



Angela Burns AC/AM

**Comisiynydd y Cynulliad
Assembly Commissioner**

Jocelyn Davies AM
Chair of the Finance Committee
National Assembly of Wales
Tŷ Hywel
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25 September 2013

Dear Jocelyn

I wrote to you on 16 May about our plans to publish performance information to provide evidence and assurance that our budget is being used wisely and effectively, following the recommendation by the Finance Committee that the Commission should do so.

I am very pleased to attach the first completed report which provides the performance information for the period April – June 2013. We published the report on 10 September, accompanied by a Newspaper item for Members and a press release. Where possible we have included comparisons with performance in the previous year to give an indication of trends, as requested in your reply to me of 14 June. Further reports will follow for the periods April to December 2013 and April 2013 to March 2014, so the reports will provide an even clearer picture of delivery over time. The same pattern of reporting will be followed in future years and the content of the reports will be reviewed to ensure that they provide meaningful and relevant information.

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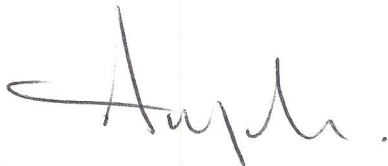
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Ysgrifenyddiaeth Comisiwn y Cynulliad/Assembly Commission Secretariat

I hope that the Finance Committee will find the report helpful. It is largely for your information but it should provide a useful backdrop for your scrutiny of our budget proposals in the autumn.

Please do not hesitate to contact me if you have any queries or would like any further information.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Angela Burns', with a long horizontal flourish extending to the left.

Angela Burns
Comisiynydd y Cynulliad
Assembly Commissioner

National Assembly for Wales
Assembly Commission

Corporate Performance Report of the Assembly Commission

April to June 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.

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National Assembly for Wales
Assembly Commission

**Corporate Performance Report
of the Assembly Commission**

April to June 2013



Cynulliad
Cenedlaethol
Cymru

National
Assembly for
Wales

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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

The following pages report on the corporate performance of the Commission for the period April-June 2013. This is a new set of reports that we are introducing in response to recommendations of the Assembly's Finance Committee:

- The first report provides a traffic light summary of overall performance under each of our strategic goals;
- The second report provides a more detailed breakdown, looking at the individual indicators that feed into the summary;
- Appropriate comparators, from a range of sources, are provided where available.

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](#).

Access to information





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	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.
2	Timeliness	 green	Relates to Committee Papers and publishing of the Record of Proceedings
3	Service Delivery	 green	Welsh learner numbers increasing along with number of AMs and AMSS undertaking CPD
4	Progress on Priority Work	 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	Comment - for detail see Page 5
5	Member Satisfaction	 amber	Improved score of 7.13 compared to 6.35 for 2012. Target 8.
6	Annual Public Perception Survey	 amber	The last survey was in 2010, work is in progress to develop a method to capture this data
7	Visitors	 green	Visitor numbers for April-June higher than monthly average for 2012
8	External Profile	 green	Social media interactions and school engagement increasing
9	Engaging with people of Wales, including young people	 green	Progressing changes to education work programme/youth engagement

	Use Resources Wisely	April - June 2013	Comment - for detail see Page 6
10	Member Satisfaction	 green	Improved score of 8.22 compared to 8.16 for 2012. Target 8.
11	Budgetary Performance	 green	On target to deliver £500k efficiency savings and an underspend less than 1%
12	Staff	 amber	7.4 days sickness average (3.35%) compared to 7 day (3%) target
13	ICT Customer Service	 amber	Based on higher Member satisfaction survey but with clear scope for further improvement
14	Governance	 green	Targets met for payments to suppliers and responding to FOI requests
15	Sustainability	 amber	Waste management on target but energy currently off target due to cold Spring period
16	ICT Future Services Project	 green	On target for successful transition of services, on or before 31st July 2014

Key

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

Corporate Performance Indicators: Providing outstanding parliamentary support

Goal : Provide outstanding parliamentary support	Comparator	Target	June 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. 'June 2013' score is from most recent survey, comparator is 2012 survey. An action plan has been prepared 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, comprising:

2	% of committee papers issued on time	-	2 working days before meeting (per Standing Orders)	97.52%	Average for April - June of papers issued on time
	% research service enquiries answered within agreed deadline	-	Deadline negotiated for each request	99.00%	Average for April to June. Deadlines are agreed with the relevant AM or AMSS for every confidential enquiry received.
	% of plenary Record of Proceedings published within deadline	-	Within 24hrs of the end of Plenary	100.00%	Average for April - June, Record published on time
	% of committee Record of Proceedings published within deadline	-	14 working days	75.67%	Average for April - June. The significant level of editorial, interpretation and written translation in April and May impacted on the overall average for the period.
	Appropriate timetable for each piece of legislation	-	-	-	See Graph 1

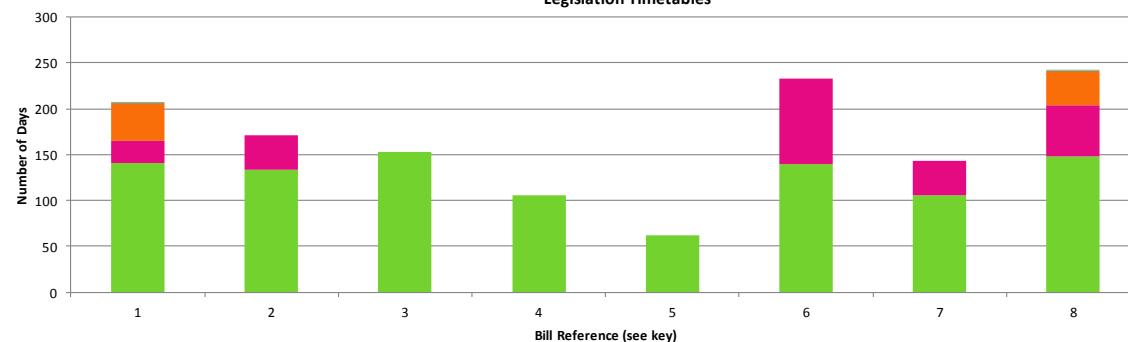
KPI on service delivery, comprising:

3	Number of staff learning Welsh/proficient in Welsh	25 in May	-	31	Learners in June - around 8% of workforce
	Number of committee/plenary meetings affected by failure to deliver Commission services	-	100%	93% - 6 of 86	The 6 failures were minor operational incidents.
	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	Encouraging numbers for the period which reflects considerable planning and promotion and an increase in awareness raising initiatives. The AM Survey indicates scope to do more.

Progress on priority work

4	Excellence and integration of services to support Assembly Business	Corporate Plan	Green	Green	Holistic, strategic review of future options and best practice being prepared for Commission consideration in the autumn.
	Enhanced bi-lingual services	Corporate Plan	Green	Green	The Assembly Commission's Official Languages Scheme was approved by the Assembly on 17th July. Work is being progressed swiftly on implementation, for example on testing machine translation.
	Making the most of our Estate, particularly the Senedd, as the prime venue for Welsh public life	Corporate Plan	Green	Green	Investment programme on track, particularly over the Summer recess, to make better use of space on the Estate

Legislation Timetables



1

Key	Current Stage
1 Local Government (Democracy) Wales Bill	Royal Assent
2 Human Transplantation (Wales) Bill	3
3 Social Services and Well-being (Wales) Bill	1
4 Active Travel (Wales) Bill	2
5 Further and Higher Education (Governance and Information) (Wales) Bill	1
6 Mobile Homes (Wales) Bill	3
7 Recovery of Medical Costs for Asbestos Diseases (Wales) Bill	3
8 Public Audit (Wales) Act	complete

Corporate Performance Indicators: Engage with the people of Wales and promote Wales

	Goal : Engage with the people of Wales and Promote Wales	Comparator	Target	June 2013	Narrative	
KPI on Member satisfaction, comprising :						
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.	
6	Public understanding of the remit and existing powers of the Assembly and its relationship with Westminster	-	100%	-	Work is progressing to establish a small set of questions to be asked on a regular basis by an external research company.	
KPI on engagement at the Assembly, comprising:						
7	Number of visitors to the Senedd/Pierhead	153141 in 2012/13	At least the same if not more than numbers for 2012/13	43328	Total for April to June	
	Number of visitors on tours	3577		3570	April to June. 3577 for the same period in 2012	
	Number of events organised on the estate			109	April to June	
	Visitor satisfaction levels	-		-	Work is underway to introduce a simple customer service exit poll to measure satisfaction levels	
	Number of parliamentary delegations/visits received	-		-	8	Apr 1, May 1, June 6
	Joint events organised with Wales Governance Centre	-		-	2	April - June
KPI on external profile of the Assembly, comprising:						
8	Committee reports promoted by either broadcast or print media	-	100%	88%	30 out of 34 reports were promoted between September 2012 and June 2013	
	Average time spent on a visit to our web pages	Average was 3m 40s in 2012/13	Aim to increase each month	5mins 22secs	April 5m30s, May 5m24s, June 5m11s - work is on-going to make this information more meaningful	
	Number of interactions on social media	1837 in May		1416	Likes' on our Facebook pages - climbing steadily	
		16706 in May		17263	Followers' of our Twitter accounts - climbing steadily	
		834 in May		2800	YouTube views	
	Use of Senedd TV	14213 at end of May		20823	Page views	
	Number of new schools engaging with education outreach for the first time	0		18	43 new schools between April and June of which 18 were engaged in education outreach	
	Average weekly traffic to Record of Proceedings pages	-		2156 hits	Includes hits to both Welsh and English sites in respect of Plenary Record of Proceedings	
	International engagement to and from the Assembly	-		-	24	10 inward, 14 outward visits
Progress on priority work						
9	Increased engagement of people in Wales with the work of the Assembly, including young people	Corporate Plan	Green	Green	Progress on Commission recommendations (agreed 2nd May) in relation to youth engagement in line with plan, including first meeting of Steering Group.	

Corporate Performance Indicators: Use resources wisely

	Goal : Use resources wisely	Comparator	Target	June 2013	Narrative
Member satisfaction rating for:					
10	Allowances and staffing	8.27	8.00	8.43	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.
	Ty Hywel and Senedd	8.04	8.00	8.02	
KPI on budget, comprising:					
11	Budget - % underspend forecast at year end	0.70% in 2012/13	<1% underspend at year end	1.20%	Budget is monitored monthly; we are currently on track to achieve the year end position.
	Budget – spend vs. profile	0.59% June 2012/13	within 2% of profile	1.41%	Spend to end June was £10,138k, which was an underspend of 144k. Total annual budget is £49,450k.
	VfM target and achievement %	£476k in 2012-13	£500k for the year	£246k	Amount achieved in first 3 months of year, predominantly from vacancies, is 49% of the total year target. We aim to achieve higher in-year savings in order to fund investments.
KPI on staff, comprising:					
12	% sickness absence	3.03%	<3%	3.35%	Average of 7.4 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%	Completion of mid year reviews in the spring of 2013.
	Staff engagement level (from staff survey)	78% 2012	80%	78%	78% recommended the Assembly as a great place to work in 2012 compared to 71% in 2011. 2013 survey was carried out in July.
	Number of staff - headcount and FTE	375 people, 359.68 FTE March 2013	No target	381 People 364.89 FTE	As at June 2013.
KPI on ICT:					
13	No. of ICT constituency office visits	-	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%	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. 'June 2013' score is from most recent survey, comparator is 2012 survey
KPI on Governance, comprising:					
14	Average days taken to pay Members and suppliers compared to target	-	<10 days	4.93 days	Suppliers only - information for Members is currently being developed
	No. of FoI requests answered and % answered on time	-	Number	10	All FOI requests for April and June which have been completed have been done so within the deadline. There have been a further 3 requests in June for which the deadline has not yet passed
		-	100%	100%	
	Number of Internal Audit recommendations overdue	-	Nil overdue	0	No data for 2013-14 yet.
KPI on sustainability, comprising:					
15	Combined energy footprint (Cardiff Bay Estate) (target of 8% annual reduction)	-	8% reduction	11.76%	Increase due to 13% lower temperatures compared to baseline year.
	Waste to landfill (target of 5% annual reduction)	-	5% reduction	-73.63%	Reflects high recycling rates and improved sorting at contractors site contributing to reduced levels of waste being sent to landfill.
Progress on priority work					
16	Future ICT Strategy, 2014 and beyond	Corporate Plan	Green	Green	Successful delivery appears to be on track, however constant attention will be needed to ensure risks do not develop into major issues that threaten delivery.
	Make the most of our Estate, particularly the Senedd, as the prime venue for Welsh public life	Corporate Plan	Green	Green	Investment programme on track, particularly over the summer recess, to make better use of space on the Estate.