

Peredur Owen Griffiths MS
Chair of Finance Committee
Senedd Cymru
Tŷ Hywel
Cardiff Bay
CF99 1SN

10 October 2023

Dear Peredur

Following our appearance at your Committee on 5 October, I am writing to provide you with further information to add to the responses we provided during the meeting. The information on car park charges is set out in the attached annex. Electronic copies of the Staff Survey, Project Fund, and the Engagement update are attached to this letter.

The Use of Estates report is scheduled to be considered by the Commission later in the year and will be forwarded following the completion of that consideration.

We would like to thank the Committee for its scrutiny. The Commission's approach is always to try to operate with openness, transparency, and clarity. So, if there is anything else that we can provide you with to assist the Committee, please do not hesitate to let me know.

Yours sincerely



Ken Skates MS

cc Senedd Commissioners, Manon Antoniazzi, Kate Innes

Croesewir gohebiaeth yn Gymraeg neu Saesneg / We welcome correspondence in Welsh or English



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Senedd Commission: Additional information following 5 October 2023 appearance at Finance Committee

Car Parking

There are 233 parking bays on the estate of which 100 are reserved for Members, visitors, and accessible spaces, which provides 133 spaces available for onsite parking. The multi-storey cost per day per parking space is £5 (excl. VAT which is reclaimable).

The demand for parking has reduced post pandemic/ the introduction of hybrid working with sufficient parking spaces available onsite on most non-Plenary days, Mondays, Thursdays, and Fridays. During recess there have always been, post pandemic, sufficient spaces available onsite with no need for the overflow facility to be utilised. (There are at times a small number of individuals who do not check onsite availability who are followed up on and reminded to only use the multi-storey facility when the onsite parking is full). The need to make use of the overflow multi-storey facility is mostly on Plenary days.

Car parking usage and the costs for offsite parking is being monitored and will be kept under review to consider the potential future re-introduction of charging if costs and usage increase. The costs are met from existing budgets.

The total annual cost for the financial year 2022-2023 for off-site parking was £8,900.

The table below provides a summary of the current financial year's monthly spaces used in the multistorey facility and the associated cost up to the 31 August 2023.

	Spaces used	Cost (ex VAT)	Highest usage on any given day
April	98	£490	56 (Tues)
May	348	£1,740	55 (Wed)
June	290	£1,450	42 (Tue)
July	200	£1,000	54 (Tues)
August	10	£50	1 (All days)

The income collected from staff broadly offset the costs the Commission were charged for use of the multi storey.



Reintroduction of car parking charges would disproportionately affect lower paid staff who make up a lot of our Security and Visitor Experience staff and are required to be on site to carry out their roles.

A suggestion to reintroduce car parking charges to Members only, would raise a maximum of £21,600 per annum, assuming every Member pays £30 per month for 12 months. This income would be offset in part by the additional cost of administering a carpark charge.

The Commission previously had a budget for car parking costs (£100k) and a corresponding income target. The budget has been removed as we no longer pay these costs so retaining an income target for the income would cause a cost pressure. The budget for car parking costs and for the income generation have therefore both been removed with a net effect of £0.



Senedd Commission Staff Survey

2022-2023



Senedd Cymru
Welsh Parliament

The Welsh Parliament is the democratically elected body that represents the interests of Wales and its people. Commonly known as the Senedd, it makes laws for Wales, agrees Welsh taxes and holds the Welsh Government to account.

Contents

Welcome5

Snapshot..... 6

Overview..... 7

The Six Steps to Workplace Engagement 8

 Six Steps to Workplace Engagement**Error!**
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Senedd Commission Themes 13

 My Manager 14

 Leadership and Management15

 Learning and Development16

 Organisational Culture.....17

 My Team.....18

 Engagement Index19

Highest and lowest scoring questions 22

Glossary..... 23



Welcome

Thank you for engaging with our 10th annual staff survey. Our staff survey provides us with valuable insight into your personal experience of working in the Senedd and gives us the opportunity to identify areas for improvement and implement change based on your feedback.

We have again partnered with WorkL - experts in employee engagement, to undertake the most recent survey, combining their expertise with our specific needs. This partnership has allowed us to continue to benchmark our results against a wider range of comparable organisations, including the civil service.

We have also been able to compare this year's results with last year's on the six core themes:

- Reward and Recognition
- Information Sharing
- Empowerment
- Well-being
- Instilling Pride
- Job Satisfaction

Once again, the results demonstrate that teams work flexibly, and support each other through challenge and change; and overwhelmingly, colleagues are proud to work at the Senedd.

We do however recognise that there is always room to improve, and as such our Corporate Delivery and Service Level objectives reflect feedback from both the Wellbeing Pulse Surveys and the Annual Staff Survey; including but not limited to a review and refresh of the current Learning and Development offer and ongoing implementation of our 2022-25 Wellbeing Strategy.

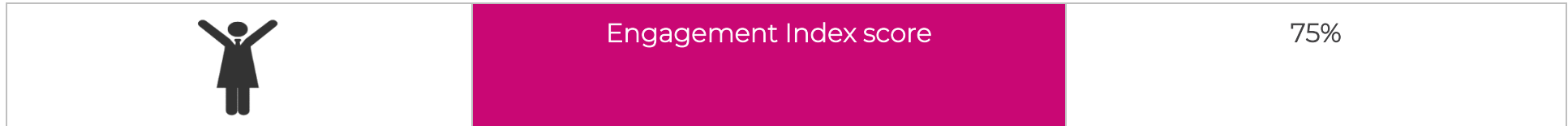
Therefore, these results, and what they tell us, will help us focus on our priorities for growth as we look ahead to the Seventh Senedd, ensuring we continue to be agile and responsive in our development as a Senedd for the people of Wales.

My heartfelt thanks to all.



Manon Antoniazzi,
Chief Executive and Clerk of
the Senedd

Snapshot



Workplace Happiness Index Themes | Senedd Commission Themes



74%

Reward and Recognition
(-3%)



73%

Information Sharing
(0%)



75%

My Manager
(+2%)



64%

Leadership and Managing Change
(+1%)



74%

Empowerment
(0%)



72%

Wellbeing
(0%)



66%

Learning and Development
(+1%)



79%

Organisational Culture
(+1%)



78%

Instilling Pride
(-1%)



78%

Job Satisfaction
(0%)



83%

My Team
(+1%)

Overview

This Senedd Commission staff survey took place in March 2023. With a survey response rate of 71%, the overall score was 75% against the Six Steps to Workplace Engagement.

Theme	Average Score %	Difference to previous survey %
Engagement Index	75	-
Reward and Recognition	74	-2.9
Information Sharing	73	+0.4
Empowerment	74	+0.3
Wellbeing	72	-0.2
Instilling Pride	78	-1.1
Job Satisfaction	78	+0.5
My Manager	75	-1.7
Leadership and Managing Change	64	+1.3
Learning and Development	66	+1.2
The Senedd Commission and its Culture	79	+1.6
My Team	83	+1

The Six Steps to Workplace Engagement

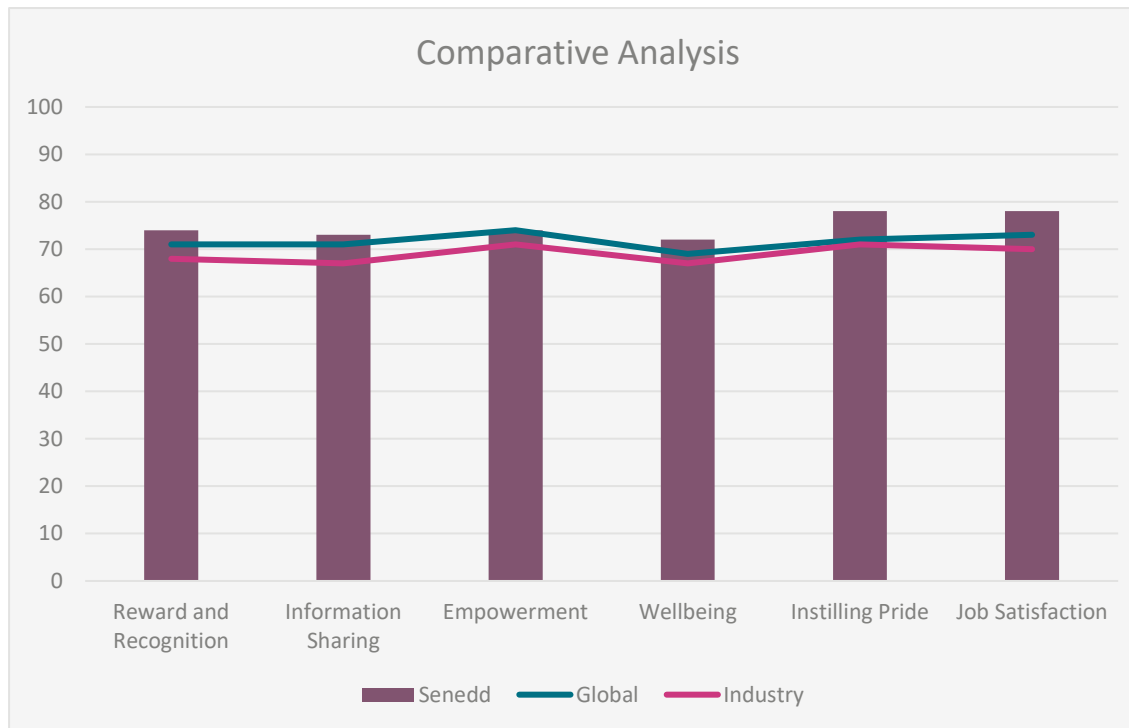
The Six Steps to Workplace Engagement is a framework that encompasses the six key drivers of employee engagement, happiness and well-being: Reward and Recognition, Information Sharing, Empowerment, Well-being, Instilling Pride and Job Satisfaction.

Six Steps to Workplace Engagement Scores

The Six Steps are the six categories you need to address and work on to engage your staff and improve workplace engagement

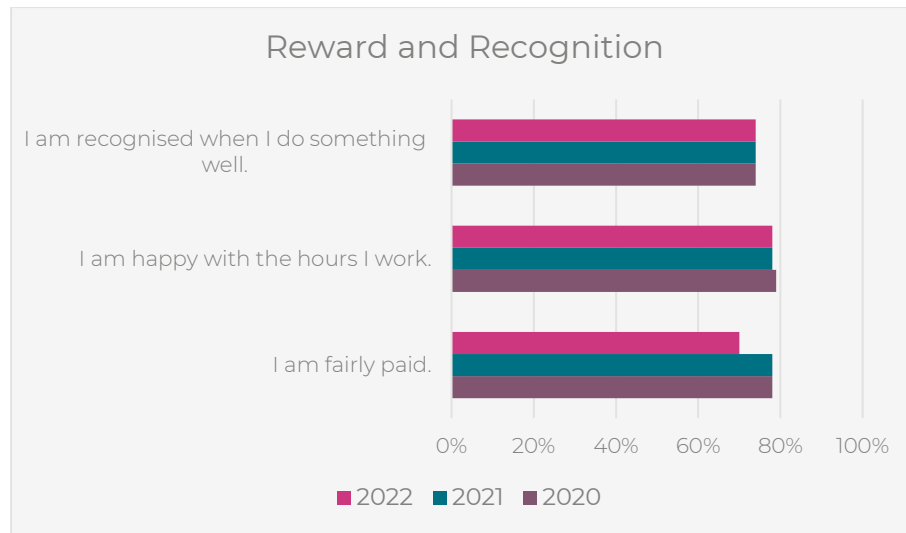


Comparative Analysis



This graph illustrates the Senedd's scores compared to the Public Sector and Global scores for each of the Six Steps to Workplace Engagement. It's encouraging to see that the Senedd Commission's overall scores in each of the Six Steps to Workplace Happiness are above or in line with the Public Sector and Global scores.

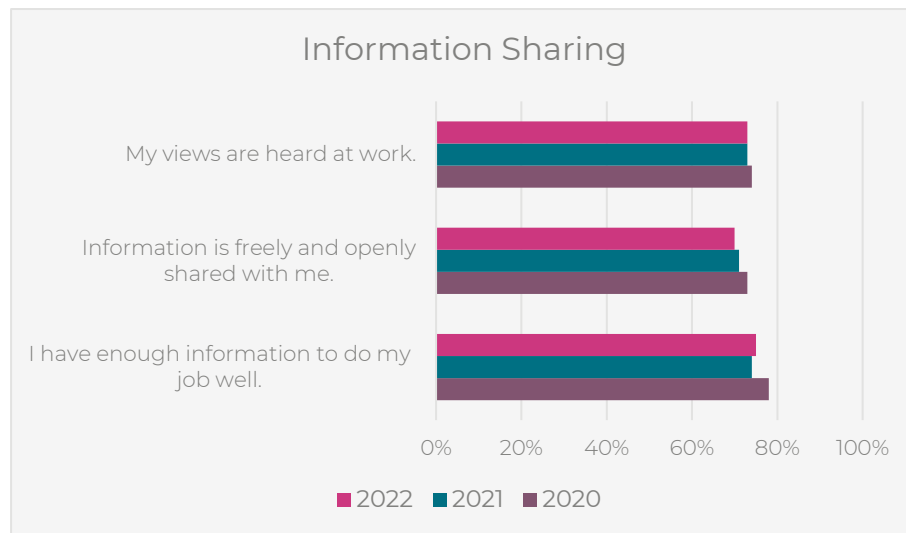
The most significant margin is seen in Instilling Pride, where Senedd employees' score of 78% is +7% and +6% above the Public sector and Global score averages. This is closely followed by Job Satisfaction, with Senedd employees' score of 78% rising +8% and +5% above the public sector and Global scores respectively.



Responses to the statement 'I am recognised when I do something well' has remained consistent at 74% since 2020.

Whilst 79% of Senedd Commission colleagues were happy with the hours they work in 2020, this reduced slightly to 78% in both 2021 and 2022.

A significant reduction (8%) is noted when it comes to colleagues believing that they are fairly paid.

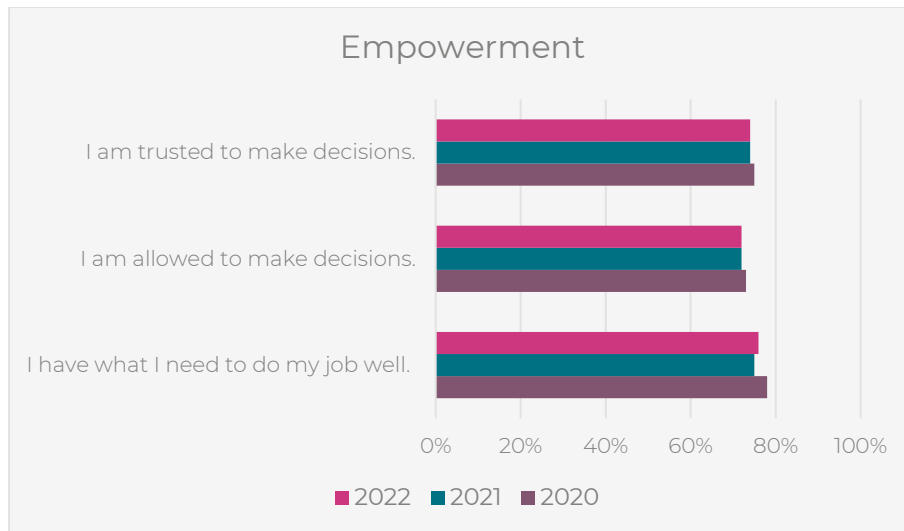


A slight reduction has been seen in colleagues who believe their views are heard at work, from 74% in 2020 to 73% in 2021 and 2022.

Since 2020, we have seen a gradual decrease from 73% to 70% of colleagues who remark that information is freely and openly shared with them.

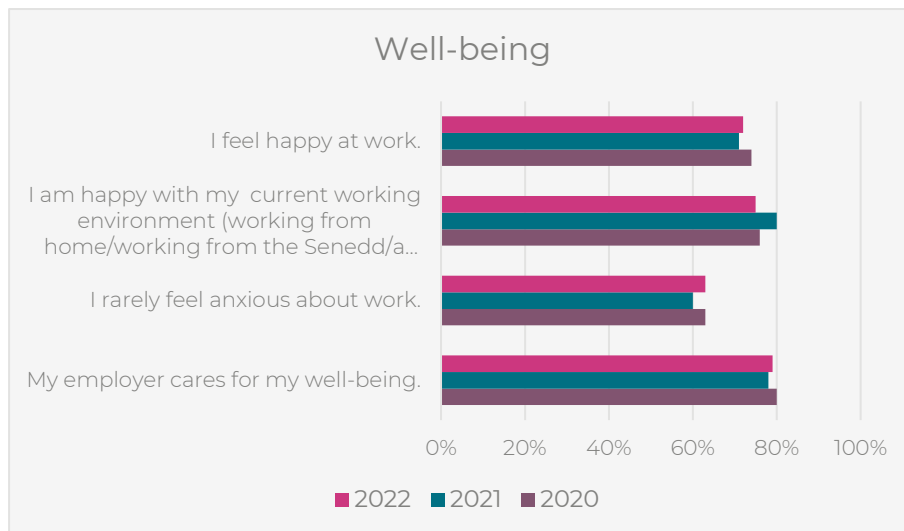
The number of colleagues who assure us they have enough information to do their job well has risen by 1% since last year but remains 3% lower than those in 2020.

"In other places that I've worked, internal comms has been an essential part of making staff feel connected to the organisation, and to each other, and I think it is even more important now that staff don't see each other as much as before the pandemic."



Colleagues who believe they are trusted (74%) and allowed (72%) to make decisions remain consistent with last years survey. Both have decreased by 1% since 2020.

The majority of colleagues (76%) agree that they have what they need to do their job well, an increase of 1% since last year, but 2% lower than 2020.

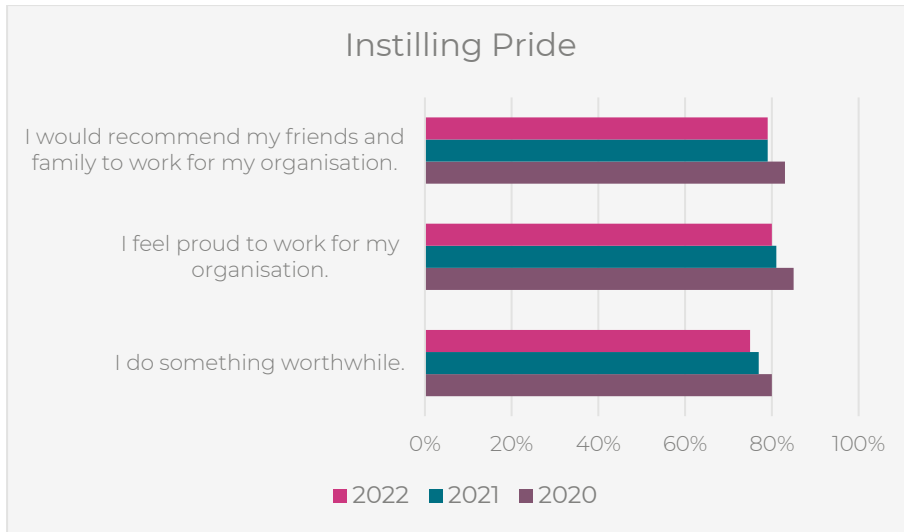


Although the Senedd’s overall wellbeing score is considered ‘good’ at 72%, it is noted that this is our lowest step in the Six Steps to Workplace Engagement.

Whilst 75% of colleagues are happy with their current working environment, this is lower than previous years.

Only 63% of colleagues state that they ‘rarely feel anxious about work’ which is consistent with the response in 2020, although is a 3% increase on last year.

“Due to working from home & coming in when required my work life balance has dramatically improved. I believe it has made me more efficient whilst working and more energetic for after work activities such as going to the gym, visiting family.”



Colleagues who would recommend the Senedd as a place to work remains at 79%, a 4% decrease from 2020.

We have seen a gradual decline in colleagues who feel proud to work for the Senedd and those who feel that they ‘do something worthwhile,’ although it should be noted that scores remain high in these areas at 80% and 75% respectively.



Overwhelmingly, colleagues report they have a good relationship with their manager (86%) although this has decreased slightly on previous years.

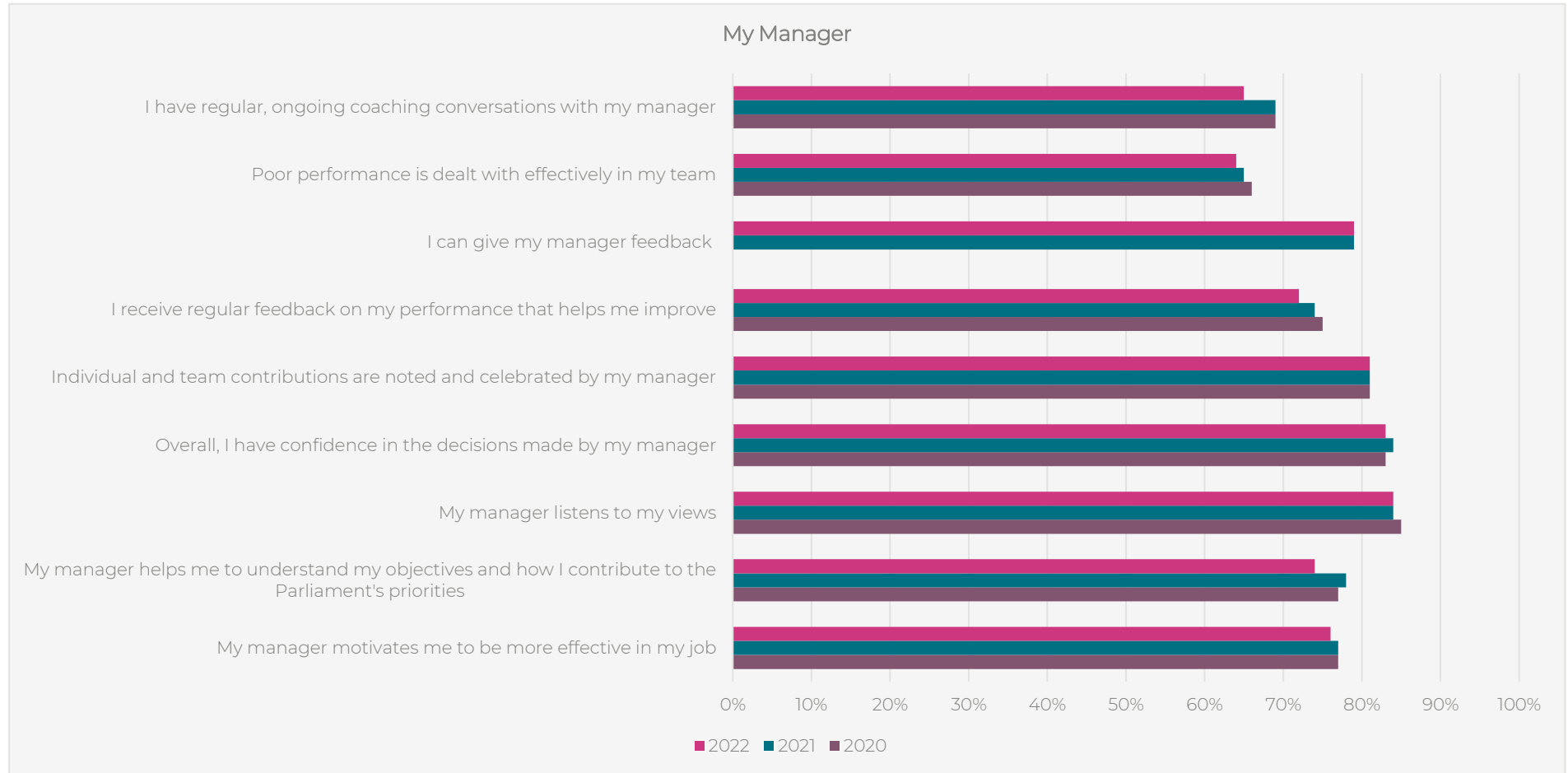
Colleagues continue to score highly in terms of job enjoyment and being treated with respect, however there has been a reduction from previous years (-5% and -1% respectively).

“Having worked for many organisations in the past 10 years I can honestly say the Senedd Commission is committed to fostering a good work environment for all. I am proud to be part of it and believe together we can progress so much more.”

Senedd Commission Themes

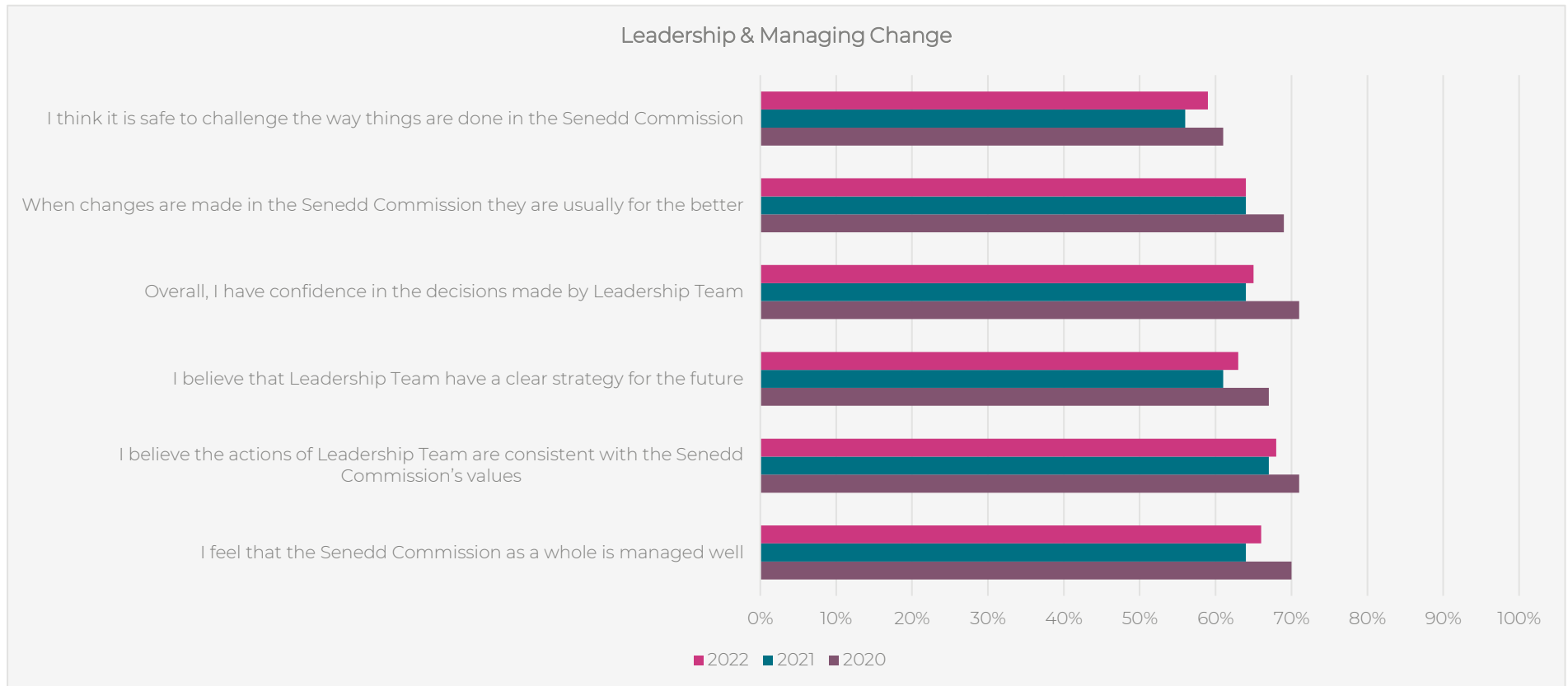
The following questions are ones that have been used in the Senedd Commission's previous annual staff surveys, and are similar to questions found in the Civil Service People Survey. We have chosen to include these questions again, as they provide us some measure on how we have performed against previous years.

My Manager



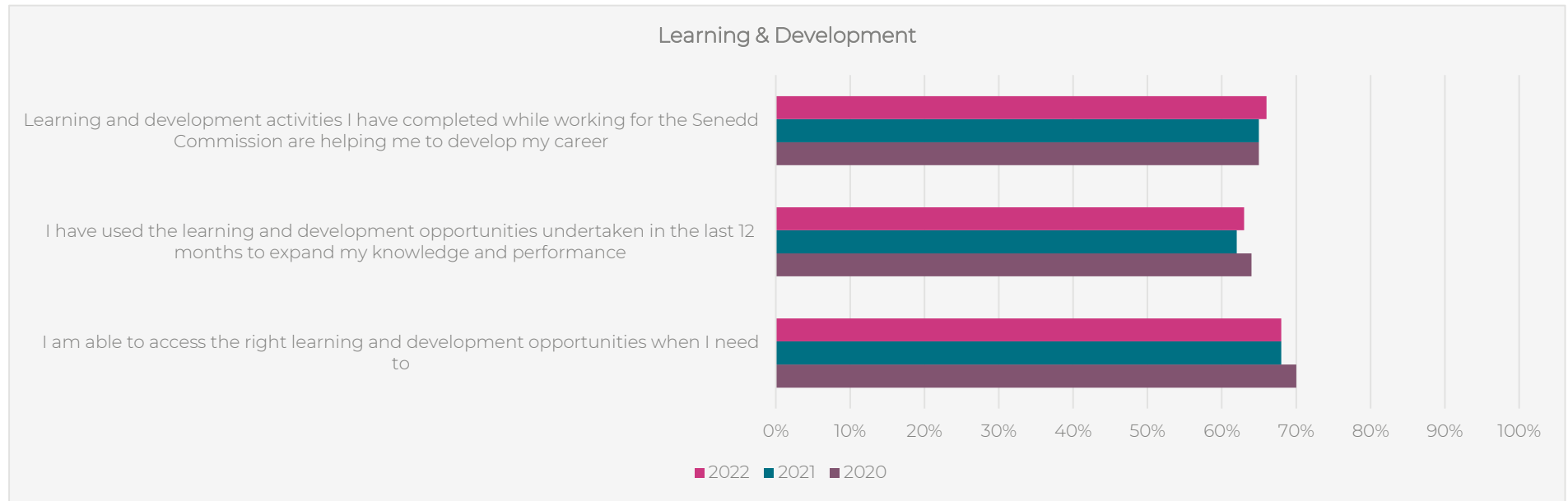
Scores in this area remain consistently high, demonstrating that managers across the Senedd listen to the views of their team and that contributions are largely noted and celebrated. In turn, teams have confidence in the decisions made by their managers. Dealing with poor performance is once again the lowest scoring statement with a -1% decrease year on year.

Leadership and Managing Change



This remains the lowest scoring category across all topics within the six steps and core questions, with average ratings dropping from 68% (2020) to 63% (2021) and 64% (2022).

Learning and Development



A 1% increase in colleagues who believe learning and development activities completed whilst working for the Senedd Commission are helping them to develop their career is noted, which remained at 65% in both 2020 and 2021. 63% of colleagues claim that they have used the learning and development opportunities undertaken in the last 12 months to expand knowledge and performance. 68% of colleagues assert that they are able to access the right learning and development opportunities when needed, a -2% reduction since 2020.

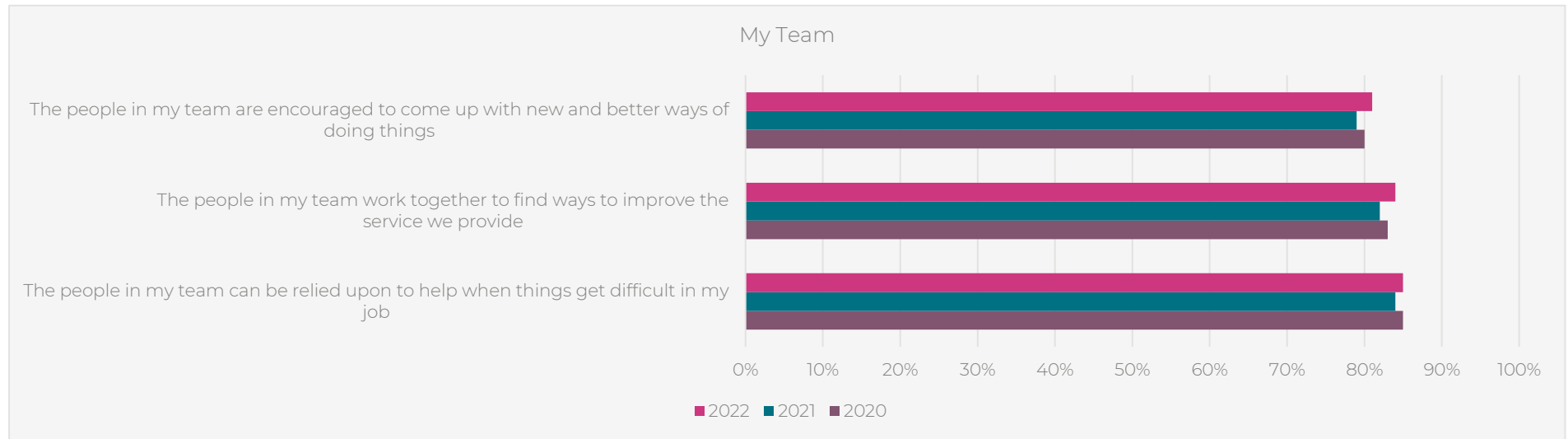
Organisational Culture



Whilst scores in this category dropped slightly in 2021, an increase has been noted in 2022. 79% of colleagues agree that the Senedd Commission is committed to creating a diverse and inclusive workplace, and that the Senedd Commission respects individual differences.

"The Senedd Commission is a great employer to work for and I'm lucky to be doing such an interesting and important job in such a great organisation."

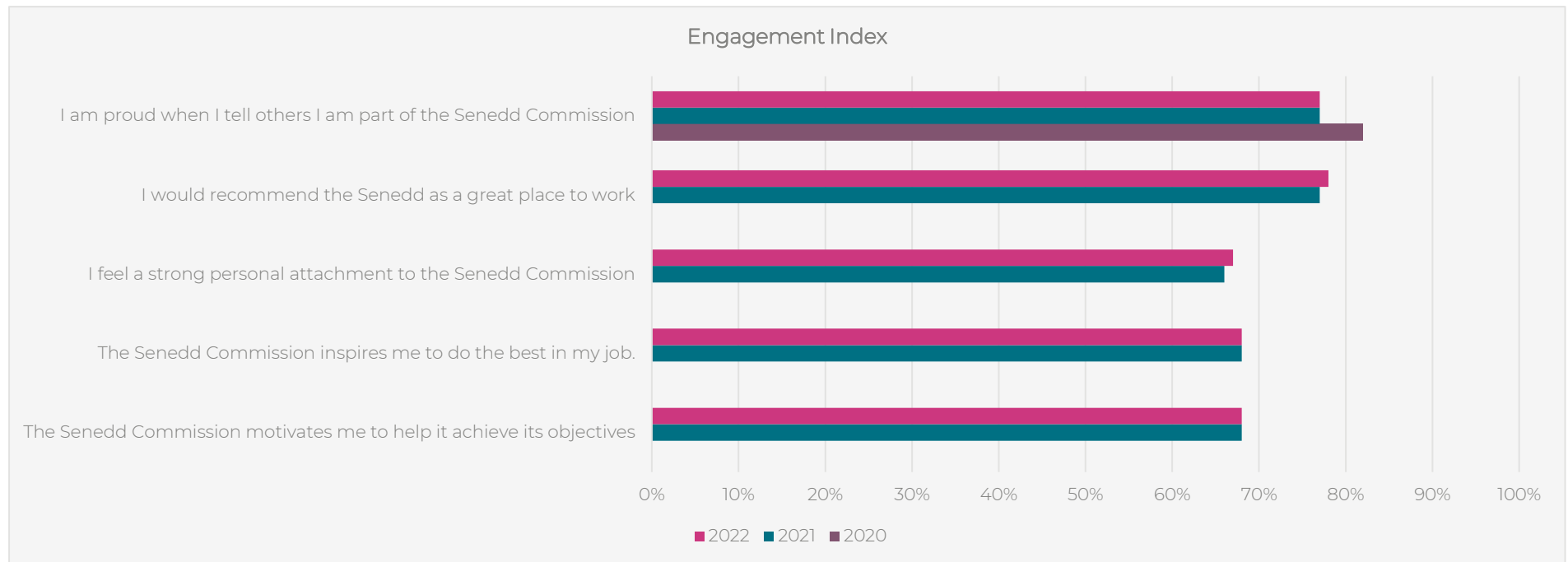
My Team



Testament to the #OneTeam ethos at the Senedd Commission, the highest scoring category across all categories is 'My Team.' In 2022, 85% of colleagues suggest that the people in their team can be relied upon to help when things get difficult in their job, and 84% state that 'the people in my team work together to find ways to improve the service we provide. Markedly, this is the only category that has seen an increase on 2020 scores.

"In my first year at the Senedd I've felt welcomed by people from right across the organisation. It's a really lovely place to work! And I feel privileged to be a part of it. But it is a confusing organisation to come into, and there are silos and walls between teams that need breaking down."

Engagement Index



In addition to the core Engagement Index, WorkL have introduced two addition Indices this year: the Wellbeing Risk Index and the Flight Risk Index.

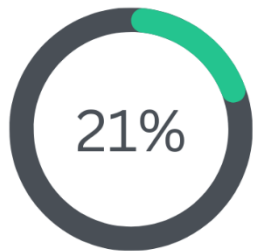
In recent years there has been an increasing focus on the wellbeing of the workforce and this continues to be an important issue for us as employers and employees alike. We also recognise the importance of supporting our colleagues to develop knowledge and experience, and that the ability to retain talented, experienced individuals is vital to achieving our organisational goals.

The Wellbeing Risk Index

Your Wellbeing Risk Index is the percentage of people who have low/ poor wellbeing within their organisation. The higher the number, the larger percentage of respondents have low wellbeing, the higher the risk. A percentage closer to 0% the better the overall wellbeing score.

	2020	2021	2022	Industry average 2022
% of employees at risk of having poor wellbeing			21%	40%
My employer cares for my wellbeing	80%	78%	79%	68%
I rarely feel anxious or depressed about work	63%	60%	63%	57%
I am happy with my working environment	76%	80%	75%	72%
I feel happy at work	74%	71%	72%	69%

 **Wellbeing Risk Index**



21% of your employees are at risk of having poor wellbeing

Good Score!



Whilst the results indicate that the Senedd holds a 'good score' at 21%, we believe that this number is still too high to represent the number of our colleagues at risk of having poor wellbeing.

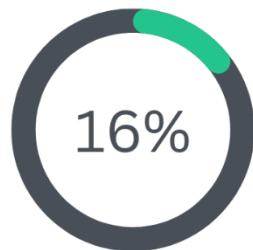
We are committed to seeing this number reduce, and will continue to use Pulse surveys throughout the year to monitor wellbeing at the Senedd; and work with Heads of Service and teams to develop and deliver Wellness Action Plans.

***Flight Risk Index**

The Flight Risk score is the percentage of people who have a high potential to leave their organisation in the next 9 months. The higher the number, the larger percentage of respondents would likely leave their organisation, the lower the number, the lower the risk.

	2020	2021	2022	Industry average 2022
% of employees with a high chance of leaving in the next 9 months			16%	41%
I am fairly paid	78%	78%	70%	66%
I have a good relationship with my manager	88%	87%	86%	76%
I enjoy my job	81%	76%	76%	71%
I am being developed	70%	67%	68%	62%

 **Flight Risk**



16% of employees have a high chance of leaving in the next 9 months

Excellent!



Results indicate that 16% of Senedd colleagues have a high chance of leaving in the next 9 months, versus 41% in both public sector and global average. This is considered an ‘excellent’ score, and unlike the wellbeing index, one that we appreciate will never be 0% given the size of the organisation and the learning and development opportunities available to colleagues.

Highest and lowest scoring questions

Based on the average percentage response for each question, the following table shows the questions with the highest and lowest responses. These results are based on the mean score of each question.

	Average %	Difference to previous survey
Highest scoring questions		
I have a good relationship with my manager.	86%	-1%
The people in my team can be relied upon to help when things get difficult in my job	85%	+1%
The people in my team work together to find ways to improve the service we provide	84%	+2%
My manager listens to my views	84%	-
Overall, I have confidence in the decisions made by my manager	83%	-1%

	Average %	Difference to previous survey
Lowest scoring questions		
I rarely feel anxious about work.	63%	+3%
I believe that leadership team have a clear strategy for the future	63%	+2%
I have used the learning and development opportunities undertaken in the last 12 months to expand my knowledge and performance	63%	+1%
When changes are made in the Senedd Commission they are usually for the better	64%	-
Poor performance is dealt with effectively in my team	64%	-1%

Verbatim comments

The majority of respondent took the opportunity to provide comments, feedback or ask questions. These covered a range of topics and have been presented as themes. A summary of each theme is provided below.

Working Conditions

Many respondents offered positive reflections of working at the Senedd Commission, citing great benefits, flexible working and development opportunities; *“I feel that the Senedd is a great place to work and it gives individuals the opportunity to progress their career if they so choose, it provides employees with many courses that will allow them to do their jobs well. The job is well paid in my position at the moment and we receive great benefits”*

Leadership and Communication

A number of constructive comments were made relating to leadership and internal communications such as visibility of senior management, providing updates in relation to major programmes of work and communicating the organisational vision, strategies and objectives. Respondents also commented on the tendency toward siloed working, lack of collaboration across directorates and desire for more trust and autonomy. When asked what would improve workplace happiness, one person wrote, *“greater autonomy in my work, lighter workload so that I don't have to work weekends, ability to speak to senior managers.”*

Wellbeing

Colleagues were asked to reflect on wellbeing in the workplace and opportunities to improve their experience. Many raised improvement suggestions such as implementing a 4-day week, on-site gym facilities and improved facilities in Ty Hywel.

Reward and Recognition

Pay scales and Terms & Conditions were referenced on multiple occasions as were job opportunities and progression. Shift patterns and pay for Security colleagues were also raised, with one respondent commenting *“The lack of action by senior management to increase pay in recognition of extraordinary inflation is disheartening.”*

Organisational Development and Learning

Colleagues were asked to reflect on the learning and development offer and provided a range of comments and feedback. Feedback included lack of relevant training, limited development opportunities and no capacity to complete training. Many colleagues also referenced lack of both career progression and leveraging contributions across the organisation.

Glossary

Term	Meaning
%	The percentages in this report for the Six Steps to Workplace Happiness and The Senedd Commission Themes have been calculated by taking the mean score given for each question, which has been populated through the 10-point scale.
10-point scale	The percentages in this report for the Six Steps to Workplace Happiness and The Senedd Commission Themes have been calculated by taking the mean score given for each question, which has been populated through the 10-point scale
Demographic	Throughout this report, numerous demographic groups have been analysed and discussed. The demographics are particular sectors within the respondent population, such as age groups.
WorkL Engaging Business	The partner organisation for the survey whose goal is to help organisations have a happier, more engaged and more productive workforce.
Engagement Index	The overall engagement score is calculated from the mean of the Six Steps to Workplace engagement scores.
Public Sector score	The Public sector scores used in this report are a collection of survey results from employees working within this industry, including results from the Scottish Parliament, Home office and British council employees.
Core questions	<p>There are nine core questions that have been included in the staff survey since February 2012 (with the exception of, 'I am treated with respect by the people I work with' which was not included in the August 2013 survey):</p> <p>Individual and team contributions are noted and celebrated by my manager</p> <p>I think it is safe to challenge the way things are done in the Senedd</p> <p>My manager listens to my views</p> <ul style="list-style-type: none"> ▪ <i>I feel that my opinion is valued (2012)</i>

Term	Meaning
	<ul style="list-style-type: none"> ▪ <i>My opinion is sought and I am involved in changes that affect my work (2013)</i> ▪ <i>I feel that my opinion is sought and valued by my manager (2015 onwards)</i> <p>Poor performance is dealt with effectively in my team</p> <p>I am treated with respect</p> <ul style="list-style-type: none"> ▪ <i>I am treated with respect by the people I work with (2019)</i> <p>I have enough information to do my job well</p> <ul style="list-style-type: none"> ▪ <i>I get the information I need to do the job well (2019)</i> <p>I am happy with the hours I work</p> <ul style="list-style-type: none"> ▪ <i>I achieve a good balance between my work life and my private life (2019)</i> <p>I feel that the Senedd Commission as a whole is managed well</p> <p>I would recommend my friends and family to work for my organisation</p> <ul style="list-style-type: none"> ▪ <i>I would recommend the Assembly as a great place to work (2019)</i>
Senedd-specific themes	Themes containing questions chosen and created by the Senedd Commission, separate from the Happiness Index and Six Steps to Workplace Happiness
Senedd theme - Leadership and Managing Change	Questions pertaining to managerial relationships and effective organisational change management.
Senedd theme - Learning and Development	Questions to develop understanding around staff's access to and engagement with learning and development opportunities to develop their career.
Senedd theme – My Manager	Questions pertaining to a member of staff's relationship with their manager.
Senedd theme – My team	Questions pertaining to a member of staff's relationship with their immediate colleagues.
Senedd theme - Organisational culture	Questions pertaining to a member of staff's understanding of what the Senedd is here to do.
Six Steps - Reward and Recognition	Questions pertaining to employees' views towards their salary, hours worked and the recognition they receive at work.

Term	Meaning
Six Steps - Information Sharing	Questions set out to illustrate the efficiency and effectiveness of information and communication channels.
Six Steps - Empowerment	Questions interpreting whether employees possess decision making opportunities as well as whether they're equipped to carry out their roles effectively.
Six Steps - Well-being	Questions pertaining to employees mental well- being and their views towards aspects of work.
Six Steps - Instilling Pride	Questions within this theme interpret employees' pride and the sense of worthwhile they achieve from working for their organisation.
Six Steps - Job Satisfaction	Questions aimed to comprehend employees' personal development and the strength of their relationships with their respective managers.

Medium Term Pipeline Schedule as at 6th October 2023

Serial	Portfolio	Commission Project Title	Project Status	Planned Delivery Yr
1	2023-24 Portfolio	Weapons Upgrade - Security Safes	In progress	23-24
2	2023-24 Portfolio	CCTV kit replacement	In progress	23-24
3	2023-24 Portfolio	Payroll system	Business case pending	23-24
4	2023-24 Portfolio	ICT Commission refresh	In progress	23-24
5	2023-24 Portfolio	Ty Hywel Fire Door Replacement	In progress	23-24
6	2023-24 Portfolio	Ty Hywel Flagpole replacement	In progress	23-24
7	2023-24 Portfolio	Customer Relationship Management System (CRM) Phase 1	Completed	23-24
8	2023-24 Portfolio	North Wales Office Decant	Completed	23-24
9	2023-24 Portfolio	Broadcasting Infrastructure Investment Project	In progress	23-24
10	2023-24 Portfolio	Archiving Project	In progress	23-24
11	2023-24 Portfolio	Siambur 26 Project	In progress	23-24
12	2023-24 Portfolio	Ty Hywel 26 Project	In progress	23-24
13	2023-24 Portfolio	Bay 2032 Project	In progress	23-24
14	2023-24 Portfolio	Library Management System	Business case pending	23-24
15	2023-24 Portfolio	Ty Hywel Adaptations for Commission space	Move to 24-25	23-24
16	2023-24 Portfolio	Senedd TV Replacement	Move to 24-25	23-24
17	2023-24 Portfolio	Document Mgt System Review	Move to 24-25	23-24
18	2023-24 Portfolio	Asset booking system	Move to 24-25	23-24
19	2023-24 Portfolio	Laid Documents	In progress	23-24
20	2023-24 Portfolio	CRM (subsequent phasing)	Move to 24-25	23-24
21	2023-24 Portfolio	Broadcasting Infrastructure Investment Project	Move to 24-25	23-24
22	2023-24 Portfolio	Broadcasting Infrastructure Investment Project	Move to 24-25	23-24
23	2023-24 Portfolio	Remuneration Board Simplification Project	Move to 24-25	23-24
24	2023-24 Portfolio	Voluntary Lobbying Register Project	Move to 24-25	23-24
25	2023-24 Portfolio	IRB Staffing Support Thematic Review	Move to 24-25	23-24
26	2023-24 Portfolio	Record Search Project	In progress	23-24
27	2023-24 Portfolio	Determination – info mgt system Project	Move to 24-25	23-24
28	2023-24 Portfolio	EFM Forward Maintenance Register: Ty Hywel air handling units replacement	Move to 24-25	23-24
29	2023-24 Portfolio	Member Claims System	Move to 24-25	23-24
30	2023-24 Portfolio	EFM Forward Maintenance Register: Air Handling Unit Chiller Feasibility Study	Move to 24-25	23-24
31	2023-24 Portfolio	EFM Forward Maintenance Register: LED Office Lighting	Move to 24-25	23-24
32	2023-24 Portfolio	EFM Forward Maintenance Register: Pierhead Projector Blind Replacement	Move to 24-25	23-24
33	2023-24 Portfolio	New Broadcasting Archive Project	Move to 24-25	23-24
34	2023-24 Portfolio	EFM Forward Maintenance Register: Senedd chilled water pump replacement	Move to 24-25	23-24
35	2023-24 Portfolio	EFM Forward Maintenance Register: Glazed Canopy security enhancement	Move to 24-25	23-24
36	2023-24 Portfolio	EFM Forward Maintenance Register: Senedd tank trap maintenance / replacement	Move to 24-25	23-24
37	2023-24 Portfolio	EFM Forward Maintenance Register: Car Park Barrier Upgrade	Move to 24-25	23-24
38	2023-24 Portfolio	EFM Forward Maintenance Register: Ty Hywel tannoy system replacement	Move to 24-25	23-24
39	2023-24 Portfolio	EFM Forward Maintenance Register: Senedd Slate Clean	Move to 24-25	23-24
40	2023-24 Portfolio	EFM Forward Maintenance Register: Ty Hywel Brickwork Clean	Move to 24-25	23-24
41	2023-24 Portfolio	EFM Forward Maintenance Register: Replacement of External Doors	Move to 24-25	23-24
42	2023-24 Portfolio	Commission ICT kit refresh programme	Move to 24-25	23-24
43	2023-24 Portfolio	EFM Forward Maintenance Register: Ty Hywel Rear Entrance Turnstile	Move to 24-25	23-24
44	2023-24 Portfolio	EFM Forward Maintenance Register: Pierhead Quadrennial Inspection repairs	Move to 24-25	23-24
45	2023-24 Portfolio	Review of the Standards Measure	Move to 24-25	23-24

46	2023-24 Portfolio	7th Senedd - Member support model	Move to 24-25	23-24
47	Pipeline	Bay 2032 (subsequent phases)	Pipeline	24-25
48	Pipeline	EFM Forward Maintenance Register: Solar Photovoltaic Installation	Pipeline	24-25
49	Pipeline	Senedd Reform additional ICT kit project	Pipeline	24-25
50	Pipeline	EFM Forward Maintenance Register: Pierhead Review Consultancy	Pipeline	24-25
51	Pipeline	Ty Hywel 26 (subsequent phases)	Pipeline	24-25
52	Pipeline	Siambwr 26 (subsequent phases)	Pipeline	24-25
53	Pipeline	EFM Forward Maintenance Register: Ty Hywel Air Handling Units (AHU) Replacement	Pipeline	24-25
54	Pipeline	EFM Forward Maintenance Register: CCTV Kit - hardware Replacement	Pipeline	24-25
55	Pipeline	EFM Forward Maintenance Register: LV ACB Critical Spares	Pipeline	24-25
56	Pipeline	EFM Forward Maintenance Register: Senedd Lift Upgrades to Lifts 1&2	Pipeline	24-25
57	Pipeline	WoW Further Ty Hywel adaptations to facilitate TH 2026 Project	Pipeline	24-25
58	Pipeline	EFM Forward Maintenance Register: Ty Hywel Lift Upgrades	Pipeline	24-25
59	Pipeline	EFM Forward Maintenance Register: Ty Hywel Chilled Water Primary Pumps and Pressurisation Unit	Pipeline	24-25
60	Pipeline	EFM Forward Maintenance Register: Ty Hywel Smoke Vent System	Pipeline	24-25
61	Pipeline	EFM Forward Maintenance Register: Ty Hywel Radiator Valves	Pipeline	24-25
62	Pipeline	EFM Forward Maintenance Register: Estate Rolling Redecoration Programme	Pipeline	24-25
63	Pipeline	EFM Forward Maintenance Register: Pierhead Fire Alarm System Replacement	Pipeline	24-25
64	Pipeline	EFM Forward Maintenance Register: Pierhead Heating Pumps and Hot Water Return	Pipeline	24-25
65	Pipeline	EFM Forward Maintenance Register: Servery Refurbishment Works	Pipeline	24-25
66	Pipeline	EFM Forward Maintenance Register: Ground Floor A Block Toilet Refurbishment	Pipeline	24-25
67	Pipeline	EFM Forward Maintenance Register: A and C Block Stairwell Redecoration	Pipeline	24-25
68	Pipeline	EFM Forward Maintenance Register: Catering Equipment Phase 3	Pipeline	24-25
69	Pipeline	EFM Forward Maintenance Register: Service Management system replacement	Pipeline	24-25
70	Pipeline	ICT Forward Work Programme: Firewall Replacement	Pipeline	24-25
71	Pipeline	ICT Forward Work Programme: Uninterruptible Power Supply Battery Replacement	Pipeline	24-25
72	Pipeline	ICT Forward Work Programme: Commission Broadband (PSBA) Resilience	Pipeline	24-25
73	Pipeline	Broadcasting Infrastructure Investment Project	Pipeline	24-25
74	Pipeline	ICT Forward Work Programme: Backup Solution re-tender	Pipeline	24-25
75	Pipeline	ICT Forward Work Programme: Microsoft Azure Costs increase	Pipeline	24-25
76	Pipeline	ICT Forward Work Programme: SIP/Voip contract	Pipeline	24-25
77	Pipeline	ICT Forward Work Programme: Cyber - User Awareness Training	Pipeline	24-25
78	Pipeline	ICT Forward Work Programme: Cisco ISE Licenses & Support	Pipeline	24-25
79	Pipeline	ICT Forward Work Programme: Gartner	Pipeline	24-25
80	Pipeline	ICT Forward Work Programme: BC Licenses & support	Pipeline	24-25
81	Pipeline	ICT Forward Work Programme: Endpoint Strategy Developments	Pipeline	24-25
82	Pipeline	ICT Forward Work Programme: SharePoint storage	Pipeline	24-25
83	Pipeline	ICT Forward Work Programme: Cloud printing	Pipeline	24-25
84	Pipeline	ICT Forward Work Programme: Members Mobile Phone Refresh	Pipeline	24-25
85	Pipeline	ICT Forward Work Programme: Common area phones refresh	Pipeline	24-25
86	Pipeline	ICT Forward Work Programme: Laptop maintenance requirement	Pipeline	24-25
87	Pipeline	ICT Forward Work Programme: Refresh Siambwr Senedd PCs	Pipeline	24-25
88	Pipeline	Broadcasting Infrastructure Investment Project	Pipeline	24-25
89	Pipeline	EFM Forward Maintenance Register: Pierhead projector refurbishment	Pipeline	24-25
90	Pipeline	Broadcasting Infrastructure Investment Project	Pipeline	24-25
91	Pipeline	Broadcasting Infrastructure Investment Project	Pipeline	24-25
92	Pipeline	ICT Forward Work Programme: Unbraco Upgrade	Pipeline	24-25
93	Pipeline	ICT Forward Work Programme: Low Voltage (LV) Air Circuit Breakers (ACB) Critical Spares	Pipeline	24-25
94	Pipeline	EFM Forward Maintenance Register: Senedd Lift Upgrades to Lifts 1&2 (External Lifts)	Pipeline	24-25
95	Pipeline	EFM Forward Maintenance Register: Ty Hywel fire alarm system expansion	Pipeline	24-25

96 Pipeline	EFM Forward Maintenance Register: Pierhead Quadrennial Inspection -repairs	Pipeline	24-25
97 Pipeline	EFM Forward Maintenance Register: Senedd BMS detailed design and specification development	Pipeline	24-25
98 Pipeline	EFM Forward Maintenance Register: Critical spares for lifts across the Cardiff Bay Estate	Pipeline	24-25
99 Pipeline	EFM Forward Maintenance Register: Senedd Rumble Strip Replacement	Pipeline	24-25
100 Pipeline	EFM Forward Maintenance Register: Replacement of remaining lights in Senedd building to LED fittings.	Pipeline	24-25
101 Pipeline	EFM Forward Maintenance Register: Replacement of remaining lights in Pierhead building to LED fittings.	Pipeline	24-25
102 Pipeline	EFM Forward Maintenance Register: Replacment flooring and furniture to Ty Hywel staff restaurant	Pipeline	24-25

Finance Committee October 2023 Engagement Update

Our Communications and Engagement Strategy for the sixth Senedd places greater emphasis on gathering data to strengthen audience insight and improve understanding of the impact of our work. Our focus is on reaching new audiences, particularly those who feel their voices have not traditionally been heard by institutions like the Senedd.

To do this we are conducting audience research and have introduced new ways of capturing feedback from audiences – such as customer surveys for visitors and attendees at our events. We have also introduced tools to monitor the reach of our social media and media coverage.

Engagement Programmes

Citizen Engagement

- The Citizen Engagement Team plays a vital role in assisting Senedd committees by facilitating engagement with diverse groups of people across Wales. This engagement helps provide valuable insights for the committees, particularly from individuals with lived experience, service users, and front-line workers.
- Throughout the years 2022 and 2023, the Citizen Engagement Team has actively engaged with a total of 3,045 individuals across 41 different inquiries.
- Among the various methods employed by the team for engagement, in-depth interviews and focus groups stood out, making up 92% of the team's chosen approaches.
- Within the engaged demographic, 19% represented people with disabilities, and an additional 19% represented various aspects of race and ethnicity.
- The introduction of advisory groups, consisting of individuals with diverse lived experiences related to the specific issues under committee examination, has introduced a fresh, deliberative, and innovative approach to engagement. Advisory groups have been formed for inquiries concerning *disabled children's access to childcare and education*, as well as *mental health inequalities*.
- An illustrative example of how lived experiences have significantly contributed to effective committee scrutiny can be witnessed in the video evidence, filmed and edited by the Citizen Engagement Team, during the inquiry into *gynaecological cancers*:
<https://senedd.wales/senedd-now/senedd-blog/gynaecological-cancers-are-women-being-taken-seriously/>

Welsh Youth Parliament (WYP) and Education

- So far in 2023 the teams have engaged with 21,897 young people across Education sessions and WYP events which is nearly a 100% increase compared to 2022 (12,052).

- Of these groups around 28% were from BAME backgrounds, 10% were groups made up of LGBTQ+ young people, 19% were groups with disabilities and 13% were from low socio-economic backgrounds/low-income families.
- When engaging young people for the WYP consultations, staff applied different techniques to all consultations.

For example:

- For the 'Sustainable Ways' consultation, they worked with schools from rural and low-socio economic areas whose access to public transport is limited, and subsequently their access to their place of learning through public transport.
- The events themselves were also held in low-socio economic areas.
- For the consultation into the Length of the School Day, they used the Welsh Index of Multiple Deprivation as well as data from My Local School to target schools with higher-than-average numbers of BAME learners, higher than average learners receiving Free School Meals, and schools within the highest areas of deprivation.

Visitor Experience

- The Visitor Experience team have delivered 16 exhibitions on the estate and 75% of these have focused on celebrating and connecting with diverse groups. For example, *Black and Welsh* was shown in the Senedd throughout October 2022 to celebrate Black History Month.
- The Butetown Carnival also saw 13,579 people visit the Pierhead Exhibition and Senedd during August 2023, of which 48% were first time visitors.
- In the past year, 70% of visitors who completed customer surveys said they had not engaged with the Senedd previously
- 73% of visitors who filled out the survey said their understanding of the Senedd had increased after their visit, while 54% said they were more likely to participate in the Senedd's work following their visit.

Events and Outreach

- The Events team has hosted 203 Member Sponsored events in the last 12 months with organisations such as: Disability Wales, Chwarae Teg, Wales TUC, Centre for Kurdish Progress and Action for Elders.
- Staff have attended events hosted by underrepresented groups, such as the Privledge Café event 'We are not hard to reach' and Bangladesh Women's Association Wales' event 'Voter Engagement - Increasing participation to empower communities' so we can listen, learn and build stronger partnerships.
- And on St David's Day the Outreach team partnered with the Welsh Refugee Council and invited refugees who had moved to Wales in the last 12-18 months into the Senedd for the first time. As well as giving them a platform to tell their stories during the event, they also had a tour of the Senedd and a chance to meet and speak with the Llywydd.

Social Media

- As part of our efforts to reach new audiences we have been working with social media influencers to amplify our work on their channels. This is helping us to reach audiences who do not traditionally follow us and are on platforms like Tik Tok, which we don't have a corporate presence on but know young audiences do.
- We've worked with high-profile influencers, such as Dr Alex George who first appeared on Love Island, to amplify the work of our Welsh Youth Parliament, and with local influencers to showcase the Senedd as a free visitor attraction and encourage future visits.
- To date 4 influencers have visited and created content about the Senedd resulting in over 21k views, with many comments from user saying they weren't previously aware they could visit for free. We have been able to track this activity to new visitors to the Pierhead and Senedd.
- Building relationships with local influencers is also leading to more opportunities to engage, with one of our influencers already asking to use the Senedd to host a creative workshop for young people from south Asian and the Butetown and Grangetown communities. This opportunity is currently being explored by our engagement team.
- Our social media content is people-focused and aims to reflect the diversity of our communities. For example, for St David's Day we wanted to celebrate that the Senedd is a place by all and did this by inviting individuals from all walks of life to tell us their "Welsh Stories".
- We've also shared real people's stories to support the work of committees on the cost-of-living crisis, experience of the care system and women's health and equality.

News

- Last year there was a 7% increase in news coverage of the Senedd and a 16% increase in news coverage of committee's work.
- The news team has carried out an audit of hyper local media across Wales with the aim of reaching different communities across the country. They have been making links with local journalists and ensuring news desks are kept up to date. The aim is to package Senedd business, in particular committee work and tailor the content to areas and where possible, featuring local case studies.
- The team has also created a closer relationship with commercial radio networks such as Bauer and Global, reaching different audiences from public service broadcasters on community-based radio stations.
- More recently the team has supported representatives from the Independent Community News Network (ICNN) - a body representing 122 independent publications across the UK – who have achieved funding for a 12-month reporter to cover the Senedd and its proceedings. The team will work closely with the reporter to help them promote the work of the Senedd in local communities across Wales.