

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS PERFORMANCE INDICATORS FOR THE MONTH OF AUGUST 2004

### Summary

- There were no plenary or committee meetings in August.

Performance indicators for divisions of Assembly Parliamentary Service are shown in the order below:

	Summary page	Annex page
Plenary and Formal Committee Meetings	1	-
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Key for tables:

- .. where figures are not available (not NA or N/A).
- where the figure is 0 or less than half the last digit.
- . where something is not applicable.

**Table 1: Number of Plenary and Formal Committee Meetings**

	<i>Number</i>									
	Plenary		Regional Committees		Subject Committees		Standing Committees <sup>1</sup>		Other Committees <sup>2</sup>	
	2003- -04	2004- 05	2003- 04	2004- 05	2003- 04	2004- 05	2003- -04	2004- 05	2003- -04	2004- 05
Apr	2	2	-	-	-	6	1	4	-	-
May	4	8	-	4	-	11	2	11	-	-
Jun	8	8	-	1	9	13	11	12	-	-
Jul	6	4	4	2	9	7	9	8	3	2
Aug	-	-	-	-	-	-	-	-	-	-
Sep	3	-	-	-	2	-	4	-	-	-
Oct	7	-	4	-	11	-	10	-	1	-
Nov	8	-	2	-	11	-	12	-	-	-
Dec	4	-	1	-	6	-	5	-	-	-
Jan	6	-	2	-	9	-	10	-	2	-
Feb	6	-	4	-	8	-	9	-	-	-
Mar	10	-	2	-	12	-	14	-	-	-
<b>Total</b>	<b>64</b>	<b>22</b>	<b>19</b>	<b>7</b>	<b>77</b>	<b>37</b>	<b>87</b>	<b>35</b>	<b>6</b>	<b>2</b>

<sup>1</sup> Audit, Equality of Opportunity, European & External Affairs, Standards, Legislation, Business and House Committees.

<sup>2</sup> Planning Decision Committees and other ad hoc committees.

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

### CHAMBER SECRETARIAT & TABLE OFFICE

**Objective 1:**

- To effectively and efficiently manage business in plenary and committee

**Objective 2:**

- To provide services to Members to enable them to undertake their role in the Assembly, where reasonably practicable, in the language of their choice

**Summary :**

- The volume of Assembly business was very Low in August as it was Summer Recess.

**Table 2.1: Chamber Secretariat and Table Office: Summary table**

*Percentage*

	Business Committee papers distributed by 1.30pm every Friday		Assembly Business published onto the Intranet by 9.30am daily		Members notified of Assembly business in/ out of order within 2hrs		Members declarations and details processed within timescale	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	..	0	100	100	100	100	100	100
May	..	0	100	100	100	100	100	100
Jun	..	0	100	100	100	100	100	100
Jul	..	100	100	100	100	100	100	100
Aug	..	.	100	100	100	100	100	100
Sep	66		100		100		100	
Oct	100		100		100		100	
Nov	75		100		100		100	
Dec	100		100		100		100	
Jan	100		100		100		100	
Feb	75		100		100		100	
Mar	80		100		100		100	

**Further tables and details to be found in Chamber Secretariat & Table Office Annex**

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**  
**ASSEMBLY COMMUNICATION SERVICES: RECORD OF PROCEEDINGS**

**Objective**

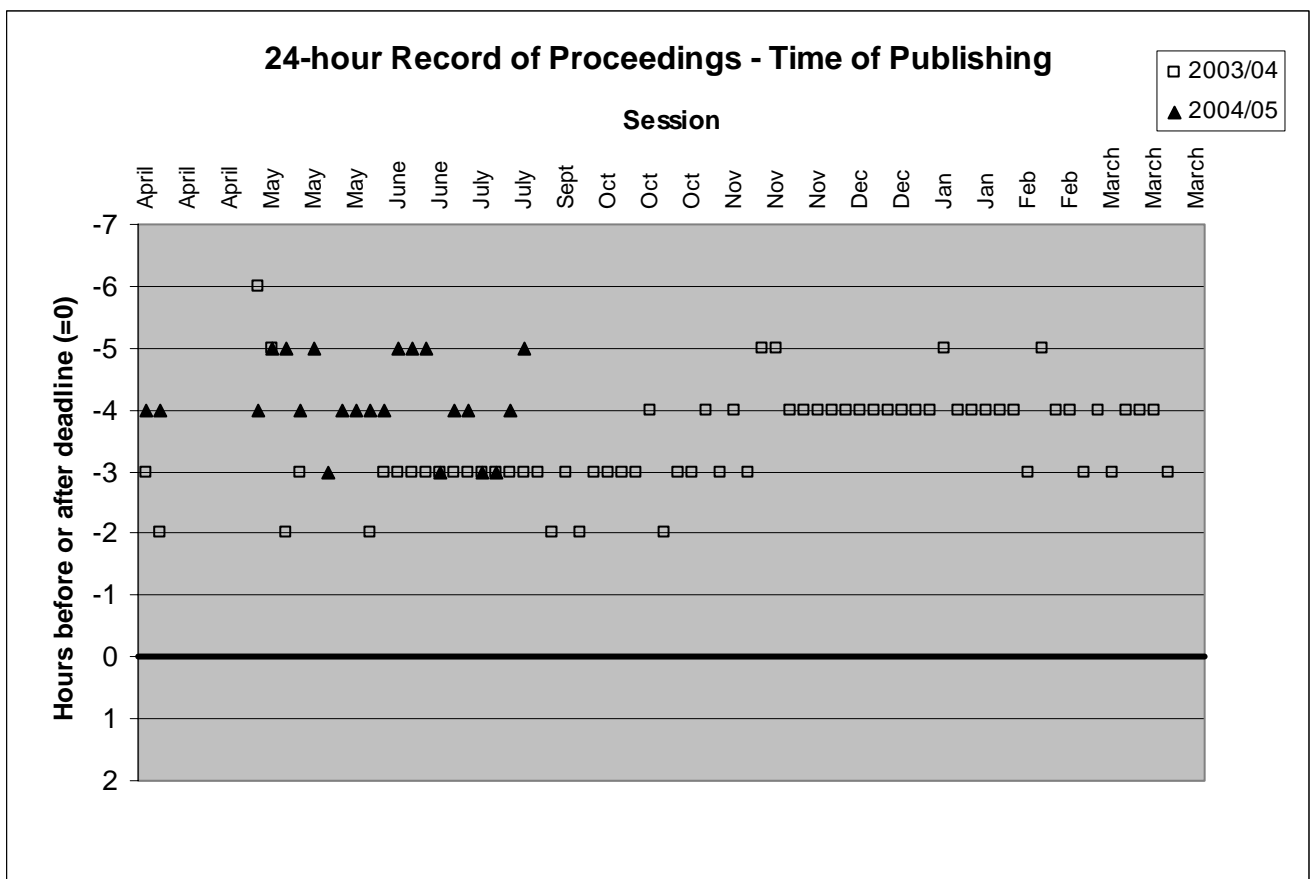
In line with Standing Order No. 18.1, the Assembly shall “as soon as practicable after each plenary meeting publish by electronic means a record of speeches made in that meeting in the languages in which they were made; and, as soon as practicable thereafter, publish an edited verbatim record of proceedings, with translations into English of speeches made in Welsh and translations into Welsh of speeches made in English”. From the Assembly’s inception, that target has been set at 24 hours for the first version, and five working days for the Official, fully translated version.

We aim to adhere to this Standing Order, deliver excellent Communication Services, and raise public awareness and understanding of the Assembly and its work.

**Summary**

There were no Plenary meetings in August.

Internet hit figures for August are unavailable.



Tables and details are to be found in the Record of Proceedings Annex

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

### MEMBERS' RESEARCH & COMMITTEE SERVICES: COMMITTEE SERVICE

**Objective: To ensure that committee time is properly controlled so that all essential business is processed, and committees make an effective contribution to policy development and review.**

#### Summary

- There was no formal committee business in August.

**Table 2.3: Committee Service: Summary table<sup>(1)</sup>**

	Formal meetings held		% of English papers circulated 2 working days before meeting		% of Welsh papers circulated 2 working days before meeting		Items of subordinate legislation considered by subject committees	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	-	9	.	99	.	72	..	6
May	-	16	.	100	.	62	..	3
Jun	15	19	99	100	80	76	2	4
Jul	13	12	100	100	65	55	5	1
Aug	-	-	.	.	.	.	.	.
Sep	4		100		70		-	
Oct	16		99		63		7	
Nov	18		99		59		5	
Dec	9		100		75		3	
Jan	14		100		69		19	
Feb	14		98		51		7	
Mar	20		100		66		6	

(1) Includes all subject committees, Equality of Opportunity Committee, European & External Affairs Committee, Audit Committee and Legislation Committee unless otherwise stated.

**Further tables and details are to be found in the Committee Service Annex**

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**

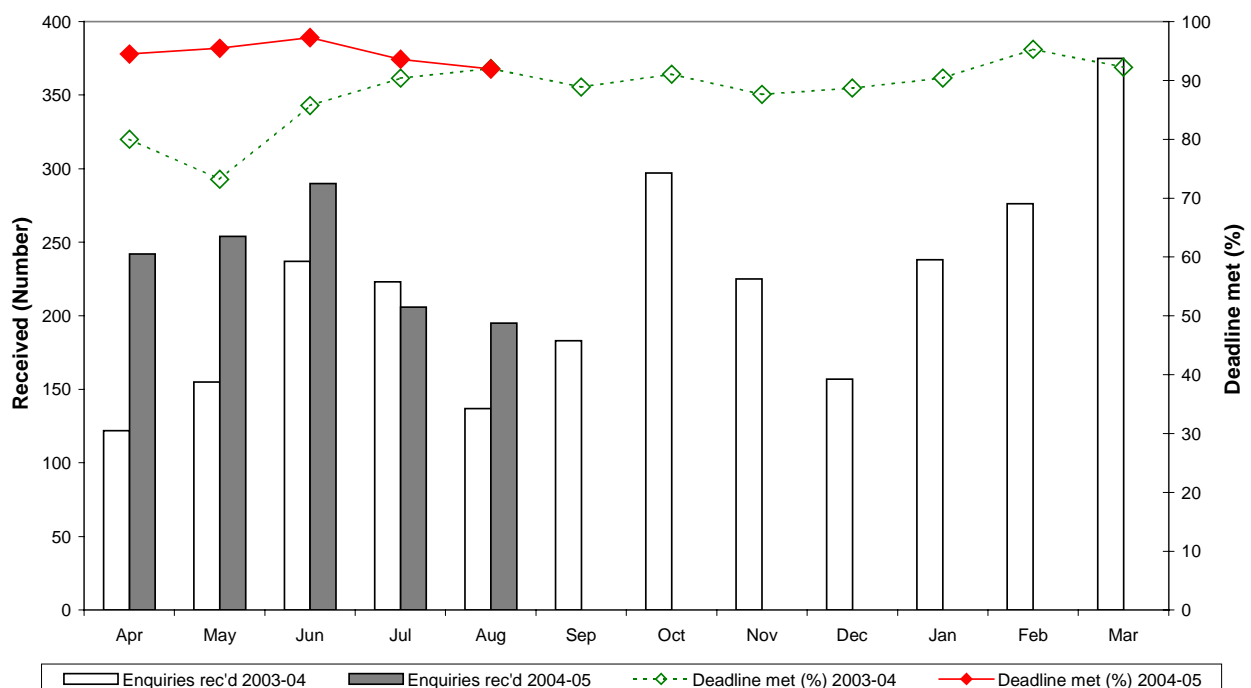
**MEMBERS' RESEARCH & COMMITTEE SERVICES: MEMBERS' RESEARCH SERVICE**

**Objectives:** To provide a confidential and impartial library, research, and information service to Assembly Members which is reliable, accurate and responsive. To provide a cohesive, efficient and effective support service to the Assembly's subject, regional and standing committees.

**Summary**

- Chart 2.4 below shows the total numbers of enquiries, when they were received and the percentage where the deadline was met. The figures relating to this graph are shown in Tables 6.1 and 6.2 in the Members' Research Service Annex.
- 195 enquiries were received in August, over 40% more than in the same month last year (see Table 6.1).
- 92% of all completed enquiries due in August were completed to deadline (see Table 6.2).

**Chart 2.4: All enquiries received and deadlines met**



**Tables and details are to be found in the Members' Research Service Annex**

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**

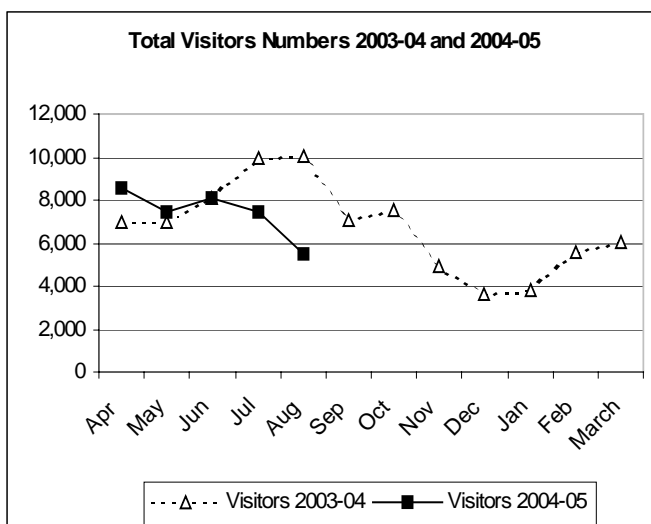
**ASSEMBLY COMMUNICATION SERVICES :  
PUBLIC INFORMATION AND EDUCATION SERVICES**

**Objective: To raise public awareness and understanding of the Assembly and its work.**

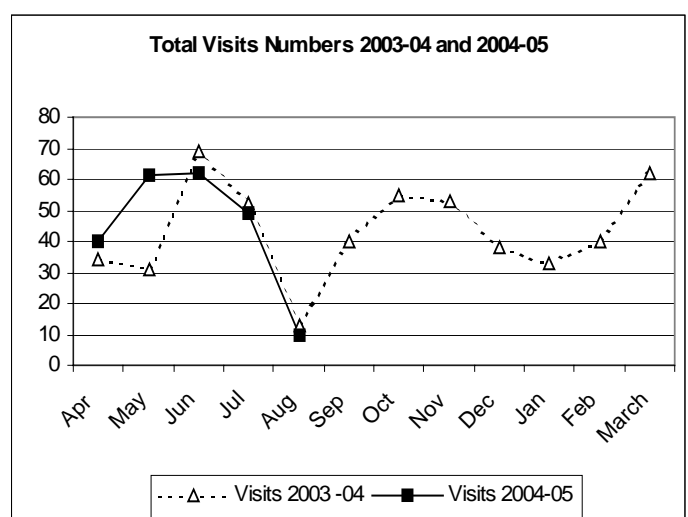
**Summary**

- This month shows a decrease in total visitor numbers of 45% over the same month last year and 12% for the year to date. (Table 7.1 in the Annex).
- There were no Plenary or Committee Meetings during August. (Table 7.2 in the Annex).
- Booked visits show an overall decrease of 23% for the month over the same month last year. (Table 7.3 in the Annex).
- Casual visitors to the Pierhead Building decreased by 47% for the month though casual visitors to the Chamber increased by 186%. There were 171 visitors to the North Wales Office in Colwyn Bay. (Table 7.4 in the Annex).
- The 'Assembly at the Pierhead' shop shows decreased sales for the month compared to the same month last year. Total sales decreased by 34% and total customers 42% (Table 7.5 in the Annex).
- The regional teams attended 80 regional events attended by 1,789 people (Table 7.7 and 7.8 in the Annex). There have been 8 large-scale events held this month. (Table 7.9 and 7.10 in the Annex).
- There have been 330 requests for information to the call centre and 12 bookings taken (Tables 7.11 and 7.12 in the Annex).

**Chart 2.5a Visitors**



**Chart 2.5b Visits**



**Tables and details to be found in the Public Information and Education Annex**

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**

**ASSEMBLY COMMUNICATION SERVICES: TRANSLATION SERVICE**

**Objectives: To enhance the provision of excellent and efficiently- managed interpretation, written translation and legal drafting services.**

**Summary**

Interpretation:

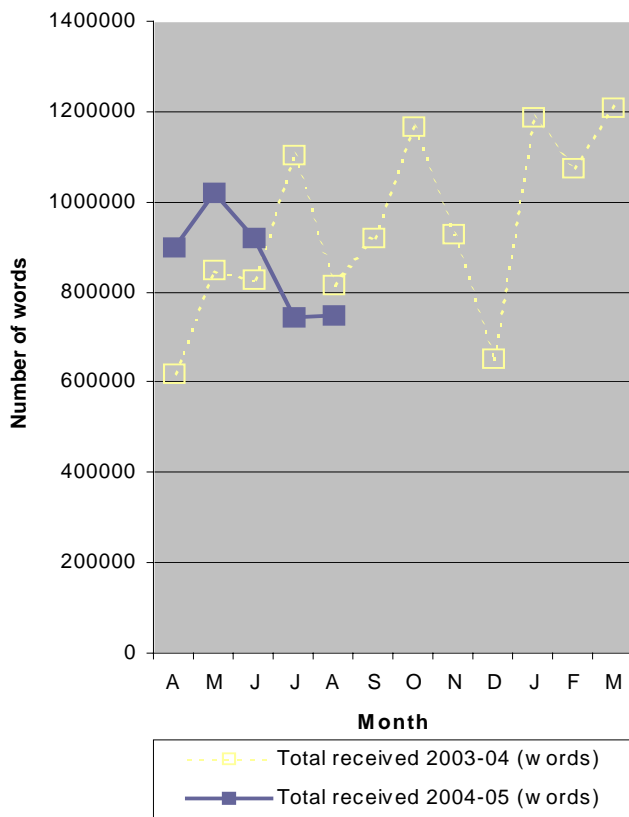
- The demand for interpretation services was low during August, as expected during Assembly recess.

Written translation:

- Demand for written translation remained at a level constant with that of July, despite the Assembly recess, due to an increase in the total words received from the Assembly Government compared with July.
- There was a significant downturn in the total words translated during August, mirroring the same trend as in August 2003. Whereas the output of the in-house team remained at a relatively high level despite annual and special leave commitments, there was a significant reduction in the external capacity available through external contractors.

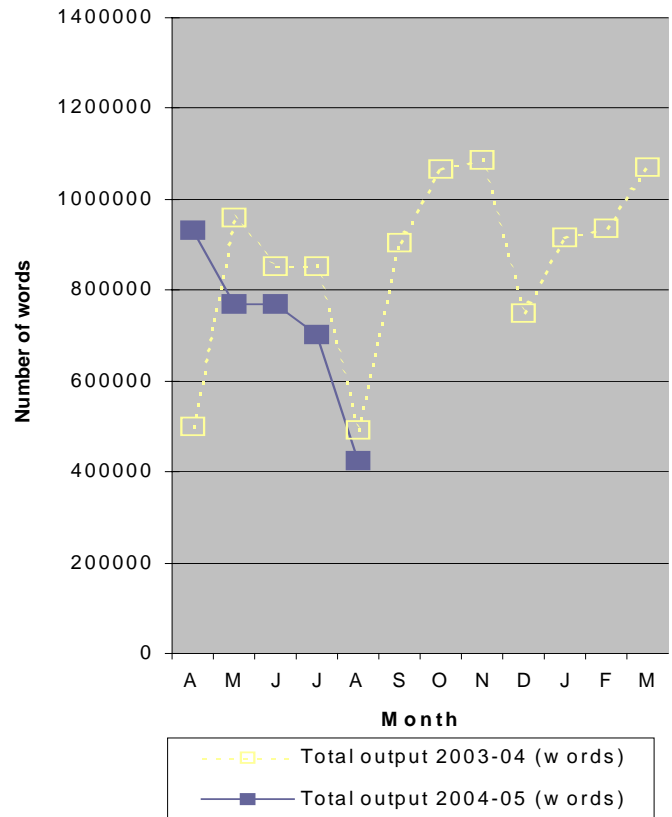
**Chart 2.6a Words received**

**Written Translation: Total words received (excluding Assembly Record)**



**Chart 2.6b Words translated**

**Written Translation: Total words translated (excluding Assembly Record)**



**Tables and details are to be found in the Translation Service Annex**

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**  
**ASSEMBLY COMMUNICATION SERVICES: MEDIA RELATIONS**

**Objective: To raise awareness of the Assembly through coverage in local, regional and national media.**

**Summary**

- There have been 28 items in the press this month across the regions of Wales (see Table 2.7 below). Although this is lower than the previous month due to recess, it is considerably higher than the same period last year.

**Table 2.7: Number of Press Items <sup>(1)</sup> across the regions of Wales**

	Mid Wales		North Wales		South East Wales		South West Wales		All Wales		National		Total	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
	<i>Number</i>													
Apr	-	-	10	1	8	10	4	1	12	20	1	10	35	42
May	-	1	6	7	4	3	3	3	9	15	4	3	26	32
Jun	-	2	13	2	14	2	7	4	22	19	5	3	61	32
Jul	-	2	8	12	8	6	3	8	19	19	8	8	46	55
Aug	-	-	5	5	1	4	-	6	6	10	-	3	12	28
Sep	-		10		-		2		4		-		16	
Oct	-		16		3		3		7		1		30	
Nov	-		5		1		-		3		-		9	
Dec	-		2		1		2		2		-		7	
Jan	-		21		6		10		15		-		52	
Feb	-		8		3		3		10		4		28	
Mar	1		9		10		1		2		11		34	
<b>Total</b>	<b>1</b>	<b>3</b>	<b>113</b>	<b>22</b>	<b>59</b>	<b>21</b>	<b>38</b>	<b>16</b>	<b>111</b>	<b>73</b>	<b>34</b>	<b>24</b>	<b>356</b>	<b>189</b>

(1) Press coverage is monitored daily in the following papers : Western Mail, Daily Post, Mirror (formerly the Welsh Mirror), South Wales Argus, South Wales Echo, Swansea Evening Post and the Financial Times and Mid Wales and North Wales weekly newspapers. Regional teams, which do the monitoring, only came into being in 2003-04.



**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**  
**ASSEMBLY COMMUNICATION SERVICES:**  
**INFORMATION AND COMMUNICATION TECHNOLOGY**

**Objective:**

- To effectively and efficiently manage ICT and Broadcasting services.

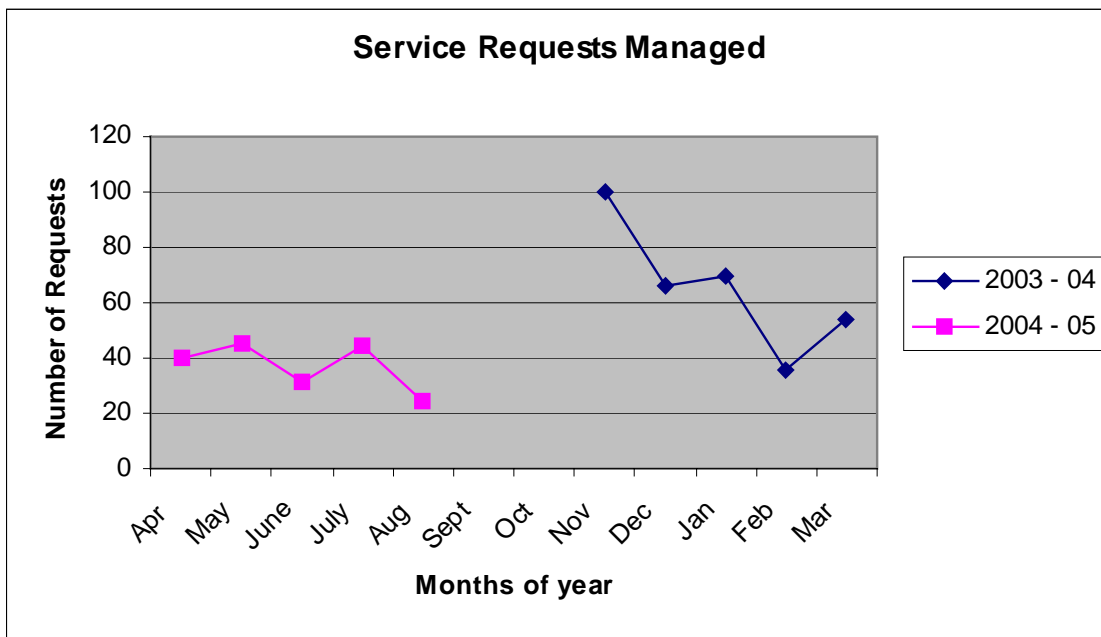
**Objective 2:**

- To provide the technology for Members, their support staff and the Assembly Parliamentary Service to meet their business requirements.
- To manage the Merlin partnership to maximise benefits.
- To ensure the Assembly broadcasting operation meets the highest quality.

**Summary**

- Constituency Office upgrade work running to schedule, with 53 offices upgraded and operational.
- The final office within this project is scheduled for completion by 22<sup>nd</sup> September 2004.
- Some offices have not been upgraded due to office moves scheduled later in the year.
- Work on projects continued over the summer recess but is less due to leave (see table 10.2).

**Table / Chart 2.8**



Tables and details are to be found in the Information and Communication Technology Annex

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**

**CORPORATE SERVICES**

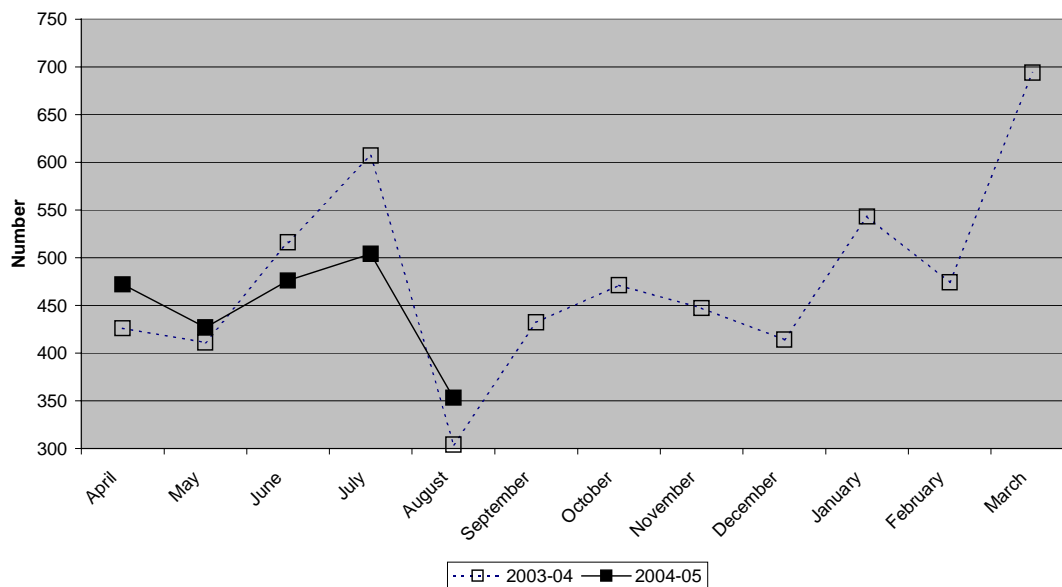
**Objective:** To provide services to Members to enable them to undertake their role in the Assembly, where reasonably practicable, in the language of their choice

**Summary:**

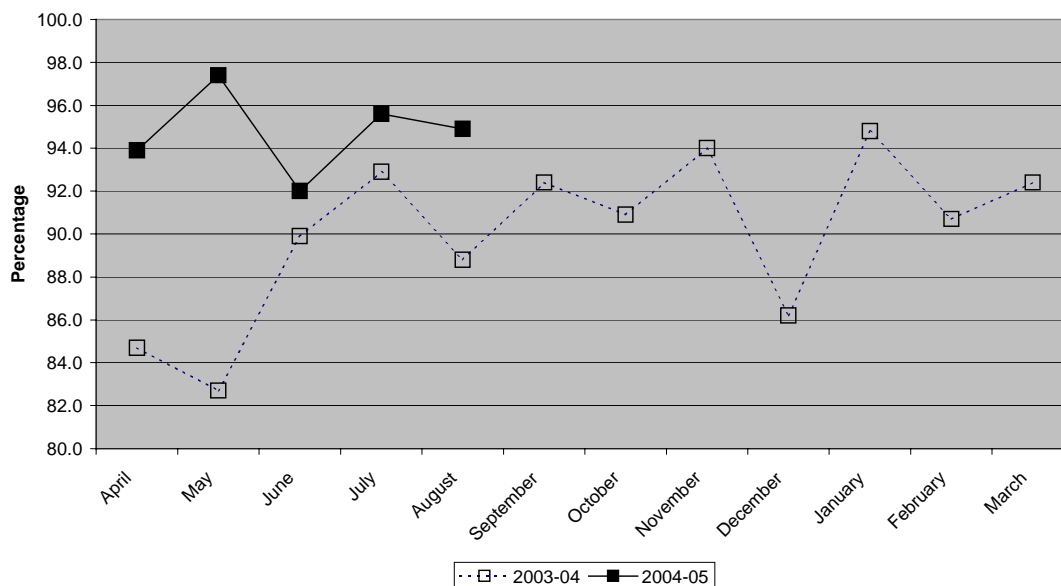
- Level of claims reduced as is the pattern for August (though not by as much as last year)
- The target rate continued to be exceeded even though staff started taking annual leave during the month.

**Chart 2.9a Claims processed and Chart 2.9b Claims processed by deadline**

**Claims processed**



**Percentage of claims processed by deadline**



Further tables and details to be found in Corporate Services Annex

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

## CHAMBER SECRETARIAT AND TABLE OFFICE

ANNEX

Target: To effectively and efficiently manage business in plenary and committee

Table 3.1: Provide an efficient and effective secretariat to the Business Committee

*Number*

	Meetings		Papers produced		Chamber Sec papers		All papers	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	1	1	6	41	13	5	19	46
May	1	4	16	145	3	16	19	161
Jun	4	4	125	191	15	14	140	205
Jul	3	2	113	42	10	7	123	49
Aug	-	-	.	.	.	.	.	.
Sep	3		77		9		86	
Oct	3		68		11		79	
Nov	4		229		15		244	
Dec	2		39		10		49	
Jan	3		104		8		112	
Feb	3		147		10		157	
Mar	5		170		18		188	

Table 3.2: Papers for the Business Committee to be distributed by 1.30pm every Friday for the following Tuesday's meeting

*Percentage*

	2003-04	2004-05
Apr	..	0
May	..	0
Jun	..	25
Jul	..	100
Aug	..	.
Sep	66	
Oct	100	
Nov	75	
Dec	100	
Jan	100	
Feb	66	
Mar	80	

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**

Target: To ensure that all relevant records and documentation relating to plenary meetings are published in a timely manner, in particular:

**Table 3.3: Notices of questions, written statements and future motions published onto the Intranet by 9.30am daily**

	<i>Percentage</i>	
	2003-04	2004-05
Apr	100	100
May	100	100
Jun	100	100
Jul	100	100
Aug	100	100
Sep	100	
Oct	100	
Nov	95	
Dec	100	
Jan	100	
Feb	100	
Mar	100	

**Table 3.4: Plenary papers available at least 24 hours before the plenary meetings**

	<i>Percentage</i>			
	2003-04		2004-05	
	English	Welsh	English	Welsh
Apr	100	100	100	100
May	100	100	100	100
Jun	100	100	100	100
Jul	100	100	100	100
Aug	.	.	.	.
Sep	100	100		
Oct	100	100		
Nov	100	100		
Dec	100	100		
Jan	100	100		
Feb	100	100		
Mar	100	100		

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**

**Table 3.5: Plenary scripts not available by deadline of 11.00 for the Draft version and 1.30 for the Final version**

	<i>Percentage</i>			
	2003-04		2004-05	
	Draft	Final	Draft	Final
Apr	..	..	-	-
May	..	..	-	-
Jun	..	..	-	-
Jul	..	..	-	-
Aug	..	..	.	.
Sep	-	-		
Oct	-	-		
Nov	-	-		
Dec	-	-		
Jan	-	-		
Feb	-	-		
Mar	-	-		

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**

**Target: To ensure timely and accurate processing and publication of questions motions and information (eg documents laid)**

**Table 3.6: Volume of business (key indicators)**

	<i>Number</i>							
	Oral questions		Written questions		AQ's Out of Order		Transferred AQ's	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	-	475	48	379	..	54	..	2
May	201	496	213	284	..	26	..	10
Jun	718	717	485	483	47	41	..	8
Jul	179	-	598	245	34	4	..	4
Aug	-	-	231	150	22	3	..	11
Sep	421		284		27		2	
Oct	572		380		58		1	
Nov	621		399		47		4	
Dec	0		284		7		2	
Jan	689		416		34		8	
Feb	441		353		65		3	
Mar	522		637		93		11	
	Motions		Amendments to Motions		Amendments to orders		Statement of Opinion	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
	Apr	1	14	..	11	..	-	-
May	24	35	..	58	..	-	44	52
Jun	35	67	..	62	..	1	12	36
Jul	81	33	..	15	..	-	4	15
Aug	-	-	..	-	..	-	-	-
Sep	25		19		-		20	
Oct	39		66		3		40	
Nov	55		112		-		42	
Dec	24		24		-		24	
Jan	35		34		-		53	
Feb	35		48		-		51	
Mar	80		100		-		55	
	Laid documents		Plenary meetings		Votes		Supporting documents	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
	Apr	28	31	2	2	42	18	..
May	11	70	4	8	19	91	1	46
Jun	62	119	8	8	79	107	4	96
Jul	68	35	6	4	113	69	2	133
Aug	10	9	-	-	-	-	-	-
Sep	44		3		19		7	
Oct	58		7		123		46	
Nov	130		8		144		60	
Dec	51		4		44		85	
Jan	84		6		62		92	
Feb	98		6		70		62	
Mar	115		10		183		185	

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**

**Targets:** To provide services to Members to enable them to undertake their role in the Assembly, where reasonably practicable, in the language of their choice.

To ensure timely & accurate advice on questions, motions, guidance and procedural matters/arrangements in respect of Table Office functions

**Table 3.7: Members notified whether questions / motions are in order within 2 hours of receipt in Table Office**

	<i>Percentage</i>	
	Members notified by deadline	
	2003-04	2004-05
Apr	100	100
May	100	100
Jun	100	100
Jul	100	100
Aug	100	100
Sep	100	
Oct	100	
Nov	100	
Dec	100	
Jan	100	
Feb	100	
Mar	100	

**Table 3.8: To complete the process (from receipt to final publication) for Members' declarations and details within five working days**

	<i>Percentage</i>	
	2003-04	2004-05
Apr	100	100
May	100	100
Jun	100	100
Jul	100	100
Aug	100	100
Sep	100	
Oct	100	
Nov	100	
Dec	100	
Jan	100	
Feb	100	
Mar	100	

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

## ASSEMBLY COMMUNICATION SERVICES: RECORD OF PROCEEDINGS

ANNEX

**Target: To provide a high-quality and accurate Record of Proceedings within agreed time-scales**

**Table 4.1**

2003-04 August			2004-05 August		
Session	Publish 24-hr Record in (hrs.):	Publish 5-day Record in (hrs.) (target 120 hrs.):	Session	Publish 24-hr Record in (hrs.):	Publish 5-day Record in (hrs.) (target 120 hrs.):
There was no Record of Proceedings in August					

There was no Record of Proceedings in August

**Table 4.2: Number of Internet Hits <sup>(1)</sup>**

	Welsh		English		Total	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
April	147	180	2,132	2,944	2,279	3,124
May	162	223	2,504	3,342	2,666	3,565
June	228	179	4,207	3,580	4,435	3,759
July	..	..	..	..	..	..
August	..	..	..	..	..	..
September	144		2,291		2,435	
October	253		4,071		4,324	
November	225		4,012		4,237	
December	171		2,992		3,163	
January	189		4,019		4,208	
February	216		4,077		4,293	
March	263		4,826		5,089	
<b>Total</b>	<b>1,998</b>		<b>35,131</b>		<b>37,129</b>	

(1) Figures refer to both internet and intranet hits.



## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

## MEMBERS' RESEARCH &amp; COMMITTEE SERVICES: COMMITTEE SERVICE

ANNEX

Table 5.1: Committee meetings and visits <sup>(1)</sup>*Number*

	Formal meetings		<i>of which: off-site</i>		Informal meetings		Visits undertaken	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	.	9	.	-	.	-	.	1
May	.	16	.	-	.	3	.	1
Jun	15	19	-	2	6	1	-	2
Jul	13	12	-	1	1	2	-	1
Aug	.	.	.	.	.	.	.	.
Sep	4	.	-	.	6	.	1	.
Oct	16	.	-	.	5	.	3	.
Nov	18	.	2	.	1	.	11	.
Dec	9	.	1	.	1	.	-	.
Jan	14	.	-	.	3	.	1	.
Feb	14	.	1	.	1	.	5	.
Mar	20	.	2	.	5	.	11	.

<sup>(1)</sup> Includes all subject committees, Equality of Opportunity, European & External Affairs, Audit and Legislation Committees.

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**

**Targets: To email papers to Members by lunchtime on Thursday before meeting and remaining papers by Monday before, to issue Welsh papers at the same time as English versions where possible.**

**Table 5.2: Production and distribution of committee papers** <sup>(1) - see footnote on previous page</sup>

	Number of papers distributed		of which, from:				Number	
			Welsh Assembly Government		Assembly Parliamentary Service		External	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	.	68	.	25	.	36	.	7
May	.	118	.	58	.	42	.	18
Jun	96	95	28	35	59	53	9	7
Jul	93	86	35	36	39	31	19	19
Aug	.	.	.	.	.	.	.	.
Sep	30	.	21	.	3	.	6	.
Oct	106	.	49	.	27	.	30	.
Nov	116	.	40	.	45	.	31	.
Dec	81	.	22	.	35	.	24	.
Jan	81	.	34	.	34	.	13	.
Feb	106	.	37	.	34	.	35	.
Mar	158	.	53	.	75	.	30	.

	% of papers (English) available				% of papers (Welsh) available			
	4 working days before meeting		2 working days before meeting		4 working days before meeting		2 working days before meeting	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	.	90	.	99	.	66	.	72
May	.	86	.	100	.	53	.	62
Jun	98	87	99	100	70	65	80	76
Jul	94	98	100	100	59	51	65	55
Aug	.	.	.	.	.	.	.	.
Sep	90	.	100	.	53	.	70	.
Oct	94	.	99	.	62	.	63	.
Nov	97	.	99	.	51	.	59	.
Dec	100	.	100	.	74	.	75	.
Jan	99	.	100	.	57	.	69	.
Feb	93	.	98	.	48	.	51	.
Mar	96	.	100	.	52	.	66	.

	% of papers (English) available				% of papers (Welsh) available			
	4 working days before meeting		2 working days before meeting		4 working days before meeting		2 working days before meeting	
CWLS	.	.	.	.	.	.	.	.
EDT	.	.	.	.	.	.	.	.
ELL	.	.	.	.	.	.	.	.
EPC	.	.	.	.	.	.	.	.
HSS	.	.	.	.	.	.	.	.
LGPS	.	.	.	.	.	.	.	.
SJR	.	.	.	.	.	.	.	.
Audit	.	.	.	.	.	.	.	.
Equal Opps	.	.	.	.	.	.	.	.
European	.	.	.	.	.	.	.	.
Legislation	.	.	.	.	.	.	.	.

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

**Table 5.3: Other indicators of committee activity** <sup>(1)</sup>

*Number*

	Items of subordinate legislation considered by subject committees		Items of subordinate legislation considered by Legislation committee		Committee reports laid		Chairs' correspondence <sup>(4)</sup>		Public attendance at regional committees	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	..	6	.	16	.	1	.	34	.	.
May	..	3	.	12	.	5	.	20	.	159
Jun	2	4	30	29	30	40	58	44	.	29
Jul	5	1	20	11	21	14	80	62	229	121
Aug	.	.	.	.	.	.	.	.	.	.
Sep	-	.	13	.	15	.	<sup>(2)</sup> 36	.	.	.
Oct	7	.	13	.	9	.	<sup>(3)</sup> 37	.	319	.
Nov	5	.	28	.	29	.	40	.	143	.
Dec	3	.	20	.	20	.	20	.	40	.
Jan	19	.	18	.	21	.	38	.	193	.
Feb	7	.	18	.	28	.	45	.	411	.
Mar	6	.	35	.	43	.	54	.	98	.

<sup>(1)</sup> Includes all subject committees, Equality of Opportunity, European & External Affairs, Audit and Legislation Committees unless otherwise stated.

<sup>(2)</sup> 2,648 lobbying e-mails were also dealt with by the EPC Committee

<sup>(3)</sup> 321 lobbying e-mails were also dealt with by the EPC Committee

<sup>(4)</sup> Correspondence received.

**Table 5.4**

**Factors contributing to papers for August meetings not being circulated by two-day deadline required by Standing Order 8.19.**

No Committee meetings were held in August.

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**  
**MEMBERS' RESEARCH & COMMITTEE SERVICES: MEMBERS' RESEARCH SERVICE**

ANNEX

**Target : To answer all enquiries for research and information within agreed deadlines or within five working days where no deadline set**

**Table 6.1 : All enquiries by month in which received**

	Enquiries received ( <i>Number</i> )					
	All		AM		Committee	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
April	122	242	60	213	62	29
May	155	254	133	197	22	57
June	237	290	209	241	28	49
July	223	206	200	191	23	15
August	137	<sup>(1)</sup> 195	110	<sup>(1)</sup> 177	27	<sup>(1)</sup> 18
September	183		162		21	
October	297		247		50	
November	225		183		42	
December	157		130		27	
January	238		192		46	
February	276		233		43	
March	375		333		42	
April – August Average	175	237	142	204	32	34
April – March Average	219		183		36	

<sup>(1)</sup> Provisional.**Table 6.2: All enquiries by month in which deadline falls – percentage completed to deadline**

	Deadline met (%)					
	All		AM		Committee	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
April	80	94	80	94	100	100
May	73	95	72	94	100	100
June	86	97	84	97	100	100
July	90	94	89	<sup>(1)</sup> 93	100	100
August	92	<sup>(2)</sup> 92	92	<sup>(2)</sup> 92	100	100
September	89		87		100	
October	91		89		100	
November	88		85		100	
December	89		86		100	
January	90		89		100	
February	95		94		100	
March	92		91		100	
April – August Average	86	95	85	94	100	100
April – March Average	89		88		100	

<sup>(1)</sup> Updated since previous report. <sup>(2)</sup> Provisional.

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS****Table 6.3: Committee work received by Members' Research Service<sup>(1)</sup>**

Committee	Last 6 months (March – August)						Number
	Committee work since start of Second Assembly (May 2003)						
	Mar	Apr	May	Jun	Jul	Aug	
Culture, Welsh Language & Sport	1	-	5	1	5	1	44
Economic Development & Transport	9	6	10	14	5	1	85
Education & Lifelong Learning	5	6	4	7	-	9	90
Environment, Planning & Countryside	6	5	14	2	-	4	76
Health & Social Services	6	2	6	7	2	1	57
Local Government & Public Services	2	2	3	3	-	2	35
Social Justice & Regeneration	11	1	9	8	2	-	68
Audit	-	-	-	-	-	-	3
Business	-	-	-	-	-	-	1
Equality of Opportunity	-	1	1	5	1	-	33
European & External Affairs	-	3	2	2	-	-	30
Legislation	-	-	-	-	-	-	1
Mid Wales Regional	1	-	-	-	-	-	3
North Wales Regional	-	-	-	-	-	-	-
South East Wales Regional	1	1	3	-	-	-	6
South West Wales Regional	-	-	-	-	-	-	1
Smoking in Public Places	-	-	-	2	1	3	6

<sup>(1)</sup> This table shows the figures for the new committee portfolios from May 2003

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**  
**ASSEMBLY COMMUNICATION SERVICES: PUBLIC INFORMATION AND EDUCATION**  
**ANNEX**

**Target: To secure an on-going growth in awareness and interest in the Assembly and its work to the public.**

**Table 7.1: Visits <sup>(1)</sup> and Visitor <sup>(2)</sup> Numbers**

	<i>Number</i>			
	Visits		Visitors	
	2003-04	2004-05	2003-04	2004-05
Apr	34	40	6,957	8,519
May	31	61	6,939	7,465
Jun	69	62	8,119	8,051
Jul	52	49	9,986	7,411
Aug	13	10	10,090	5,532
Sep	40		6,830	
Oct	55		7,560	
Nov	53		4,935	
Dec	38		3,672	
Jan	33		3,770	
Feb	40		5,559	
Mar	62		6,082	
<b>Total</b>	<b>520</b>	<b>222</b>	<b>80,747</b>	<b>36,978</b>

(1) Visits are the number of prearranged visits conducted by the Education team, Overseas team and Visits team.

(2) Visitors are the number of visitors who undertook the prearranged visits in (1) and the number of casual visitors.

**Table 7.2: Plenary and Committee Attendance Numbers <sup>(1)</sup>**

	<i>Number</i>											
	Plenary		Regional Committees		Subject Committees		Standing Committees <sup>(2)</sup>		Other Committees <sup>(3)</sup>		Total	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	64	107	.	.	20	36	.	3	..	.	84	146
May	156	314	.	162	.	97	.	8	..	4	156	585
Jun	373	350	.	29	96	115	28	18	..	2	497	514
Jul	325	260	229	115	132	110	15	7	..	17	701	509
Aug	.	.	.	.	.	.	.	.	..	.	.	.
Sep	126		.		23		19		..		168	
Oct	260		319		109		38		..		726	
Nov	349		143		142		29		..		663	
Dec	179		40		94		20		..		333	
Jan	194		193		112		15		..		514	
Feb	294		218		104		27		..		643	
Mar	441		96		158		25		..		720	
<b>Total</b>	<b>2,761</b>	<b>1,031</b>	<b>1,238</b>	<b>306</b>	<b>990</b>	<b>358</b>	<b>216</b>	<b>36</b>	<b>..</b>	<b>23</b>	<b>5,205</b>	<b>1,754</b>

(1) Attendance includes members of the public and members of the press.

(2) Standing committees include: Audit, European and External Affairs, Equal Opportunity, Legislation and Standards of Conduct.

(3) Other committees include: Business Partnership Council, Local Government Partnership Council, Public Audit (Wales) Bill Committee, Committee on Seating Arrangements, House Committee, Welsh Affairs Committee. Please note that 2003-04 figures are not comparable.

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

### Table 7.3: Number of Booked Visits and Visitors to the National Assembly for Wales

	Education Service <sup>(1)</sup>				Overseas and External Liaison				Pre-arranged Domestic			
	2003-04		2004-05		2003-04		2004-05		2003-04		2004-05	
	Visits	Visitors	Visits	Visitors	Visits	Visitors	Visits	Visitors	Visits	Visitors	Visits	Visitors
Apr	14	510	20	527	4	16	5	69	16	527	15	290
May	12	344	32	740	4	55	9	96	15	114	20	310
Jun	28	863	39	1,183	5	382	10	48	36	571	13	186
Jul	15	481	23	636	9	82	7	96	28	408	19	322
Aug	1	10	-	-	2	35	3	60	10	185	7	52
Sep	17	645			6	34			17	226		
Oct	26	960			9	134			20	313		
Nov	24	661			9	61			20	309		
Dec	16	526			5	72			17	324		
Jan	20	627			3	17			10	91		
Feb	18	534			7	85			15	252		
Mar	28	835			12	127			22	375		
<b>Total</b>	<b>219</b>	<b>6,996</b>	<b>114</b>	<b>3,086</b>	<b>75</b>	<b>1,100</b>	<b>34</b>	<b>369</b>	<b>226</b>	<b>3,695</b>	<b>74</b>	<b>1,160</b>

(1) Figures include North Wales Education Service as from October 2003.

### Table 7.4: Number of Casual Visitors to the National Assembly for Wales

	<i>Number</i>					
	Pierhead Building		Chamber		North Wales Office <sup>(1)</sup>	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	5,869	7,466	35	54	.	113
May	6,360	6,091	66	72	.	156
Jun	6,267	6,367	36	43	.	224
Jul	8,987	5,734	28	286	.	337
Aug	9,831	5,166	29	83	.	171
Sep	6,151		22		.	
Oct	6,071		82		.	
Nov	3,847		57		.	
Dec	2,668		82		.	
Jan	3,007		28		.	
Feb	4,520		25		143	
Mar	4,522		66		157	
<b>Total</b>	<b>68,100</b>	<b>30,824</b>	<b>556</b>	<b>538</b>	<b>300</b>	<b>1,001</b>

(1) North Wales Office opened to the public on 2 February 2004.

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

**Table 7.5: The 'Assembly at the Pierhead' Shop**

	Total Sales (£)		Total Customers (No)		Average Spend (£)	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	1,734	1,727	480	494	4	3
May	2,234	2,243	605	511	4	4
Jun	2,259	1,765	606	448	4	4
Jul	2,426	2,187	725	480	3	5
Aug	2,451	1,626	707	413	3	4
Sep	1,821		552		3	
Oct	2,320		626		4	
Nov	1,898		507		4	
Dec <sup>(1)</sup>	9,296		494		19	
Jan	1,411		272		5	
Feb	1,548		376		4	
Mar	2,066		476		4	
<b>Total</b>	<b>31,464</b>	<b>9,548</b>	<b>6,426</b>	<b>2,346</b>	<b>.</b>	<b>.</b>

(1) Figures for December 2003-04 include shop purchases and Christmas cards.

**Table 7.6: The Assembly Shop, Colwyn Bay<sup>(1)</sup>**

	Total Sales (£)		Total Customers (No)		Average Spend (£)	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	.	31	.	11	.	3
May	.	19	.	5	.	4
Jun	.	14	.	4	.	3
Jul	.	34	.	26	.	1
Aug	.	4	.	3	.	1
Sep	.		.		.	
Oct	.		.		.	
Nov	.		.		.	
Dec	.		.		.	
Jan	.		.		.	
Feb	46		23		2	
Mar	23		15		2	
<b>Total</b>	<b>69</b>	<b>102</b>	<b>38</b>	<b>49</b>	<b>.</b>	<b>.</b>

(1) North Wales Assembly Shop opened February 2004.



## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

**Table 7.7: Number of events served by the Regional Teams excluding large events**

	<i>Number</i>									
	Mid Wales		North Wales		South West Wales <sup>(1)</sup>		South East Wales		Total	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	12	11	-	21	.	9	-	13	12	54
May	-	31	-	4	.	17	31	13	31	65
Jun	5	27	-	15	.	10	28	25	33	77
Jul	5	11	2	4	.	25	24	24	31	64
Aug	7	26	3	11	.	16	9	27	19	80
Sep	9		9		.		3		21	
Oct	10		18		.		9		37	
Nov	25		9		.		12		46	
Dec	26		7		.		11		44	
Jan	7		6		.		10		23	
Feb	17		23		2		11		53	
Mar	16		13		5		14		48	
<b>Total</b>	<b>139</b>	<b>106</b>	<b>90</b>	<b>55</b>	<b>7</b>	<b>77</b>	<b>162</b>	<b>102</b>	<b>398</b>	<b>340</b>

(1) South West Wales Regional team commenced on 2 February 2004.

**Table 7.8: Number of attendees at events served by the Regional Teams excluding large events**

	<i>Number</i>									
	Mid Wales		North Wales		South West Wales <sup>(1)</sup>		South East Wales		Total	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	15	548	.	518	.	84	.	102	15	1,252
May	.	379	.	381	.	165	70	229	70	1,154
Jun	70	293	.	329	.	164	56	864	126	1,650
Jul	37	838	2	306	.	317	166	379	205	1,840
Aug	25	708	36	338	.	145	198	598	259	1,789
Sep	45		15		.		35		95	
Oct	62		2,926		.		39		3,027	
Nov	162		3,239		.		175		3,576	
Dec	200		549		.		25		774	
Jan	184		88		.		322		594	
Feb	174		50		27		347		598	
Mar	125		410		858		246		1,639	
<b>Total</b>	<b>1,099</b>	<b>2,766</b>	<b>7,315</b>	<b>1,872</b>	<b>885</b>	<b>875</b>	<b>1,679</b>	<b>2,172</b>	<b>10,978</b>	<b>7,685</b>

(1) South West Wales Regional team commenced on 2 February 2004.

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

**Table 7.9: Number of large events attended by Regional Teams**

	<i>Number</i>										
	Mid Wales		North Wales		South West Wales <sup>(1)</sup>		South East Wales		Total		
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	
Apr	-	-	-	-	.	-	-	-	-	-	-
May	-	-	-	1	1	-	-	-	-	1	1
Jun	-	-	-	-	.	-	-	2	-	-	2
Jul	1	1	1	1	.	-	-	1	2	2	3
Aug <sup>(2)</sup>	2	2	2	3	.	1	1	2	5	5	8
Sep	-	-	-	-	.	-	-	-	-	-	-
Oct	-	-	1	-	.	-	-	-	1	-	1
Nov	-	-	1	-	.	-	1	-	2	-	2
Dec	-	-	-	-	.	-	-	-	-	-	-
Jan	-	-	-	-	.	-	-	-	-	-	-
Feb	-	-	-	-	.	-	-	-	-	-	-
Mar	-	-	-	-	.	-	-	-	-	-	-
<b>Total</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>11</b>	<b>11</b>	<b>14</b>

(1) South West Wales Regional team commenced on 2 February 2004. The Urdd Eisteddfod in May 2003 was staffed by a team from the whole of APS.

(2) August events: Brecon Jazz Festival, Guilsfield, Anglesey, Meirionydd, Denbigh & Flint, United Counties, Vale of Glamorgan and Monmouth Shows.

**Table 7.10: Gate numbers at large events attended by Regional Teams**

	<i>Number</i>										
	Mid Wales		North Wales		South West Wales <sup>(1)</sup>		South East Wales		Total		
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	
Apr	.	.	.	.	.	.	.	.	.	.	.
May	.	.	.	107,000	101,928	.	.	.	101,928	107,000	107,000
Jun	.	.	.	.	.	.	.	700	.	700	700
Jul	213,534	227,360	82,000	35,851	.	.	.	147,785	295,534	410,996	410,996
Aug <sup>(2)</sup>	205,415	72,000	4,600	64,000	.	25,000	1,500	39,000	211,515	200,000	200,000
Sep	.	.	.	.	.	.	.	.	.	.	.
Oct	.	.	587	.	.	.	.	.	587	.	587
Nov	.	.	2,025	.	.	.	220	.	2,245	.	2,245
Dec	.	.	.	.	.	.	.	.	.	.	.
Jan	.	.	.	.	.	.	.	.	.	.	.
Feb	.	.	.	.	.	.	.	.	.	.	.
Mar	.	.	.	.	.	.	.	.	.	.	.
<b>Total</b>	<b>418,949</b>	<b>299,360</b>	<b>89,212</b>	<b>206,851</b>	<b>101,928</b>	<b>25,000</b>	<b>1,720</b>	<b>187,485</b>	<b>611,809</b>	<b>611,809</b>	<b>718,696</b>

(1) South West Wales Regional team commenced on 2 February 2004.

(2) Denbigh & Flint Show gate figures pending.

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

### Table 7.11: Call Centre: Booking Line

	<i>Number</i>											
	Education Visits Booked		Domestic Visits Booked		Regional Visits Booked		Neuadd Events Booked <sup>(1)</sup>		Business Bookings <sup>(2)</sup>		Total Bookings <sup>(3)</sup>	
	2003 -04	2004 -05	2003 -04	2004 -05	2003 -04	2004 -05	2003 -04	2004 -05	2003 -04	2004 -05	2003 -04	2004 -05
Apr	6	13	6	13	-	-	49	10	-	82	61	118
May	3	16	14	21	-	2	102	18	62	138	181	195
Jun	37	53	34	19	1	2	100	6	159	168	331	248
Jul	26	21	19	16	-	1	33	7	208	131	286	176
Aug	7	1	7	5	3	1	23	5	7	-	47	12
Sep	47		16		7		55		237		362	
Oct	26		29		10		58		375		498	
Nov	17		13		11		40		252		333	
Dec	7		6		4		17		56		90	
Jan	47		17		12		34		257		367	
Feb	7		12		12		30		163		224	
Mar	13		18		4		28		43		106	
<b>Total</b>	<b>243</b>	<b>104</b>	<b>191</b>	<b>74</b>	<b>64</b>	<b>6</b>	<b>569</b>	<b>46</b>	<b>1,819</b>	<b>519</b>	<b>2,886</b>	<b>749</b>

(1) Neuadd events include exhibitions.

(2) Figure includes seats booked for Plenary and all committees.

(3) Excludes unconverted calls.

### Table 7.12: Call Centre: Information Line

	<i>Number</i>					
	Total No of calls		Total No of faxes	Total No of e- mails	Total No of letters	Total No of Items of Correspondence
	2003-04	2004-05	2004-05	2004-05	2004-05	2004-05
Apr	406	343	.	95	.	438
May	828	330	.	84	2	416
Jun	626	337	.	67	1	405
Jul	593	519	.	82	.	601
Aug	439	273	.	57	.	330
Sep	414					
Oct	591					
Nov	514					
Dec	357					
Jan	459					
Feb	360					
Mar	543					
<b>Total</b>	<b>6,130</b>	<b>1,802</b>	<b>.</b>	<b>385</b>	<b>3</b>	<b>2,190</b>

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

## ASSEMBLY COMMUNICATION SERVICES: TRANSLATION

ANNEX

## Interpretation

Table 8.1: Provision of services <sup>(1)</sup>

	Total Interpreter days		Total Hours Assembly Parliamentary Service		Total Hours Government		Total Hours <sup>(2)</sup>	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	26	27	130	75	23	44	189	197
May	17	42	84	182	-	38	121	311
June	63	53	314	189	117	59	453	391
July	59	42	310	126	106	79	435	308
Aug	11	4	72	12	-	-	80	30
Sep	33		64		75		243	
Oct	59		172		73		434	
Nov	64		199		83		471	
Dec	32		109		48		238	
Jan	58		145		112		427	
Feb	40		125		51		293	
Mar	62		222		53		459	
Totals	524	168	1946	584	741	220	3843	1,237

<sup>(1)</sup> Figures include provision of interpretation service, travelling, preparatory reading and training.

<sup>(2)</sup> Total Hours (Apr -Oct 2003) include interpretation services for the Richard Commission.

**ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS**  
**Written translation: Assembly Government <sup>(1)</sup> (excluding OCG)**

**Table 8.2: Volume of work translated and compliance with deadlines**

	Work Received				Total Output		Compliance with deadlines	
	<i>(Items)</i>		<i>('000 Words)</i>		<i>('000 Words)</i>		<i>(% on time)</i>	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	385	647	498.6	762.6	385.4	786.2	92	99
May	439	665	717.4	851.1	793.7	646.9	97	99
Jun	499	745	714.5	755.9	701.4	558.1	96	99
Jul	696	586	919.0	548.6	654.0	559.7	96	100
Aug	521	514	782.6	704.8	459.9	381.7 <sup>(2)</sup>	96	100
Sept	625		786.5		797.7		97	
Oct	727		1005.0		856.9		99	
Nov	674		767.1		913.3		98	
Dec	531		544.3		641.5		98	
Jan	763		1025.4		767.9		98	
Feb	736		933.4		779.6		99	
Mar	768		962.4		825.9		99	
<b>Total</b>	<b>7,364</b>	<b>3,157</b>	<b>9,656.2</b>	<b>3,622.9</b>	<b>8,576.3</b>	<b>2,932.7</b>	<b>97</b>	<b>99</b>

<sup>(1)</sup> Categories A-B2 of Welsh Language Scheme<sup>(2)</sup> Of which 226,475 words/358 items were internal output, 155,224 words/ 96 items were external output.

**Written translation: Assembly Parliamentary Service (excluding Record of Proceedings <sup>(1)</sup>)**

**Table 8.3: Volume of work and compliance with deadlines**

	Work Received				Total Output		Compliance with deadlines	
	<i>(No. of Items)</i>		<i>('000 Words)</i>		<i>('000 Words)</i>		<i>(% on time)</i>	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	99	205	120.8	137.0	116.4	144.6	98	100
May	141	170	132.2	170.1	164.9	123.6	100	100
Jun	286	294	114.7	162.8	152.4	211.7	100	100
Jul	205	181	182.4	195.1	198.0	141.9	100	100
Aug	67	81	31.3	44.1	31.4	44.4 <sup>(2)</sup>	100	100
Sept	193		132.7		107.6		100	
Oct	248		186.1		193.4		100	
Nov	265		162.6		173.5		100	
Dec	122		106.5		106.8		100	
Jan	262		161.1		146.0		99	
Feb	224		140.8		157.9		100	
Mar	282		245.3		244.5		100	
<b>Totals</b>	<b>2,394</b>	<b>931.0</b>	<b>1,716.5</b>	<b>709.0</b>	<b>1,792.9</b>	<b>666.2</b>	<b>99.7</b>	<b>100.0</b>

<sup>(1)</sup> Total words translated for Assembly Record this month, not reflected in the above figures, was 18,627.<sup>(2)</sup> Of which 42,754 words/ 72 items were internal output, 1,656 words/ 4 items were external output.

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

### Welsh text checking

**Table 8.4: Volume of work completed and compliance with deadlines <sup>(1)</sup>**

	Work Received				Total Output				Compliance with deadlines	
	2003-04		2004-05		2003-04		2004-05		2003-04	2004-05
	Items	Pages	Items	Pages	Items	Pages	Items	Pages	% on time	% on time
Apr	31	55	41	180	30	67	43	175	100	100
May	42	82	53	194	45	84	52	186	100	100
Jun	51	112	63	361	52	112	62	345	100	99
Jul	71	136	54	242	71	139	51	226	100	100
Aug	36	106	21	201	31	59	32	203 <sup>(2)</sup>	100	100
Sep	40	207			43	223			100	
Oct	67	174			66	194			100	
Nov	63	382			64	304			100	
Dec	50	165			48	239			100	
Jan	58	169			57	136			100	
Feb	53	320			56	358			100	
Mar	57	233			54	229			100	
<b>Totals</b>	<b>619</b>	<b>2,141</b>	<b>232</b>	<b>1,178</b>	<b>617</b>	<b>2,144</b>	<b>240</b>	<b>1,135</b>	<b>100</b>	<b>100</b>

<sup>(1)</sup> All text checking is carried out internally.

<sup>(2)</sup> Of which 24 items/195pp were for the Welsh Assembly Government, and 8 items/8pp were for the Assembly Parliamentary Service.

### Terminology and express translation

**Table 5: Volume and turnaround times for brief, high-profile text (eg, signage, titles, slogans) <sup>(1)</sup>**

	Turnaround times							
	No of items received		Items returned within 48 hours		Items returned within 3 working days		Items returned 3 + working days	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	69	122	69	122	-	-	-	-
May	128	89	127	89	-	-	1	-
Jun	306	99	305	95	-	-	1	4
Jul	123	109	123	108	-	-	-	1
Aug	96	52	95	47	1	-	-	5
Sep	63		56		7		-	
Oct	129		98		31		-	
Nov	77		70		7		-	
Dec	96		93		-		3	
Jan	88		88		-		-	
Feb	124		124		-		-	
Mar	129		129		-		-	
<b>Totals</b>	<b>1,428</b>	<b>471</b>	<b>1377</b>	<b>461</b>	<b>46</b>	<b>0</b>	<b>5</b>	<b>10</b>

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

### Legal Drafting

**Table 8.6: Volume of translation and editorial work on statutory instruments by Legal Translators<sup>(1)</sup>**

	Received for translation				Translated			
	Items		'000 Words		Items		'000 Words	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
Apr	33	26	57.5	74.7	23	23	36.4	62.1
May	30	21	85.4	38.8	14	30	29.6	38.2
Jun	30	37	53.0	59.6	26	35	56.9	82.3
Jul	31	32	79.3	80.2	21	29	50.6	65.1
Aug	29	25	50.9	82.6	20	22 <sup>(2)</sup>	30.5	55.0 <sup>(2)</sup>
Sep	39		54.7		18		30.8	
Oct	48		83.2		38		58.5	
Nov	33		88.3		26		57.9	
Dec	20		56.1		28		65.2	
Jan	57		116.4		43		92.1	
Feb	34		40.1		35		56.2	
Mar	25		29.2		34		59.2	
<b>Totals</b>	<b>409</b>	<b>141</b>	<b>794.2</b>	<b>335.9</b>	<b>326</b>	<b>139</b>	<b>623.9</b>	<b>302.6</b>

	Received for amendment		Amended		Received for editing		Edited					
	Items		Items		Hours <sup>(3)</sup>		Items		Hours <sup>(3)</sup>			
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05		
Apr	3	5	2	9	4	41	3	-	2	-	11	-
May	8	6	2	6	16	13	7	4	2	5	8	10
Jun	5	5	8	4	27	5	1	4	1	2	22	1
Jul	7	12	8	1	46	1	1	3	5	1	17	-
Aug	12	7	6	4	30	12	3	1	3	1	4	1
Sep	9		8		56		1		2		17	
Oct	20		19		107		6		6		36	
Nov	6		10		78		4		3		5	
Dec	5		3		17		4		2		2	
Jan	8		11		47		2		1		1	
Feb	19		10		46		7		13		68	
Mar	23		15		99		6		5		6	
<b>Totals</b>	<b>125</b>	<b>35</b>	<b>102</b>	<b>24</b>	<b>573</b>	<b>71</b>	<b>45</b>	<b>12</b>	<b>45</b>	<b>9</b>	<b>197</b>	<b>12</b>

<sup>(1)</sup> Total of potentially bilingual SIs made this month: 1, which was made bilingually and with the legal translators' assistance.

<sup>(2)</sup> Of which 54,905 words / 21 items were internal output and 61 words / 1 item was external output

<sup>(3)</sup> Totals may not add because of rounding.

## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

### ASSEMBLY COMMUNICATION SERVICES: INFORMATION AND COMMUNICATION TECHNOLOGY ANNEX

**Table 10.1: Information and Communication Technology – Support (Number of Requests) <sup>(1)</sup>**

*Number*

	Service Requests to BIS/SBS		General Support/Advice		Escalations / Complaints		Internet / Intranet		Total Requests	
	2003 /	2004 /	2003 /	2004 /	2003 /	2004 /	2003 /	2004 /	2003 /	2004 /
	04	05	04	05	04	05	04	05	04	05
Apr	..	40	..	357	..	12	..	85	..	494
May	..	45	..	332	..	33	..	99	..	509
Jun	..	31	..	242	..	20	..	82	..	375
Jul	..	44	..	410	..	20	..	164	..	638
Aug	..	24	..	257	..	7	..	69	..	357
Sep	..		..		..		..		..	
Oct	..		..		..		..		..	
Nov	100		327		41		84		552	
Dec	66		297		24		165		552	
Jan	70		375		19		120		584	
Feb	36		286		13		91		426	
Mar	54		481		23		119		677	
<b>Total</b>	<b>326</b>	<b>184</b>	<b>1766</b>	<b>1598</b>	<b>120</b>	<b>92</b>	<b>579</b>	<b>499</b>	<b>2791</b>	<b>2373</b>

<sup>(1)</sup> Figures only collected from November 2003

**Table 10.2: Information and Communication Technology – Projects (Number of Hours) <sup>(1)</sup>**

	Merlin		New Building		Other		Total Hours	
	2003 / 04	2004 / 05	2003 / 04	2004 / 05	2003 / 04	2004 / 05	2003 / 04	2004 / 05
Apr	..	57	..	23	..	59	..	139
May	..	47	..	27	..	128	..	202
Jun	..	117	..	11	..	39	..	167
Jul	..	470	..	33	..	79	..	582
Aug	..	256	..	39	..	61	..	356
Sep	..		..		..		..	
Oct	..		..		..		..	
Nov	38		22		65		125	
Dec	26		18		85		129	
Jan	12		43		123		178	
Feb	28		23		90		141	
Mar	55		23		53		131	
<b>Total</b>	<b>159</b>	<b>947</b>	<b>129</b>	<b>133</b>	<b>416</b>	<b>366</b>	<b>704</b>	<b>1446</b>

<sup>(1)</sup> Figures only collected from November 2003



## ASSEMBLY PARLIAMENTARY SERVICE 2004-05 PERFORMANCE INDICATORS

### CORPORATE SERVICES

**ANNEX**

**Target: To ensure timely & accurate advice on pay allowances, expenses, pensions**

**Table 11.1: Allowances to be paid correctly within 10 working days of correct claim being received**

	Claims received (Number)		Paid within 10 working days (Percentage)		Complaints to PO (Number)	
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05
April	426	472	84.7	93.9	-	-
May	411	427	82.7	97.4	-	-
June	516	476	89.9	92.0	-	-
July	607	504	92.9	95.6	-	-
August	304	353	88.8	94.9	-	-
September	432		92.4		-	
October	471		90.9		-	
November	447		94.0		-	
December	414		86.2		-	
January	543		94.8		-	
February	474		90.7		-	
March	694		92.4		-	

**Table 11.2: Payroll activity – Assembly Members and support staff**

Payroll	New entrants		Leavers		Fees payments		Number
	2003-04	2004-05	2003-04	2004-05	2003-04	2004-05	
April	2	10	5	3	3	2	
May	34	9	29	3	..	3	
June	23	4	14	4	..	11	
July	23	5	14	10	1	3	
August	12	2	14	3	5	8	
September	9		15		2		
October	8		4		7		
November	6		4		7		
December	3		9		6		
January	11		3		6		
February	3		2		4		
March	5		6		6		

**Target: Employers' and Employees' pension contributions to be paid into the Pension Scheme Fund within 19 days of pay day**

To date, all pension contributions have been paid on time in 2003-04 and 2004-05.

**Target: Provide Members with correct advice on employment issues within 5 working days of questions being asked**

Advice provided by deadline in all cases.