



The Scottish Parliament
Pàrlamaid na h-Alba

Members' Feedback Interviews

19 January 2023

Reference: SPCB (2023) Paper 02

Executive summary

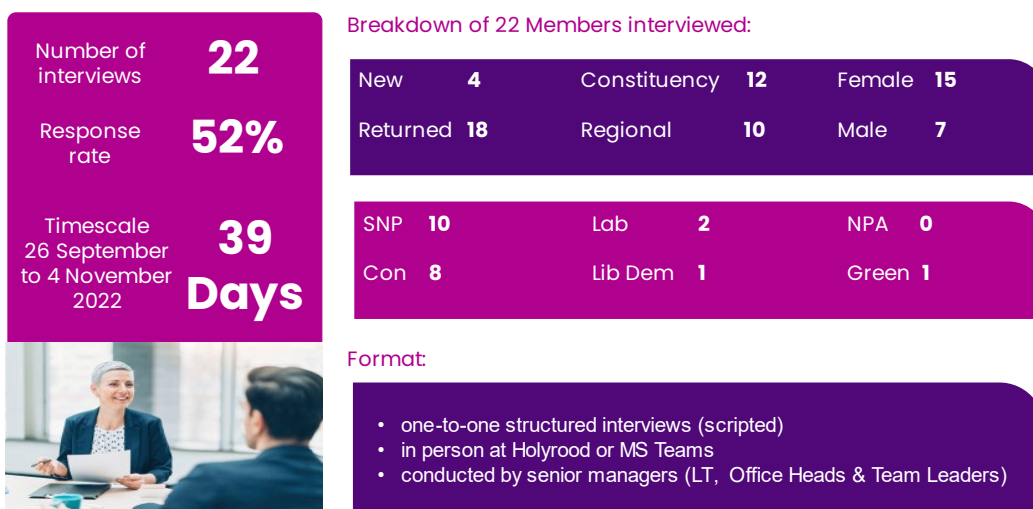
1. One of The Leadership Team's (LT) key responsibilities is to assess overall satisfaction with the delivery of our parliamentary services for Members. Members' interviews are a key part of this assurance.
2. The interviews give Members the opportunity to feedback on services delivered to them across the SPS (Scottish Parliamentary Service). Each Member will have the opportunity to give feedback in this way at least twice over a Parliamentary session.
3. This paper is for information on the results of the survey and the SPCB will receive a presentation on how Leadership Team are responding to the feedback. A brief synopsis of the results and discussion will be provided so that SPCB members can use it as part of their briefings for their parliamentary group meetings.

Issues and options

4. The key objective of the interview exercise is to take stock of the delivery of parliamentary services and to identify and understand any common or recurring themes. This enables Leadership Team to make informed decisions on future adjustments or improvements to services.
5. Members were also asked a 'topical question', this time in relation to New Ways of Working (NWOW). The purpose of this was to identify any areas where Members and their staff might require more support with flexible and hybrid working arrangements at Holyrood and in local offices.

Methodology

Approach & Member response profile



6. Members interviewed reported a high level of satisfaction with the services provided to them as follows:
- **Scrutiny & debate - 91%** of Members interviewed very satisfied or satisfied with advice, services and facilities provided to support parliamentary and committee business, and to allow participation in effective scrutiny and debate.
 - **Public involvement - 86%** of Members interviewed very satisfied or satisfied with SPS in driving effective public engagement & participation in Parliaments' work.
 - **Members' services & resources - 91%** of Members interviewed very satisfied or satisfied with services & resources to allow them to carry out their MSP role both at Parliament and in their local office.
 - **NWOW - 95%** of Members interviewed operate flexible working (to varying extents). In general, Members plan no further changes as current arrangements are working well.
7. Notwithstanding the high levels of satisfaction, a varied mix of feedback was gathered. Individual specific issues have been passed to specific business areas to address. The Leadership Team has also discussed areas where several Members have raised issues and where there are opportunities for improvement. The SPCB will be given a presentation detailing how the Leadership Team are responding to this feedback.

Governance

8. The survey was carried out in line with governance requirements pertaining to equalities and privacy.
9. The Members' Feedback Survey is carried out twice a year and complements ongoing operational feedback by different business areas.

Resource implications

10. There are no additional resourcing considerations.

Publication Scheme

11. This paper can be published.

Next steps

12. The next exercise will be carried out over May/June 2023.

Office of Deputy Chief Executive

December 2023