



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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28 May 2014

Dear Jocelyn

I am pleased to provide the Committee with the third Corporate Performance Report of the Assembly Commission, which sets out performance against the Commission's key performance indicators over the first full year of reporting, from April 2013 to March 2014.

Across the year as a whole, positive progress had been made in most areas. The value for money programme, budgetary performance and governance structures have been consistently strong throughout the year. The ICT transition and Machine Translation projects were significant achievements in the most recent reporting period (January - March 2014).

Now that we have completed a full year of reporting, the indicators and targets will be reviewed and amended where appropriate, but we will keep in mind the Finance Committee's request that we should still be able to demonstrate trends in performance over time. The next report will be published in September 2014.

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I hope that these reports continue to provide the Finance Committee with useful evidence of the Commission's performance, including effective expenditure of the budgets agreed by the Assembly. As ever, we would be very happy to answer any questions you may have.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A Burns'.

Angela Burns
Comisiynydd y Cynulliad
Assembly Commissioner

National Assembly for Wales
Assembly Commission

Corporate Performance Report of the Assembly Commission

April 2013 – March 2014



Cynulliad
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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**

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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.

The priority areas in Our Plan are being reviewed which might result in changes to some of the indicators.

Performance reporting

This is our third and final report for the financial year 2013-14. Some of the indicators and targets will now be reviewed and appropriate targets set for 2014-15, in preparation for the next report. The following pages report on the corporate performance of the Commission for the period April 2013 - March 2014:

- 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;
- the arrows in the detailed tables show the overall direction of movement in each indicator over the year; and
- appropriate comparators, from a range of sources, are provided where available.

Performance in providing outstanding parliamentary support

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

In February we successfully launched the machine translation software, which was developed in collaboration with Microsoft as part of our enhancement of bilingual services. It has been widely trialled by Assembly translators and is being actively used across the Assembly on a daily basis.

Performance in engaging with the people of Wales and promoting Wales

Over the year to March 2014, there has been an increase in the visitor numbers and international engagements to and from the Assembly as well as a significant increase in the number of visitors on tours and events organised on the estate. The introduction of our new

social media channels has contributed to a decrease in the use of Senedd.tv. However, when the Twitter channels mature with a larger following, more traffic will be directed to the Senedd.tv platform.

Measures to enhance engagement with young people have been approved, taking on board the views of external stakeholders, including 13 focus groups and almost 3,000 responses to a consultation of 11 to 18 year olds. A launch event will take place during summer 2014.

Performance in using our resources wisely

Our end of year budgetary performance shows continued improvement, having achieved (or exceeded) our targets for spend against budget; spend within profile and Value for Money savings. We have also maintained levels of payments to Members and suppliers to an average of 3.8 days compared with the 10 day target. Our sickness absence figures have also improved over the year, with an average of 5.4 days per employee against a target of 7 days and a CIPD public sector average of 8.2 days per employee.

We have achieved a reduction of 9% in energy emissions over the year resulting in a cumulative reduction of 34% since 2008-09 which is a remarkable achievement; it will be challenging to achieve our 40% emissions reduction target by 2015 but the Commission are examining options for further progress. We remain ahead of our waste to landfill target and it now only contributes 5.5% of the total.

On 7 April, we successfully transferred management of our ICT services from an outsourced provider to the Commission's ICT team.

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	January - March 2014	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	 green	Relates to committee papers, publishing of the Record of Proceedings and Research enquiries - improving trend
3	Professional Development	 green	 green	 green	Welsh learner numbers maintained; number of AMs and AMSS undertaking CPD continues to increase
4	Progress on Corporate Plan Priorities	 green	 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	January - March 2014	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	 green	Increasing visitor numbers compared to 2012-13
7	External Profile	 green	 green	 green	Social media interactions continuing to increase and school and international engagement levels maintained
8	Engaging with people of Wales, including young people	 green	 green	 green	Progressing changes to education work programme/youth engagement

	Use Resources Wisely	April - June 2013	July - December 2013	January - March 2014	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	 green	Targets met for: less than 1% underspend; spend within 2% of profile; and £500k efficiency savings
11	Staff	 amber	 amber	 amber	Improvement in sickness absence figures; performance review completion outside of target; steps are being taken to address this
12	ICT Customer Service	 amber	 amber	 amber	Insourcing of ICT services will lead to significant improvements
13	Governance	 green	 amber	 amber	Improvement in payments made to Members/ suppliers. 2 of 11 FOI responses missed statutory deadline due to complexity
14	Sustainability	 amber	 amber	 amber	Waste management target exceeded; options for further progress on energy reduction are being assessed
15	ICT Future Services Project	 green	 green	 green	Successful transition of services from April 2014, ahead of the July deadline

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

Goal: Provide outstanding parliamentary support	Comparator	Target	June 2013	December 2013	March 2014	Year 2013-14	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. Next survey will be completed in July 2014.
	Committee meetings	7.46	8.00	7.43	-	-	
	Working in Welsh	7.10	8.00	6.20	-	-	

KPI on timeliness and service delivery, comprising:

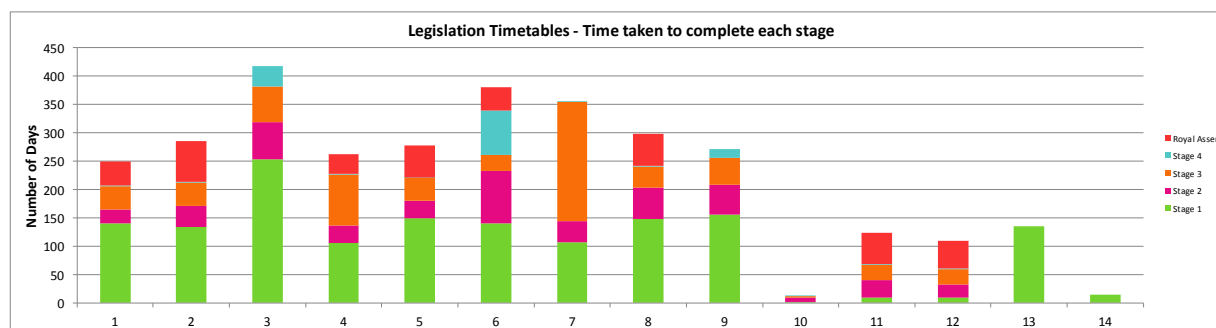
2	% of committee papers issued on time	-	2 working days before meeting (per Standing Orders)	97.52%	99.00%	97.00%	⇒	Average January - March. Slightly down on previous period.
	% research service enquiries answered within agreed deadline	98% in 2012/13	100.00%	99.00%	98.00%	98.00%	⇒	Average January - March. 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%	100.00%	⇒	Average January - March.
	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%)	1 out of 92 (1.02%)	↑	Total January - March. The one failure was due to a technical issue affecting a video conference link.
	% of committee Record of Proceedings published within deadline	79% for 2012-13	14 working days	75.67%	95.00%	98.00%	↑	Average January - March. The missing percentage represents one committee transcript in both January and March.
Appropriate timetable for each piece of legislation	-	-	-	-	-	-	-	See Graph below.

KPI on professional development, comprising:

3	Number of staff learning Welsh/proficient in Welsh	-	To increase the number of Welsh-speaking staff	31	34	34	⇒	As at March. Figures for Welsh speakers will be available later in 2014.
	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	41 and 155	↑	As at March. Continuous engagement of AMs and of repeat AMSS participants throughout the year.

Progress on Corporate Plan priorities

4	Excellence and integration of services to support Assembly Business	Corporate Plan	Green	Green	Green	Green	⇒	Recommendations from a business analysis of the ways in which clerks, researchers, lawyers and communications specialists work together to support Committees are being implemented. A review of the processes to support Members' participation in plenary meetings is also being undertaken.
	Enhanced bi-lingual services	Corporate Plan	Green	Green	Green	Green	⇒	Welsh Microsoft Translator launched on 21 February 2014. Provisional awareness training dates have been agreed. Collaborative piloting of bilingual committee briefings successful to date with an increase in number of bespoke bilingual briefings commissioned and produced.
	Making the most of our Estate, particularly the Senedd, as the prime venue for Welsh public life	Corporate Plan	Green	Green	Green	Green	↑	External signage has been installed to the Senedd to encourage additional visitors to the Assembly. A number of additional investment and refurbishment works have been completed to enhance the Senedd and Ty Hywel.



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

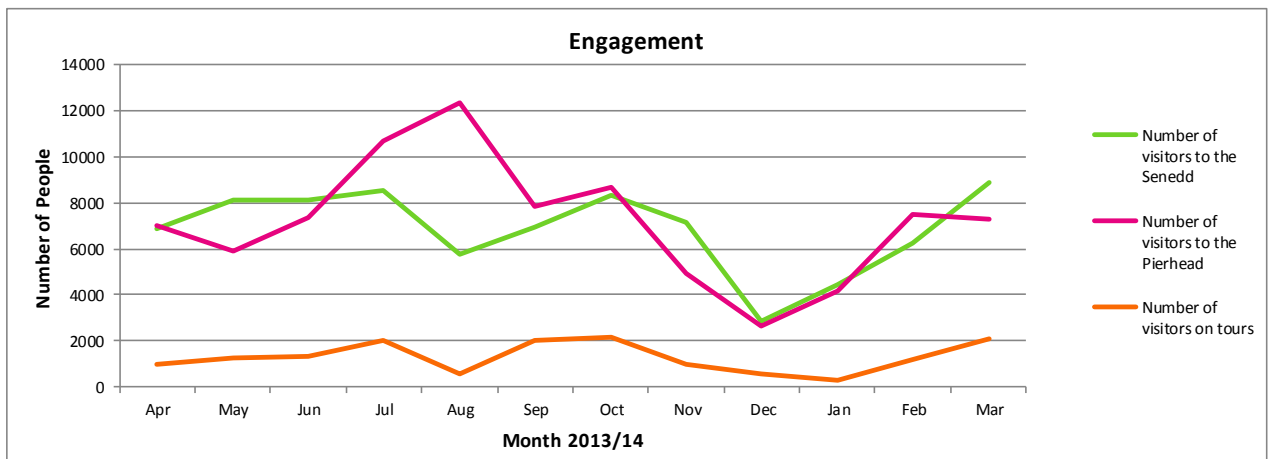
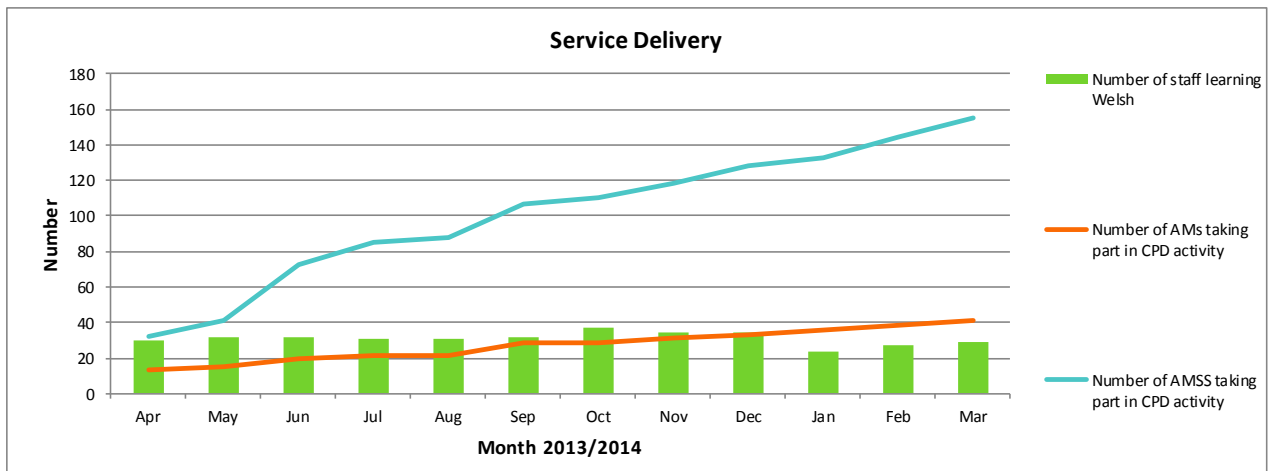
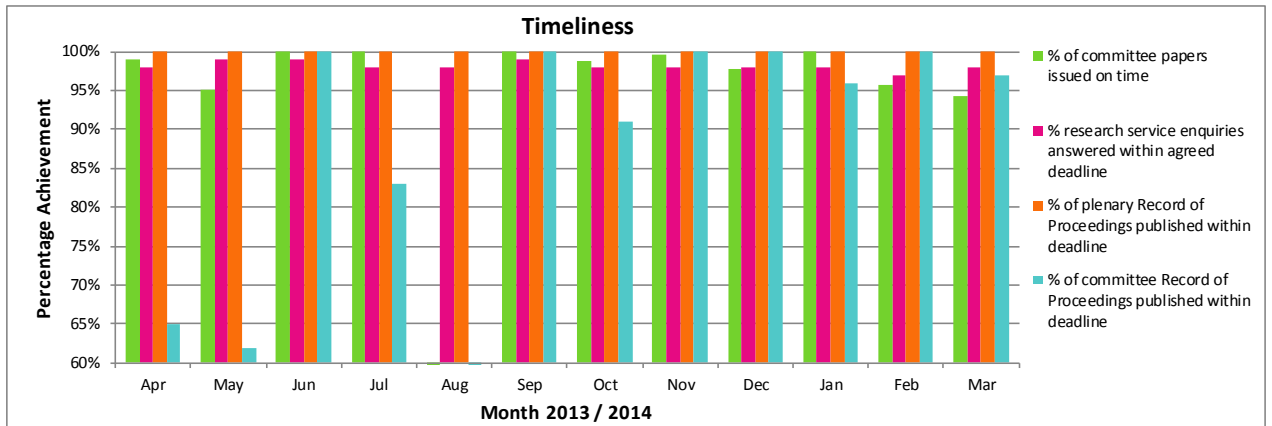
Corporate Performance Indicators

Goal : Engage with the people of Wales and Promote Wales		Comparator	Target	June 2013	December 2013	March 2014	Year 2013-14	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. Score is from most recent survey (June 2013), comparator is 2012 survey. An action plan is in place to address concerns raised by AMs. Next survey will be completed in July 2014.	
KPI on engagement at the Assembly, comprising:									
6	Number of visitors to the Senedd/Pierhead	153,141 in 2012/13.	An increase compared to 2012/13	43,328	86,703	38,474	↑	Total January - March. Average of 7,021 per month for 2013-14 compared to 6,380 per month during 2012-13. Total visitors for the year to March was 168,505 - an increase of over 15,000 on the year to March 2013.	
	Number of visitors on tours	11,828 April 2012 - March 2013		3,570	8,336	3,560	↑	Total January - March. Total for the year to March 2014 was 15,466 - 31% higher than at March 2013.	
	Number of events organised on the estate	205 April 2012 - March 2013		107	166	95	↑	Total January - March. Total number of events for the year to March 2014 was 370 - 80% higher than at March 2013.	
	Visitor satisfaction levels	-		<80% for 'Good' or 'Satisfactory' ratings	-	85%	89%	↑	Average January - March. From September 2013 visitors to the Senedd 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	0	⇒	No joint events January - March.
KPI on external profile of the Assembly, comprising:									
7	Committee reports promoted by either broadcast or print media	-	100%	88%	73%	100%	↑	Average January - March. Significant coverage of Assembly Committee business, including front page stories in the Western Mail for the Finance Committee report on Enterprise Zones and the Health and Social Care Committee report on NHS preparedness for winter pressures.	
	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	2 mins 39 secs	⇒	Average January - March. Average time has decreased due to more people consuming the content on a mobile device thus spending less time reading the entire article(s). Visits decreased due to the launch of the new Twitter channels. This has meant that fewer links to the site are now being tweeted on the more popular corporate Twitter feed.	
	Number of interactions on social media	1,788 Facebook likes in March 2013		1,875	2,402	2,610	↑	As at March. 'Likes' on our Facebook pages climbing steadily.	
		15,361 Twitter followers in March 2013		17,465	22,035	25,283	↑	As at March. The main corporate account (AssemblyWales) is now a verified account by Twitter and we are seeing a steady increase in the number of followers. Offline engagement by the committees is assisting in the increase of followers on the new accounts.	
		-		2,810	8,037	9,330	↑	Total YouTube views January - March. This represents an average of 3,110 per month compared to 1,339 per month for the period July - December 2013.	
	Use of Senedd TV	Average was 6,316 views per month in 2013		20,823	32,198	14,038	↓	Page views have decreased as direct links to the website are being tweeted far less on the more popular channels and more appropriately on the newer committee Twitter channels. This transitional period is affecting the amount of traffic to Senedd.tv. The increasingly popularity of the YouTube channel is having an effect as it more mobile friendly and video length is shorter and more varied.	
	Number of new schools engaging with education outreach for the first time	-		18	38	25	⇒	Total January - March. 25 new schools of which 9 were engaged in education outreach.	
	Average weekly traffic to Record of Proceedings pages - Plenary Only	-		2,156 hits	1,587 hits	1,647 hits	↑	Average January - March. Hits to both Welsh and English sites.	
International engagement to and from the Assembly	168 in 2012/13. 14 per month on average	-		36	103	61	↑	Total January - March. 58 inward visits and 3 outward visits. The total for the year to March 2014 was 200 with an average of 17 visits per month.	
Progress on Corporate Plan priorities									
8	Increased engagement of people in Wales with the work of the Assembly, including young people	Corporate Plan	Green	Green	Green	Green	↑	13 focus groups were held with young people to discuss the results of the Youth Engagement consultation. Meetings with external stakeholders and staff were also held and an action plan with a number of measures to enhance engagement has been approved by the Presiding Officer. A launch event will take place during Summer 2014.	

Corporate Performance Indicators

Goal: Use resources wisely		Comparator	Target	June 2013	December 2013	March 2014	Year 2013-14	Narrative
Member satisfaction rating for:								
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 2013), comparator is 2012 survey. An action plan is in place to address concerns raised by AMs. Next survey will be completed in July 2014.
	Ty Hywel and Senedd	8.04	8.00		8.02		-	
KPI on budget, comprising:								
10	Budget - % underspend forecast at year end	0.70% in 2012/13	<1% underspend at year end	1.20%	0.41%	0.07%	↑	The final year end position is a £35k underspend (subject to audit) against a budget of £48,750 million which is well within the target underspend position of less than 1%.
	Budget – spend vs. profile	0.32% as at December 2012	within 2% of profile	1.41%	3.43%	1.24%	↑	Forecast spend for the end of March was in excess of available budget however, effective year end financial management ensured the budget was not exceeded.
	Value for Money target and achievement %	£476k in 2012-13	£500k for the year	£246k	£374k	£508k	↑	Savings target achieved via vacancy management and effective procurement processes.
KPI on staff, comprising:								
11	% sickness absence	3.03%	<3%	3.35%	3.06%	2.44%	↑	Rolling annual average, as at March. This represents an average of 5.4 days per employee against a target of 7 days and a CIPD public sector average of 8.2 days.
	% completion of staff performance reviews	-	Staff to have 2 reviews per year	89%	89%	-	⇒	89% of mid-year PMDRs completed and 89% of year-end PMDRs completed by December. The next PMDR reporting period finishes in May 2014 due to the introduction of the new HR/Payroll system.
	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.
	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	412 people 393.87 FTE	-	As at March. Headline growth linked mainly to the insourcing of ICT services.
KPI on ICT:								
12	Number of ICT constituency office visits	-	100%	100%	100%	100%	↑	Average January - March. 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%	100%	↑	Average January - March. 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. An action plan is in place to address concerns raised by AMs. Next survey will be completed in July 2014.
KPI on Governance, comprising:								
13	Average days taken to pay Members and suppliers compared to target	-	<10 days	4.93 days	3.22 days	3.80 days	↑	Average January - March. 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	11		Total January - March. 11 FOI requests were received between January and March 2014 of which 9 were answered within the deadline. For the two that missed the deadline, revised deadlines were negotiated with the requestor due to the complexity and volume of information to be collated.
		-	100%	100%	90.00%	81.82%	⇒	
Number of Internal Audit recommendations overdue	-	Nil overdue	0	2	2	⇒	As at March. Head of Internal Audit is satisfied that progress is being made on the overdue recommendations.	
KPI on sustainability, comprising:								
14	Combined energy footprint (Cardiff Bay Estate) (target of 8% annual reduction)	-40% compared to 2008/09	8% reduction per annum	-	-31%	-34%	↑	As at March. We were successful in achieving an annual reduction of 9% in energy emissions which contributes to a cumulative reduction of 34% since the baseline year of 2008-09. It will be challenging to achieve the target of 40% overall reduction by 2015 but the Commission are examining options for further progress.
	Waste to landfill (target of 5% annual reduction)	29.78 tonnes at November 11	5% reduction per annum	2.49 tonnes	4.35 tonnes	6.50 tonnes	↑	As at March. We remain ahead of our waste to landfill target and it now only contributes 5.5% of the total. This corresponds to 6.5 tonnes of a total waste volume of 120 tonnes for the year. This puts us on course to achieve our zero waste to landfill target sooner than expected.
Progress on Corporate Plan priorities								
15	Future ICT Strategy, 2014 and beyond	Corporate Plan	Green	Green	Green	Green	↑	The Commission took the decision to transfer management of ICT Services from Atos to the Commission earlier than the July deadline, on 7.4.14, based on repeated assurances from the project team, Director of ICT and KPMG. There are a number of outstanding actions to be completed by 31.7.14; however, the project remains Green and has been delivered well below budget.
	Make the most of our Estate, particularly the Senedd, as the prime venue for Welsh public life	Corporate Plan	Green	Green	Green	Green	↑	External signage has been installed to the Senedd to encourage additional visitors to the Assembly. A number of additional investment and refurbishment works have been completed to enhance the Senedd and Ty Hywel.

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