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Assembly Commissioner**

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20 February 2014

Dear Jocelyn

I am pleased to provide the Committee with the second Corporate Performance Report of the Assembly Commission, for the period April-December 2013.

Many of the indicators show an improving position and, where that is not the case, the Commission is taking action to make progress.

While we are pleased with the improving performance in terms of timeliness of papers for meetings, we know that accessing papers on time via mod.gov has become equally crucial to Members. We have taken urgent steps to address these concerns by introducing new quality checks and offering one-to-one training to all Members. We will review the KPI for the percentage of Committee papers issued on time to ensure that Members are able to access the papers in their preferred format by the deadlines set by each Committee.

Performance remains outside of target in relation to energy reduction. You have heard evidence from me before about the difficult balance between the cost of further significant investment measures and our desire to reduce the Assembly's energy consumption. The Commission will be examining this in the coming months and, given financial constraints, may have to consider revising some of our sustainability targets.

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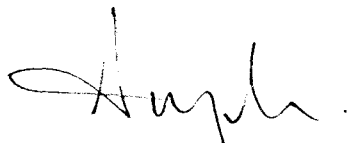
We have removed one indicator, which sought to measure public understanding of the remit and existing powers of the Assembly. We are concerned to ensure that our approach to measurement of this KPI produces credible data and that it delivers value for money. We have asked officials to explore a number of options and we expect to come back to this next year. In the meantime, the other KPIs for the strategic goal on engagement will continue to provide a picture of the Commission's activities.

Behind the headlines conveyed in the report, I am sure the Committee will want to note that excellent progress continues to be made on the ICT Futures project for the transition of services from Atos to the Commission's in-house ICT team. The project is currently ahead of plan, both in terms of time and budget. Clearly the next few weeks will be crucial and the Commission will be receiving regular reports from Dave Tosh leading up to a decision by the Commission on the date for the transition.

In another significant move, we will be launching the Assembly's Welsh for Microsoft Translator on International Mother Language Day on 21 February. This is an innovative tool that will allow people all over the world to translate text between English and Welsh. This supports a key commitment in the Assembly's Official Languages Scheme, to make the best use of technology in helping Members and staff carry out their roles effectively and is an example of the Assembly leading the way on the use of technology to support bilingualism.

I hope the Committee will find our report informative and helpful. Please do not hesitate to contact me if you have any queries or would like any further information.

Kind regards



**Angela Burns**  
**Comisiynydd y Cynulliad**  
**Assembly Commissioner**

**National Assembly for Wales**  
Assembly Commission

# Corporate Performance Report of the Assembly Commission

April to December 2013



Cynulliad  
Cenedlaethol  
Cymru

National  
Assembly for  
Wales

The National Assembly for Wales is the democratically elected body that represents the interests of Wales and its people, makes laws for Wales and holds the Welsh Government to account.

**National Assembly for Wales**  
Assembly Commission

**Corporate Performance Report  
of the Assembly Commission**

April to December 2013



Cynulliad  
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## Introduction

The corporate body for the National Assembly for Wales is known as the Assembly Commission. The Commission serves the National Assembly for Wales to help make it a strong, accessible and forward looking democratic institution and legislature that delivers effectively for the people of Wales.

The Commission consists of Rosemary Butler AM, the Presiding Officer, and four Assembly Members nominated by each of the four party groups represented in the Assembly; Peter Black AM: Angela Burns AM: Sandy Mewies AM: and Rhodri Glyn Thomas AM. The Commission is responsible for the strategic direction of Assembly services and is accountable to the Assembly. Day-to-day management and delivery is delegated to the **Chief Executive and Clerk**.

The **Assembly Commission Strategy 2011-16** sets out our goals for the Fourth Assembly. Our goals are to: provide outstanding parliamentary support; engage with the people of Wales; promote Wales; and use resources wisely.

In support of the Commission's strategic goals, we have five priority areas for change, innovation and investment for this Assembly. These are set out in **Our Plan** - a corporate plan that we have developed to provide greater clarity and direction for staff on our strategy, priorities and various elements of governance.

## Performance reporting

This is our second report for the financial year 2013-14, the first covering the period **April-June 2013**. The following pages report on the corporate performance of the Commission for the period April-December 2013:

- a traffic light summary sets out the overall performance under each of our strategic goals;
- a more detailed breakdown looks at the individual indicators that feed into that summary;
- appropriate comparators, from a range of sources, are provided where available.

## Performance in providing outstanding parliamentary support

Improving performance can be seen over the period in terms of timeliness of the services provided and disruptions to committee/plenary meetings.

The Commission concluded its review of support for Committees during the year and has published its vision for **world class committees** as the basis for future work. We will shortly begin trialling the use of machine translation technology as part of our enhancement of bilingual services.

## **Performance in engaging with the people of Wales and promoting Wales**

Improving performance can be seen in visitor numbers to the Assembly and in social media interactions, though use of Senedd.tv has fallen as alternative media channels gain popularity. Broadcast and print media promotion of Assembly Committee reports has fallen, resulting from media decisions on audience interest.

The Commission undertook a substantial consultation, “Your Say, Your Way”, with 11 to 18 year olds in the autumn, receiving almost 3,000 responses. These will inform the future direction of the Assembly’s engagement services.

## **Performance in using our resources wisely**

Performance remains outside of target levels in relation to staff sickness absence, completion of performance reviews and reductions in energy usage this year. Significant improvements have been achieved in waste-to-landfill levels and average days taken to pay the Assembly’s suppliers and Members, and we are working hard to resolve recent issues regarding payroll services.

The transition of ICT services from an outsourced provider to the Assembly’s own team is progressing well and is on track for April 2014.

## **Access to information**

The Commission publishes an **Annual Report and Accounts**, providing an overview of performance on an annual basis, linking performance with the money we spend in providing services to the Assembly. The Commission publishes a range of other information about its annual budget and key organisational policies, available **here**.

The Commission is happy to provide further information if you would like to learn more about our work:

You can contact us **here**.

Guidance on access to information is available **here**.



# Corporate Performance Measures - Achievement against Strategic Goals

Summary overview of the more detailed KPI information that follows (see matching KPI groups)

KPI group number	Providing Outstanding Parliamentary Support	April - June 2013	July - December 2013		Comment - for detail see Page 4
1	Member Satisfaction	amber	-		Average score of 7.0, slight decrease compared to 2012 score of 7.3. Target 8. Survey carried out on an annual basis, next survey due July 2014
2	Timeliness and service delivery	green	green	➔	Relates to Committee Papers, publishing of the Record of Proceedings and Research enquiries. Improving trend
3	Professional Development	green	green	➔	Welsh learner numbers increasing along with number of AMs and AMSS undertaking CPD
4	Progress on Corporate Plan priorities	green	green	➔	Integration of services, Bi-lingual services, use of the Estate - progress made and all on track

	Engage with the People of Wales and Promote Wales	April - June 2013	July - December 2013		Comment - for detail see Page 5
5	Member Satisfaction	amber	-		Improved score of 7.13 compared to 6.35 for 2012. Target 8. Survey carried out on an annual basis, next survey due July 2014
6	Visitors to the Assembly	green	green	⬆	Increasing visitor numbers compared to 2012/13
7	External Profile	green	green	➔	Social media interactions and school engagement increasing
8	Progress on Corporate Plan priorities	green	green	➔	Progressing changes to education work programme/youth engagement

	Use Resources Wisely	April - June 2013	July - December 2013		Comment - for detail see Page 6
9	Member Satisfaction	green	-		Improved score of 8.22 compared to 8.16 for 2012. Target 8.
10	Budgetary Performance	green	green	➔	On target to deliver £500k efficiency savings and an underspend less than 1%
11	Staff	amber	amber	➔	Sickness absence and performance review completion outside target
12	ICT Customer Service	amber	amber	➔	Insourcing of ICT services will lead to significant improvements
13	Governance	green	amber	⬇	3 of 30 FOI responses missed statutory deadline due to complexity
14	Sustainability	amber	amber	➔	Waste management on target but energy target looks unlikely to be achieved
15	Progress on Corporate Plan priorities	green	green	➔	On target for successful transition of services from April 2014

## Key

	<b>RED:</b> There are significant issues impacting the achievement of business objectives. To achieve delivery, changes must be made to timing, costs and/or scope.
	<b>AMBER:</b> There are issues or risks which must be addressed. However, successful delivery is achievable without major impacts to budget, service standards or target dates.
	<b>GREEN:</b> Work is meeting agreed standards or is proceeding to plan. All known risks are being managed.

# Corporate Performance Indicators

Goal : Provide outstanding parliamentary support	Comparator	Target	June 2013	December 2013	Narrative
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## KPI on Member satisfaction, comprising :

1	Plenary meetings	7.33	8.00	7.33	-	We undertake an annual survey of Members and their support staff. Score is from most recent survey (June 2013), comparator is 2012 survey. An action plan is in place to address concerns raised by AMs.
	Committee meetings	7.46	8.00	7.43	-	
	Working in Welsh	7.10	8.00	6.20	-	

## KPI on timeliness and service delivery, comprising:

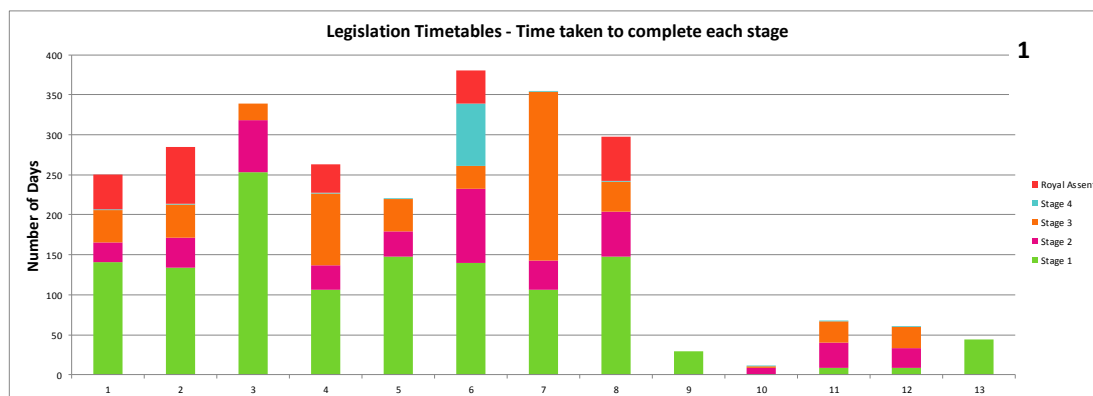
2	% of committee papers issued on time	-	2 working days before meeting (per Standing Orders)	97.52%	99.00%	↑	Average for July - December of papers issued on time
	% research service enquiries answered within agreed deadline	98% in 2012/13	100.00%	99.00%	98.00%	↓	Average for July to December. Deadlines are agreed with the relevant AM or AMSS for every confidential enquiry received.
	% of plenary Record of Proceedings published within deadline	98% in 2012-13	Within 24hrs of the end of Plenary	100.00%	100.00%	⇒	Average for July - December, Record published on time
	Number of committee/plenary meetings affected by failure to deliver Commission services	-	Zero	6 out of 86 (6.9%)	5 out of 128 (3.9%)	↑	The 5 failures were minor operational incidents.
	% of committee Record of Proceedings published within deadline	79% for 2012-13	14 working days	75.67%	95.00%	↑	Average for July - December, Committee Record of Proceedings published on time
	Appropriate timetable for each piece of legislation	-	-	-	-	-	See Graph 1

## KPI on professional development, comprising:

3	Number of staff learning Welsh/proficient in Welsh	-	To increase the number of welsh-speaking staff	31	34	↑	Learners in December. The new HR/Payroll system will provide the number of Welsh Speakers once fully operational
	Number of AMs/AMSS taking part in CPD activity	40 and 185 in 2012/13	Engage more AMs and AMSS in CPD than 2012/13	18 and 72	33 and 128	↑	Steady increase of AM and AMSS attendance throughout the year

## Progress on Corporate Plan priorities

4	Excellence and integration of services to support Assembly Business	Corporate Plan	Green	Green	Green	⇒	Commission concluded its review of support for Committees in 2013 and published its vision for world class Committees as the basis for future work
	Enhanced bi-lingual services	Corporate Plan	Green	Green	Green	⇒	Work on the machine translation project is progressing according to plan. Research service and TRS conducted a bilingual drafting pilot. Work on all Staff Language Awareness training is on-going
	Making the most of our Estate, particularly the Senedd, as the prime venue for Welsh public life	Corporate Plan	Green	Green	Green	⇒	Summer investment programme works completed and further works planned for completion by March to enhance the Senedd and Assembly Estate



Ref	Bill	Current Stage
1	Local Government	Complete
2	Human Transplantation	Complete
3	Social Services and Well-being	Stage 3
4	Active Travel	Complete
5	Further and Higher Education	Awaiting Royal Assent
6	Mobile Homes	Complete
7	Recovery of Medical Costs for Asbestos Disease	Awaiting Royal Assent
8	Public Audit	Complete
9	Education Bill	Stage 1
10	Agricultural Sector Bill	Awaiting Royal Assent
11	National Health Service Finance Bill	Awaiting Royal Assent
12	Control of Horses Bill	Awaiting Royal Assent
13	Housing Bill	Stage 1

# Corporate Performance Indicators

Goal : Engage with the people of Wales and Promote Wales		Comparator	Target	June 2013	December 2013	Narrative	
<b>KPI on Member satisfaction, comprising :</b>							
5	Support given to AMs in their Constituency/regional role	6.35	8.00	7.13	-	We undertake an annual survey of Members and their support staff. 'June 2013' score is from most recent survey, comparator is 2012 survey. An action plan has been prepared to address concerns raised by AMs. Next survey will be completed in July 2014	
<b>KPI on engagement at the Assembly, comprising:</b>							
6	Number of visitors to the Senedd/Pierhead	153,141 in 2012/13.	An increase compared to 2012/13	43,328	86,703	↑ Average of 7223 per month for 2013/14 compared to 6380 per month during 2012/13. Total visitors for the period April to December was 130,031	
	Number of visitors on tours	9,376 April - December 2012		3,570	8,336	↑ July to December. Total for period April to December was 11906 - higher than December 2012	
	Number of events organised on the estate	140 April - December 2012		107	166	↑ July to December. Average of 28 per month compared to 36 per month for April to June. Total number of events for the period April to December was 273	
	Visitor satisfaction levels	-		<80% for 'Good' or 'Satisfactory' ratings	-	85%	↑ Exit poll started in September. Visitors to the Senedd are asked to vote by putting a token in a box to state whether their experience has been 'Good', 'Satisfactory' or 'Poor'.
	Joint events organised with Wales Governance Centre	-		-	2	2	⇒ Events held were on English Devolution (4.7.13) and the Scottish referendum (12.12.13)
<b>KPI on external profile of the Assembly, comprising:</b>							
7	Committee reports promoted by either broadcast or print media	-	100%	88%	73%	↓ 16 out of 24 reports were promoted between July and December. Unfortunately, the media deemed 8 to be not newsworthy or appealing to too narrow an audience	
	Average time spent on a visit to our web pages	Average was 3m 40s in 2012/13	Aim to increase each period	5mins 22secs	2 mins 06 secs	↓ Average time/visits have decreased as the Assembly migrates it's social media following into subject based channels. However, the longer term aim will be to increase 'reach' on Twitter with a more engaged audience and drive traffic to more interesting content for that user	
	Number of interactions on social media	1,637 Facebook likes in December 2012		1,875	2,402	↑ Likes' on our Facebook pages - climbing steadily	
		12,529 Twitter followers in December 2012		17,465	22,035	↑ Followers' of our Twitter accounts - climbing steadily	
		-		2,810	8,037	↑ YouTube views in between July and December. Average is 1339 per month for July - December 2013 compared to 936 for the period April - June 2013	
	Use of Senedd TV	Average was 11,007 per month in 2012		20,823	32,198	↓ Total page views April - December 2013. Average is 5366 per month for July to December 2013 compared to 6941 for the period April to June. April to December average is 5891 views per month. Reduction in Senedd TV views offset by increased traffic to social media sites	
	Number of new schools engaging with education outreach for the first time	-		18	38	↑ 38 new schools between July and December of which 17 were engaged in education outreach	
	Average weekly traffic to Record of Proceedings pages - Plenary Only	-		2,156 hits	1,587 hits	↓ Includes hits to both Welsh and English sites in respect of Plenary Record of Proceedings	
International engagement to and from the Assembly	168 in 2012/13, 14 per month on average	-		36	103	↑ 94 inward, 9 outward visits	
<b>Progress on Corporate Plan priorities</b>							
8	Increased engagement of people in Wales with the work of the Assembly, including young people	Corporate Plan	Green	Green	Green	⇒ Nearly 3000 young people consulted on how the Assembly engages with them. Focus groups are on-going to discuss the results and next steps. Research regarding engagement with the adult population will be reported back to the Commission in January 2014.	

# Corporate Performance Indicators

Goal : Use resources wisely		Comparator	Target	June 2013	December 2013	Narrative
<b>Member satisfaction rating for:</b>						
9	Allowances and staffing	8.27	8.00	8.43	-	We undertake an annual survey of Members and their support staff. Score is from most recent survey (June 13), comparator is 2012 survey. An action plan is in place to address concerns raised by AMs. Next survey will be completed in July 2014
	Tŷ Hywel and Senedd	8.04	8.00	8.02	-	
<b>KPI on budget, comprising:</b>						
10	Budget - % underspend forecast at year end	0.70% in 2012/13	<1% underspend at year end	1.20%	0.41%	↑ Budget is monitored monthly; we are on track to achieve the year end target position.
	Budget – spend vs. profile	0.32% as at December 2012	within 2% of profile	1.41%	3.43%	↓ Spend at December is slightly off profile however, the year end forecast of an underspend of less than 1% of budget will be achieved
	Value for Money target and achievement %	£476k in 2012-13	£500k for the year	£246k	£374k	⇒ Good progress being made under value for money programme
<b>KPI on staff, comprising:</b>						
11	% sickness absence	3.03%	<3%	3.35%	3.06%	↑ Average of 7.1 days per employee against a target of 7 days. The CIPD public sector benchmark is 8.2 days.
	% completion of staff performance reviews	-	Staff to have 2 reviews per year	89%	89%	⇒ 89% of mid-year PMDR's completed and 89% of year end PMDR's completed by December
	Staff engagement level (from staff survey)	78% 2012	80%	-	81%	↓ 81% recommended the Assembly as a great place to work in 2013 compared to 78% in 2012. 77% response rate compared to 52% in 2012. Survey is done every July
	Number of staff - headcount and FTE	375 people, 359.68 FTE March 2013	No target	381 People 364.89 FTE	390 People 371.50 FTE	- Headline growth linked mainly to the insourcing of ICT services
<b>KPI on ICT:</b>						
12	Number of ICT constituency office visits	-	100%	100%	100%	⇒ The aim is to visit each office twice per year, the performance is measured against the visits which were planned for this period.
	% of ICT network/service issues notified to users within agreed time frame	-	100%	100%	100%	⇒ Target is to notify 100% users within 15 minutes of an issue being identified
	Member satisfaction rating for ICT	5.60	8.00	6.30		↑ We undertake an annual survey of Members and their support staff. Score is from most recent survey (June 2013), comparator is 2012 survey. Actions being taken to address concerns. Next survey will be completed in July 2014
<b>KPI on Governance, comprising:</b>						
13	Average days taken to pay Members and suppliers compared to target	-	<10 days	4.93 days	3.22 days	↑ Target is to make all payments within 10 days of an invoice being received
	Number of 'Freedom of Information' requests answered and % answered on time	-	Number	10	30	↑ 30 FOI requests were received between July and December of which 27 were answered within the deadline.
		-	100%	100%	90.00%	⇒
	Number of Internal Audit recommendations overdue	-	Nil overdue	0	2	↓ Head of Internal Audit is satisfied that progress is being made
<b>KPI on sustainability, comprising:</b>						
14	Combined energy footprint (Cardiff Bay Estate) (target of 8% annual reduction)	-40% compared to 2008/09	8% reduction per annum	-	-31%	↓ Combined consumption is 5% less than last year and cumulative emissions 31% less than the baseline year of 2008/09 but it is unlikely that the 8% reduction will be achieved.
	Waste to landfill (target of 5% annual reduction)	29.78 tonnes at November 11	5% reduction per annum	2.49 tonnes	4.35 tonnes	↑ Waste to landfill continues to reduce and performance is far in excess of the target. Waste sent to landfill at November 13 is 5% of our total waste and 61% lower than at the same stage in 2012. The long term goal of achieving zero waste to landfill could be achieved sooner than originally expected

# Corporate Performance Indicators

Goal : Use resources wisely		Comparator	Target	June 2013	December 2013	Narrative
<b>Progress on Corporate Plan priorities</b>						
15	Future ICT Strategy, 2014 and beyond	Corporate Plan	Green	Green	Green	⇒ Project is on time and within budget. Project risk management has been given a 'green' status by KPMG. Transfer from Atos to Commission expected to be completed by April and project by 31/7/14
	Make the most of our Estate, particularly the Senedd, as the prime venue for Welsh public life	Corporate Plan	Green	Green	Green	⇒ Summer investment programme works completed and further works planned for completion by Spring to enhance the Senedd
	Integrated HR-Payroll system	Value for Money Programme	Green	Amber	Amber	⇒ The payroll system has been live since November though completion of Phase 1 has been extended to March 2014 in order to address remaining workarounds.

# Annex

