The Strategic Plan is a plan for the Parliament as a whole. Our overarching goal is to ensure that the Parliament is at the forefront of political debate and remains relevant to the people of Scotland.

Within this we have taken the opportunity at this refresh of the strategy to reconsider our aims. We have introduced a new aim which recognises our work on promoting our values including diversity and inclusion and promoting a culture of respect.

The Delivery Plan translates the ambitions of the Strategic Plan into reality. It now reflects the ongoing work to Run the Parliament which accounts for the majority of our day-to-day activities, as well as initiatives to improve the Parliament. The Delivery Plan now offers each office a clear line of sight from their local plan to the strategy.

Constitutional change and parliamentary reform remain high on our agenda for the foreseeable future; we have already made a significant investment in our staffing and training and will continue to adopt a flexible approach to the changing parliamentary environment. Parliament must also respond to wider societal change and we will continue to invest in digital technologies, the development of support systems and the environment we work in.

As we move into our 20th anniversary year I am confident that this strategy and Delivery Plan addresses the challenges and speaks to our ambitions as a modern, dynamic legislature.

Paul Grice
Clerk/Chief Executive
We have been working with staff from across the organisation for some time on refreshing our organisational values.

As well as defining the values that are important to us as an organisation, we have captured the behaviours that will underpin those values, setting standards for the way in which we deliver all of our operations and for how our managers take responsibility for that delivery. This means not only the services we provide to Members and the public, but the way in which we recruit, develop and retain our staff and the way in which we interact with each other.

Full details of our Organisational Values can be found in the Behavioural Standards Framework.

---

**Our Values**

**STEWARDSHIP**

Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

**INCLUSIVENESS**

Understanding the big picture and seeking out alternative perspectives. Every colleague feels they are able to make a valued contribution and deliver their best work.

**EXCELLENCE**

Taking care to enhance our reputation in everything we do and using our skills and resources to deliver high-quality sustainable results.

**RESPECT**

Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.
# The Strategic Plan for the Scottish Parliament

## PURPOSE
Representing the people of Scotland by debating issues of national importance, passing legislation and holding the Scottish Government to account.

## VISION
Making a positive difference to the lives of the people of Scotland.

## STRATEGIC GOALS

<table>
<thead>
<tr>
<th>AIMS OF THE SCOTTISH PARLIAMENTARY SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informing, involving and being accountable to the people of Scotland</td>
</tr>
</tbody>
</table>

## OUR ‘IMPROVE THE PARLIAMENT’ OBJECTIVES

- Alignment of SPCB services to best meet Members’ evolving parliamentary and constituency needs.
- Ensure robust plans and resources are in place to enable the Parliament to scrutinise and respond to the impact of the UK’s withdrawal from the EU and any other constitutional change.
- Embed agreed changes on parliamentary reform to have a stronger Parliament, engaging with the people of Scotland.
- Celebrate our 20<sup>th</sup> anniversary in a way which promotes the Parliament’s vision.
- Meet the challenges of the future and drive improvement by investing in the capacity, knowledge and skills of our staff.
- Meet the challenge of becoming a diverse and inclusive organisation.
- Enhance the accessibility and security of our facilities and services.
- Invest in our facilities and systems to improve effectiveness, efficiency and flexibility.
- A modern Parliament, demonstrating a smart, confident use of technology and information to drive improvements in how we communicate and work.
- Members are well supported during the transition to the sixth session of Parliament in 2021.