on Members was minimal. Based on feedback, we are sure that, thanks to the efforts of all involved, this has been achieved.

Educational visits for schools have increased and the Education Service has introduced a range of workshops and seminars for teachers. A new education pack and other resources were published to coincide with the move to Holyrood.

An Open House event was held during the October recess in 2004, which included workshops with staff and MSPs on the work of the Parliament and two "Discussion Forums", hosted by the Hansard Society in Scotland and the Education Committee.

### **3.2 Major Visits/delegations to the Parliament**

Given the resource involved in organising and managing these visits, a decision was taken to minimise the number which took place during last summer's recess and the initial months in Holyrood leading up to the Opening Ceremony.

Over the past year, however, our External Liaison Unit were still involved in organising and supporting over 80 major visits. Some of the more notable events included:

- 2 June 2004 – His Holiness The 14<sup>th</sup> Dalai Lama of Tibet led time for Reflection followed by an address and question and answer session with MSPs and an audience with school children.
- 29 June 2004 – Speaker Bissonet, National Assembly of Québec visited the Scottish Parliament along with 4 senior members, their chiefs of Staff and the Secretary-General.
- 1-6 November 2004 – a visit by a cross-party delegation of the Québec Branch of the Commonwealth Parliamentary Association led by the First Vice-President, William Cusano.
- 8 December 2004 – the Presiding Officer hosted a dinner for Neil Kinnock and a small number of key players from the 500 delegates, from the UK and overseas, who were attending the British Council's Going Global Conference.
- 9 December 2004 – visit by Neil Kinnock, Chair of the British Council.
- 9-10 February 2005 – visit by a group of professional and academic women from various countries across the Middle East to discuss women's issues with particular reference to promoting women's participation in civil society.
- 9-10 February 2005 – the President of France-UK Friendship Group, Philippe Auberger MP and a delegation of Members from the Assemblée Nationale visited to commemorate the 100<sup>th</sup> anniversary of Entente Cordiale.
- 6 March 2005 – BIIPB members – Murray Tosh, Margaret Ewing, Iain Smith, Robin Harper and Michael McMahon – travelled to Bundoran, Donegal for the Body's 30<sup>th</sup> Plenary Session.
- 9 March 2005 – visit by Speaker and delegation from the Tanzanian Parliament.
- 9 March 2005 – Dr Gunther Beckstein, Bavarian Minister for the Interior visited to speak at a Reception hosted by the DPO, Murray Tosh MSP.
- 15 March 2005 – visits by Parliamentarians from the Parliament of the Czech Republic and the Regional Affairs Committee of the European Parliament.
- 18 March 2005 – visit by Senators from the Canadian Senate.
- 24 March 2005 – visit by Speaker and delegation from the Vojvodina Parliament.

### **3.3 Guided Tours Service**

In September we launched a guided tours service for visitors to Holyrood. The tours take visitors into areas of the Parliament which are not normally open to members of the public such as the Garden Lobby, Queensberry House and the floor of the Debating Chamber.

The tours have proved extremely popular with 1 in 5 visitors opting to take advantage of the service which runs four times an hour on non-business days.

### **3.4 Parliament Shop**

A new range of brands, based on the new Holyrood building, was introduced in the Parliament shop to coincide with our move to Holyrood. The range, which includes items such as key rings, mugs and t-shirts, has proved to be a popular addition to the items already stocked in the shop, helping to achieve an average spend per customer of £6.50.

### **3.5 Events**

An Events Co-ordinator post was created ahead of the move to Holyrood to develop policy and procedures for events in the new building. This has been another growth area, reflecting the fact that there are more opportunities to accommodate events in the new building. The range of organisations and individuals attending events has diversified, offering more opportunities for engagement with the Parliament. An interim events policy, aimed at helping us to manage the large number of requests received to hold events, was agreed in June. The policy, which states that there should be a link between the event and Parliamentary business, was issued to MSPs and staff in September.

In addition to this, a cross-directorate events management team (EMT) was established. The team, comprising of representatives from relevant offices such as Facilities Management, External Liaison Unit and Participation Services, provides advice to Members and staff on events as well as ensuring a consistency of approach and service delivery.

### **3.6 Broadcasting**

Following the move to Holyrood, the Parliament Broadcasting Office increased its services to provide television coverage for the Debating Chamber and all 6 committee rooms rather than just the 2 committee rooms which were covered in our interim accommodation.

Our broadcast system is also now digital. We have a fully managed multi-channel digital TV service integrated with our in house parliamentary channels.

Migration to Holyrood also gave the Broadcasting Office an opportunity to redesign our website 'holyrood.tv' to make it more user friendly and improve the content.

Since the move to Holyrood the Broadcasting Office has also provided a range of audio visual services and support for the many events which have taken place in the Parliament.

### **3.7 Scottish Parliament Website**

Work was undertaken this year to re-develop the Scottish Parliament's website in order to make it more accessible, easy to navigate and also to

improve search facilities. A major redesign of the website was completed in time for start of business at Holyrood. For this redesign, all content was migrated in addition to new content and features such as short biographical films of each MSP and updated Committee, Education and Broadcasting pages.

The redesign was recognised internationally with the nomination for a Webby award. Underpinning the new site there was a successful technical upgrade of the supporting platform. This has resulted in improved stability for the Website, with zero unscheduled downtime since the migration, as well as better error handling facilities.

### **3.8 Public Information**

The Public Information Service answers enquiries from the public and provides information about the Scottish Parliament, its membership, business and procedures.

Following the move to Holyrood, public interest and the number of enquiries increased substantially. During the autumn we received double the usual number of telephone calls, with nearly 10,000 in November alone. From 1 April 2004 to 31 March 2005 Public Information dealt with:

- over 80,000 telephone calls and
- nearly 6,000 detailed enquiries in writing, either by letter or email

### **3.9 Corporate Publications**

As we highlighted in last year's report, a Corporate Publications Team was formed in order to co-ordinate the Parliament's publications. In anticipation of the opening of Holyrood, following advice for the Publications Team and the Corporate Publications Board, we agreed that a series of public information material should be released covering:

- Visitor Information
- Engaging with the Parliament; and
- The work of the Parliament.

Publications which have been issued under these titles include:

- Making your Voice Heard in the Scottish Parliament
- How the Scottish Parliament Works; and
- MSPs and their work.

We also took the decision to make these leaflets available in a range of language including Gaelic, Cantonese, Urdu, Bengali and Arabic. In the first six months at Holyrood, the take-up rate of these leaflets from the Main Hall was:

- over 200,000 leaflets in English
- nearly 20,000 leaflets in other languages

### **3.10 Provision of BSL Interpreters**

The SPCB's policy is to provide sign language interpreters automatically for all debates and meetings dealing with issues relating to the deaf and hard of hearing. We also provide interpreters or other related services on request for plenary debates and committee meetings provided adequate notice is given.

A short pilot scheme had been initiated in February/March 2004 to extend the service to provide interpreters for First Minister's Question Time and Question Time and this pilot was extended for a further period of time.

### **3.11 Language Policy**

A Language Policy and Action Plan was previously agreed by the Corporate Body in July 2002 at which time it was agreed that this should be reviewed over time to take account of experience. A review was completed and the outcomes reported to the Corporate Body in November and based on those an amended Language Policy was published and is available through SPEIR and the Parliament's website.

### **3.12 MORI Survey**

The market and public opinion research agency MORI launched its new social survey in January 2005. The SPCB agreed to purchase a module of questions which would cover public awareness levels of the role and work of the Parliament, their attitudes towards it and the perceptions of the impact of the Parliament on their lives.

Any future involvement will be dependant on an analysis of any benefits and information resulting from this first exercise.

### **3.13 Specific Initiatives**

#### **3.13.1 Festival of Politics**

As part of the "fresh start" at our new home the Corporate Body agreed that every effort should be made to maximise the potential of Holyrood, both as a building and as a centre for public life and debate. As part of this, we agreed a proposal to host a Festival of Politics in August 2005 to coincide with the Edinburgh Festivals and build on the momentum created by the move to the new building.

We agreed that the key aims of the Festival should be to engage the public with the Parliament and with the political process, and to raise the Parliament's profile positively. The intention was also to demonstrate that the

Parliament building is for everyone to use, not just for politicians, and that politics can take many forms.

It was hoped that the Festival would attract into the Parliament people who would not normally be interested in political issues, thus serving the Parliament's principles of openness and accessibility.

After consideration of the time and resource available we agreed on a series of events to be held over a 3-day period. Our next Report will contain a summary of the event and a report on the outcomes.

### 3.13.2 Scotland's Futures Forum

At the beginning of the year the Corporate Body agreed to a short-term study being undertaken from late August 2004 to January 2005, to examine the feasibility of a Futures Forum being established in Scotland and also to investigate the opportunities such a Forum would present to the Scottish Parliament.

The Forum would concentrate on issues facing Scotland at least 10 years into the future. Given that the work of the Forum would concentrate on issues so far down the line, it was hoped that MSPs from all parties would feel able to engage in the Forum in a more open and 'blueskies' way.

As well as MSP membership of the Forum, high level participation was sought from a wide range of organisations, both nationally and internationally, for example, leading business figures, the World Economic Forum, universities, the Carnegie Trust, academia, Unions, Churches, think tanks, economists etc.

We received the report from the study in March 2005 and feedback was largely encouraging with most MSPs agreeing that setting up a Futures Forum was worthwhile. SPICe also undertook a survey with more than 35 Members responding. Over 90% of MSPs who responded wanted a facility to help them to think about longer term issues. Over 90% also thought the Scottish Parliament should be a focal point for facilitating longer term thinking.

As part of the scoping study, an event was held on 6 December. We were very pleased by the number of senior representatives, particularly from the commercial sector who took part and many people left the day enthused by MSPs' desire to participate in open-ended, futures dialogue. There was clear support from this wide group of stakeholders for a Futures Forum at Holyrood to promote participation in an open and learning environment.

Following this report on the scoping study, we agreed to the next two stages of the futures project being carried out which included a core company being set up, as well as starting discussions with MSPs, Committees, the Executive and outside groups in drawing together a futures work plan for the first two years of the Forum. Further updates on the progress of Scotland's Futures Forum will be contained in future Reports.



### 3.13.3 Business in the Parliament

In April 2004 the Parliament hosted with the Executive a first 'Business in the Parliament' event. The day was attended by around 200 business representatives, and over 30 MSPs. The idea had originally been developed by Alex Neil MSP, whilst convener of the Enterprise and Lifelong Learning Committee, and was based on the Whitehouse Conference on Business in the USA.

Feedback from questionnaires issued on the day, together with soundings taken of the main business organisations by the Executive revealed that the event was very well received by business. The Presiding Officer, First Minister and Deputy First Minister, all of whom participated, were positive about repeating the event in the Parliament's new home in Holyrood, and proposals were agreed to co-host a second event in Holyrood in September 2005.



## **SECTION 4: EFFECTIVE AND EFFICIENT ORGANISATION**

### **4.1 Parliamentary Staff Organisation (PSO)**

Part of ensuring that the correct services are being provided to Members is ensuring that the correct support structure is in place. A current chart of the organisation's structure can be found at page 39. The number of staff in post at the end of March 2005 was 503; the staff turnover was 6.6%.

### **4.2 Effectiveness and efficiency**

A lot of work has been done in the past year to improve the management and budgetary planning processes. A strategic approach was adopted, identifying the key services being provided and agreeing priorities through the management planning process. While it was acknowledged that efficiencies could be made, we agreed that it would not be appropriate to set a flat percentage target figure.

We agreed a rolling programme of effectiveness and efficiency reviews with the Clerk/Chief Executive to cover the next year or so. A number of reviews of key corporate services were undertaken in response to the new demands of moving to Holyrood. Most notable among these were the information technology review and the operational security review. Other major reviews which were initiated included a strategic review of security, an assessment of the business case for upgrading our corporate and financial management systems and a review of the finance function. Taken together, this work demonstrates the commitment of the organisation to continuous improvement.

As anticipated, one of the areas of the organisation facing the greatest pressure during this first year in our new home at Holyrood was the Access and Information Directorate. To this end we approved a number of additional posts including a Head of Public Affairs, a Visitor Services Manager and a new post to lead on electronic presentation of information through the web.

### **4.3 Staff related issues**

4.3.1 Equal Opportunities Staff Audit Report - The first equal opportunities staff audit was carried out in autumn 2003, with consultants producing a final report on the findings in December 2003. Some of the findings from the consultants' report were published in April 2004 as an annex to the *SPCB Annual Equal Opportunities Report 2003*. However, the publication of the full report was postponed until a project to respond fully to the findings was in place. The full Report was published in July 2004.

4.3.2 SPCB Staff Equal Pay Audit - The SPCB commissioned an independent human resources consultants to carry out an Equal Pay Audit during February to April 2004.

The audit comprised a series of tests designed to detect areas of equal pay risk within the SPCB's existing pay system for men and women doing equal work. Additionally, it tested the current pay and grading structure and any links with the performance management system.

We were pleased to note the very positive findings which came out of the Report and agreed a subsequent action plan. Both the Report and the action plan were published externally on the Parliament's website and internally on SPEIR. Significant progress has been made in terms of delivering the action plan recommendations.

4.3.3 SPCB Staff Health & Wellbeing – During 2004 the Personnel Office, on behalf of the SPCB, started to work towards achieving a bronze award under Scotland's Health at Work initiative. This is a demonstration of the SPCB's continuing commitment to support the health and wellbeing of its workforce.

4.3.4 Civil Service Benevolent Fund – in February 2005, the SPCB agreed to become a corporate member of the Civil Service Benevolent Fund. Funded largely through personal donations, the Fund provides help and support for its members through financial assistance, for example if someone is having difficulties due to being on long term sick leave; care placement, respite and advisory service; and an information service.

4.3.5 Smoking Policy - In September 2003, the Corporate Body agreed that it should review its policy to provide a smoking room for Members, their staff and Parliamentary staff in Holyrood after we moved in to the building. This process began in March this year and took into account: representations we had received against providing smoking facilities within the parliamentary complex; current practice in other organisations; the impact on the environment; our position, both as an employer and as a legislative body; and the imminent legislation proposed to ban smoking in public places.

The SPCB agreed that the financial assistance already offered to help those wishing to give up smoking should be extended to include other treatments, offering an alternative to nicotine patches and smoking cessation classes. The SPCB also agreed that detailed proposals should be prepared, following consultation with Members and staff, on the future options for those who smoke.

4.3.6 Members' staff pensions – the SPCB was aware that considerable difficulties were being experienced in providing a level of service on behalf of Members to support the chosen pension arrangements of their staff. The SPCB therefore agreed that the Personnel Office should pursue the setting up, on behalf of Members, of either a Group Personal Pension Scheme or Group Stakeholder Scheme, for their staff.

A working group was set up, comprising: a member of the SPCB; 2 MSPs' staff; representatives from a firm of consultant financial advisors and representatives from the SPCB's Personnel and Procurement Offices, to identify suitable pension arrangements for MSPs' staff. Members and their

staff have been consulted and informed throughout the project which is on course to have new pension options available to Members' staff early in the next financial year.

4.3.7 Scottish Parliamentary Pension Scheme (SPPS) - the SPCB awarded Baillie Gifford the contract to act as Investment Fund Managers for the Scottish Parliamentary Pension Scheme (SPPS) for a period of 5 years from July 2004. The Contract was competitively tendered in accordance with SPCB procurement procedures.

4.3.8 Members' Pension Scheme - as the result of changes to pension legislation and advice from the Government Actuaries Department, the SPCB agreed that the Parliament needs to legislate to change the SPPS. SPCB officials are currently considering the best way forward.

4.3.9 SPCB Staff Pensions - Members will recall that in January 2005 the Cabinet Office announced proposals for change to the civil service pension arrangements. These would have affected SPCB staff since all are members of one of the civil service pension schemes. Union members voted for industrial action and contingency plans were put in place to ensure that the business of the Parliament could continue. Thankfully, the strike was averted as the UK government agreed to recommence negotiations with the public service trade unions. As a result a Public Services Forum has been set up involving both Civil Service Pension employers and unions to discuss and agree a way forward for public sector pensions.

## **4.4 Facilities Management**

### **4.4.1 Catering**

The transfer of catering services to Holyrood presented a significant challenge with the introduction of the Members' Restaurant and Public Café and increased customer expectation in the new environment. It was pleasing to note that all catering staff transferred from PHQ to Holyrood and were joined by 32 new recruits, required to deliver the additional services. Total annual sales for April 2004 - March 2005 were 3 times that achieved for the previous year and are projected to grow further in 2005-06. The increase in events and meetings being held at the Parliament has seen a huge rise in the demand for Hospitality, peaking in March 2005, with 299 separate bookings serving almost 7,000 customers.

### **4.4.2 Cleaning**

The move to Holyrood required a review of our cleaning operations to ensure that the needs of the individual Members, staff and other building users were met. The new building presented our contractors with a myriad of fabric finishes to clean, a landscaped area to keep neat and tidy and ponds to clean, as well as high level cleaning challenges. It has taken time but a clear routine is now being established and access challenges being overcome.

#### 4.4.3 Mail services

By 2 August 2004 the TUPE transfer of 7 members of the mailroom team from Royal Mail to the Scottish Parliament was completed in readiness for migration to the new parliament complex. During the migration period the mail services were maintained without loss of service quality.

Over 1.6m pieces of mail were handled during 2004/05.

#### 4.4.4 FM Helpdesk

The Helpdesk continued to maintain a high level of service throughout the migration period and achieved a seamless transfer of operations into Holyrood. The service played a key role in linking staff and Members with delivery of FM and BIT services. During the period from migration to end March 2005 the Helpdesk handled circa 41,000 calls.

#### 4.4.5 Health & Safety

Key highlights throughout the year focussed on awareness sessions and specific Health and Safety training delivered by various methods:

- A web based fire safety and Display Screen Equipment (DSE) training package.
- Advanced DSE user training for staff.
- DSE assessor training.
- Health & safety induction training for MSP staff, new starts and tour guides.
- Staff health and safety awareness training.
- Risk assessment and auditing training for nominated health and safety staff.
- An extensive programme of fire safety training.

The reporting of accidents increased following migration, with a good response to the reporting of near misses. Report numbers have since stabilised, with an average of 9 events reported per month over the last 6 months of the financial year. Accidents and near misses are investigated as a matter of course, and remedial actions are implemented.

The Health and Safety management system was extensively amended and simplified by the health and safety committee with a view to clarifying responsibilities and encouraging use.

In November 2004, RoSPA was commissioned to carry out an audit of the Health and Safety management system, with a view to establishing strengths and weaknesses in the system and in its application. A programme was produced for the implementation of the auditor's recommendations, and these are being introduced progressively.

#### 4.4.6 Fire Safety

A series of new policies and procedures were required which would address the specific issues of fire safety at Holyrood. The following were implemented during 2004-05:

- Fire Safety Manual –This document provides a tool for the efficient management of fire safety within the Scottish Parliament and is available on SPEIR along with links to Fire Policy, Fire Procedures and Personal Emergency Evacuation Plans (PEEP) and Unwanted Calls Strategy.
- Fire Safety Training – this training has been delivered to permanent occupiers of the Holyrood complex via a half-day off-site course provided by Lothian and Borders Fire Brigade at their Scottish International Fire Training Centre. In addition, elected Members received fire safety awareness training from our in-house Fire Safety Project Manager, approximately 85% of permanent occupiers undertook this training. This training provided a solid base and feedback from delegates was very positive.
- Fire Safety Committee – a stand alone Fire Safety Committee was established with a direct link to the Parliament's Health and Safety Committee. This Committee can be seen as another example of the Parliament's commitment to supporting and enhancing the profile of fire safety within the Holyrood campus.
- Support for Local Offices – in conjunction with the Health and Safety Manager, information and guidance has been issued to local offices, with further support being planned for the future.
- Fire Alarm Incident Review process – after every fire alarm activation, a process to identify root causes, lessons learned and document actions to be taken is undergone. It should be noted that from a high of 15 activations in August 2004, by the end of March this activity had been reduced to 2. The subsequent reduction in campus fire evacuations has reduced the impact on Parliamentary business, with a related reduction in “unwanted calls to the fire and rescue service” resulting in a significant improvement in reducing the drain on emergency services resources.

#### 4.4.7 Environmental management

The Parliament has been constructed to a high environmental standard. Holyrood includes a number of systems to improve energy and water efficiency including solar panels to heat water, a combine heat and power unit, high efficiency boilers, natural ventilations and a grey water system for the toilets and cooling supplied by borehole water. Paper, newspaper, cans and glass are collected on site for recycling.

In August 2004 an Environmental Performance Manager was employed to take this area forward with the intention of developing an Environmental Management System compliant with the standard ISO 14001.

#### 4.4.8 Performance measurement

In February 2005 the “**FM Dashboard**” was launched on SPEIR to expand communication of the performance measurement of Services and Facilities to the Parliamentary community by presenting measurement information on services such as Catering, Cleaning and Helpdesk. The “**FM Dashboard**” is designed to provide a wider perspective on FM’s progress towards providing exemplar services across the Parliament. This system is now fully integrated within the FM management culture.

### 4.5 BIT Services

The start of the financial year 2004/05 saw the closure of the IT/IS review and the amalgamation of 2 offices (IT Services and Information Systems) into the Business Information Technology (BIT) Office. The new structure was designed to realise its purpose of enabling and supporting the business of the Scottish Parliament through effective and innovative delivery of technology services and solutions.

BIT staff have been involved in many of the projects and initiatives already mentioned in this report. Other specific initiatives included:

- Introduction of the ‘Blackberry’ mobile device which allows wireless access to messaging services (e-mail, calendar, contacts, etc) whilst out of the office.
- Successful implementation of the Dalet Digital Audio system for the Official Report to allow the reporters the flexibility of providing the recordings of the official proceedings to their individual desktops for transcription. This is one of the most business critical systems in the Parliament’s application portfolio and proved to be extremely difficult to implement to meet the well-defined business requirements, plus the complexity of its architecture.
- Successful re-design and launch of the new SPEIR site.
- Review of over 100 Parliamentary forms representing 83% of those on SPEIR and provision of recommendations on the re-design to promote a standardised approach.
- Development work on contracts and committee adviser & researcher databases.

During the year, the BIT Helpdesk received 12,437 calls. These calls were from all customer groups including Members, MSP Staff based in the Parliament and those from local offices, and SPCB staff. The BIT Office received 3,048 work requests during the last financial year. Work requests are the major control mechanism that allows the BIT Office to manage changes to systems and services within the Parliament and range from simple



changes, such as the creation of a new account, through to small developments lasting up to 10 working days.

#### **4.6 Meet the Buyer Events**

As part of its programme to remove barriers to participation of Scottish suppliers in SPCB procurement, a “Meet the Buyer” event was held in October 2004, targeted primarily at Scottish Small & Medium Sized Enterprises (SMEs).

The event was structured to allow each supplier to meet a relevant buyer on a one-to-one basis and attend appropriate seminars - Freedom of Information, Responsible Purchasing, The Procurement Process and EC Procurement Directives. Various displays were provided giving information on the Parliament.

There was also an informal meeting area where Procurement staff were on hand throughout the day to answer questions and guide suppliers to meetings, seminars and displays. The SPCB’s commitment to the success of the event was made visible by the attendance of Duncan McNeil MSP, in his role as Portfolio Member for Procurement.

Feedback from anonymous questionnaires was extremely positive, with 98% of respondents saying they found attendance at the event “mostly” or “very” beneficial. Given the success of the event, Procurement Services initiated a series of regional events which will allow procurement staff to be more accessible to SMEs in general and small Scottish suppliers in particular. A comprehensive report on this and subsequent events, including a detailed summary of supplier feedback, can be obtained from Procurement Services.

#### **4.7 National Conference of State Legislatures**

In 2005 the Parliament was offered the chance to become an affiliate member of the NCSL for two years. NCSL is a network of all US State Legislatures and runs conferences, seminars and training events. The annual conference has over 6,000 delegates, including a large number of international delegates.

This was an ideal opportunity to build on existing links with legislatures in the USA and Canada, and was in line with the recommendation in paragraph 224 of the European and External Relations Committee’s 1<sup>st</sup> Report 2005 (Session 2).

#### **4.8 Finance**

##### **4.8.1 SPCB Expenditure for the 12 Months Ended 31 March 2005**

We have prepared separate annual accounts for the 2004-05 financial year that comply with the accounting principles and disclosure requirements of the Resource Accounting Manual. The Auditor General for Scotland has audited

these accounts and they were laid before the Parliament on 1 December. A summary of the expenditure is set out below.

We continued to live within our budgets. Our net revenue expenditure on staff, property and administration costs in 2004-05 was £58.7m, £6.4m less than the available budget. Part of that difference (£1.6m) represents lower funding requirements in the year for Commissioners and Ombudsman as a result of timing differences in the start-up expenditure plans of the new commissioners for Children and Young People and Public Appointments, and a significant underspend by the Scottish Public Services Ombudsman. The remaining £4.8m variation is explained by the fact that the SPCB incurred lower costs for the migration to Holyrood than budget; the rates liability was assessed at a lower level than had been provided and general administration costs in the initial occupation period were lower than budget.

The new Holyrood building remained the SPCB's most significant capital expenditure project. The building has been completed and occupied in the financial year 2004-05. An independent valuation following Royal Institute Chartered Surveyors (RICS) guidance and accounting rules was completed and the building was valued for inclusion in the accounts on the basis of depreciated replacement cost at £333m.

Capital expenditure of £104.0m in the period was £6.6m less than the available budget reflecting the actual finalisation of the costs to complete the Holyrood building during the 2004-05 financial year.

#### **SPCB Expenditure for the 12 Months Ended 31 March 2005**

	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>
	<b><u>£m</u></b>	<b><u>£m</u></b>	<b><u>£m</u></b>
<b>Revenue Expenditure</b> <i>(Note 1)</i>	59.2	65.3	6.1
<b>Less: Income from shop/ broadcasting</b>	(0.5)	(0.2)	0.3
<b>Net Revenue Expenditure</b>	58.7	65.1	6.4
<b>Capital Expenditure</b>	104.0	110.6	6.6
<b>Total Expenditure in 2004- 05 before capital charges</b>	162.7	175.7	13
<b>Capital Charges (Note 2)</b>	99.6	103.4	3.8

<b>Total Expenditure in 2004-05, after capital charges</b>	262.3	279.1	16.8
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## Notes

Note 1: Revenue expenditure of £59.2m in 2004-05 included parliamentary staff salaries of £18.0m and MSP salaries of £9.6m. Members' costs, which enable MSPs to secure staff and accommodation to assist them in the discharge of their parliamentary duties, were £8.9m. A further £4.1m was expended on Commissioners and Ombudsman in respect of their salaries and running costs. The remaining £18.6m met the administration and property running costs of the Parliament.

Note 2: Capital charges were introduced by the Resource Accounting Manual to reflect the depreciation in value of assets and the cost of capital. The charge for 2004-05 includes an accounting adjustment of £84.0m to reflect the diminution in value arising from the accounts valuation of the Holyrood building.

### 4.8.2 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. In the financial year ended 31 March 2005 we paid out a total of £328,370 under the Order.

### 4.8.3 Standing Financial Instructions (SFIs)

In June 2004 the SPCB approved a comprehensive set of standing financial instructions (SFIs). This completed one of the key actions agreed to address the audit comments on the SPCB's 2002-03 accounts. The guidance and procedures for authorisation of write offs were also substantially strengthened.

The SFIs were reviewed by both the Audit Advisory Board and Audit Scotland. Audit Scotland indicated that "the development of detailed SFIs represented a **significant achievement** for the Corporate Body" and confirmed that their "overall view was that the draft SFIs provide a sound starting point for setting out the Corporate Body's financial control arrangements."

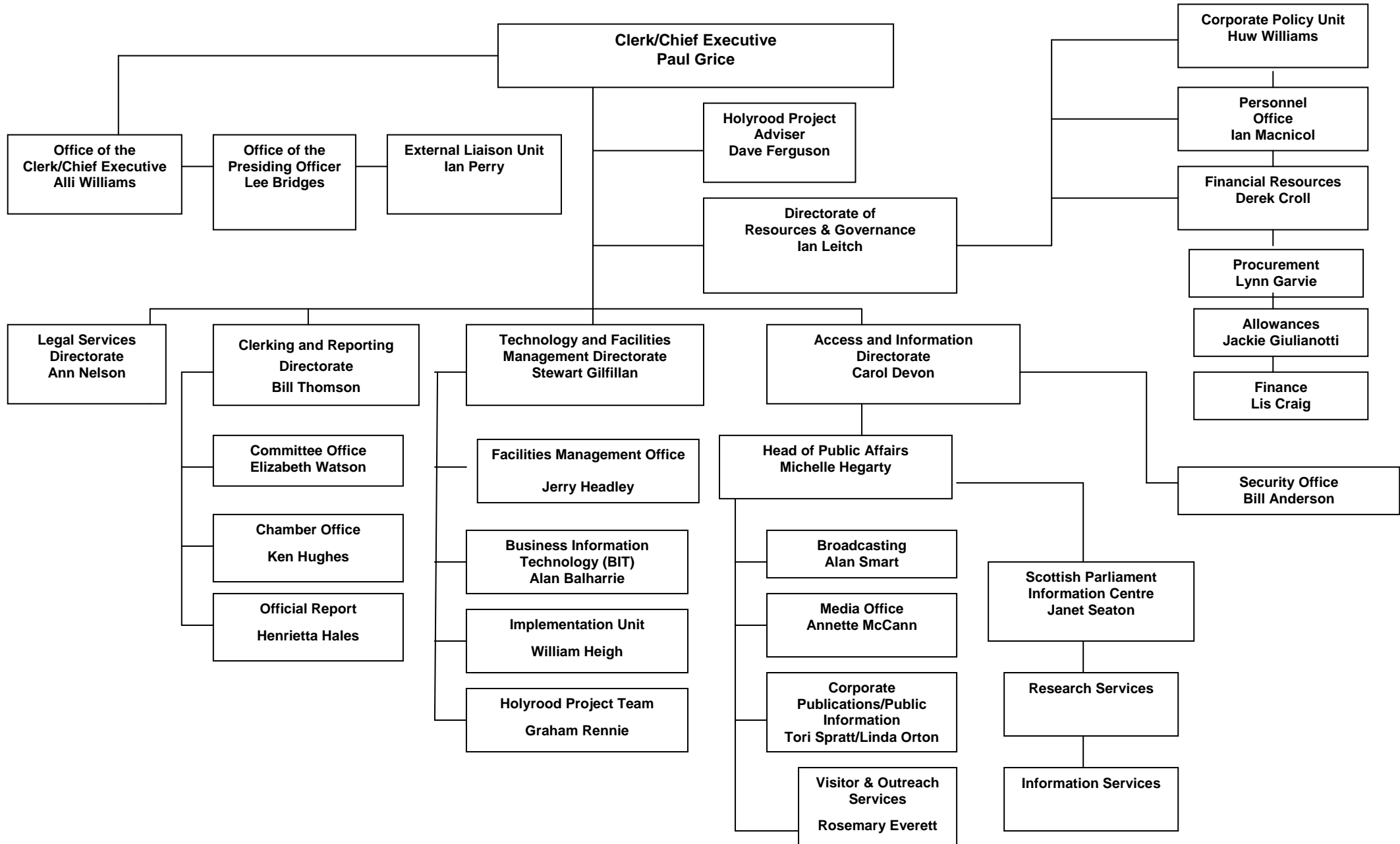
The SPCB recognised that the SFIs would require a process of continuous revision and review in order to meet the SPCB's changing circumstances and to take into account the experience in implementing existing policies and procedures. An approval process for document changes recognising this process was also therefore agreed.

## 4.9 Audit Advisory Board

The Audit Advisory Board was established in 2002 as part of corporate governance arrangements. In addition to the independent members, one

member of the Corporate Body was nominated to sit on the Board. In 2004, as part of measures to strengthen these arrangements, the Corporate Body agreed to nominate a second member to join the Board. At that time, the 2 members were Duncan McNeil MSP and Robert Brown MSP.

# SCOTTISH PARLIAMENTARY STAFF ORGANISATION STRUCTURE





## CONTACTS

Our previous Annual Reports are available on the Scottish Parliament website at: <http://www.scottish.parliament.uk/spcb/spar01-01.html>

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Judith Proudfoot, on ☎ 0131 348 5307 or  
Linda Smith, on ☎ 0131 348 6222

(Calls via RNID Typetalk welcome)

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