

**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS  
CHAMBER SECRETARIAT & TABLE OFFICE**

**Summary**

Achievement of targets for key processes remained high.

**SUPPORT FOR BUSINESS COMMITTEE**

**Target 1: To provide an efficient and effective secretariat to the Business Committee.**

**Workload**

**Table 1: Number of papers provided to Business Committee**

	<i>Number</i>	<i>Number</i>	<i>Number</i>	<i>Number</i>
	2000-01	2001-02	2002-03	2003-04
Apr	25	12	60	-
May	86	85	88	20
Jun	79	61	117	140
Jul	44	37	54	
Aug	-	-	-	-
Sep	30	-	-	77
Oct	63	55	42	
Nov	45	51	84	
Dec	27	15	67	
Jan	45	35	56	
Feb	39	35	90	
Mar	62	48	65	

**Measures of effectiveness**

*Papers available by 1.30pm every Friday for the following Tuesday's meeting.*

- Met 100%

**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS**

**SUPPORT FOR PLENARY**

**Target 2: To ensure that plenary papers and documentation are published in a timely manner.**

**Workload**

**Table 2: Plenary sessions, papers and documentation**

*Number*

	Oral Questions			Written Questions			Motions			Statements of Opinion		
	01-02	02-03	03-04	01-02	02-03	03-04	01-02	02-03	03-04	01-02	02-03	03-04
Apr	246	470	-	77	275	48	15	21	1	18	6	-
May	469	425	201	168	309	213	32	31	24	67	29	44
Jun	624	448	718	148	165	485	47	36	35	34	21	12
Jul	137	122	179	119	215	598	50	57	81	50	51	4
Aug	-	-	-	-	-	231	-	-	-	-	-	-
Sep	-	-	421	-	-	284	-	-	25	-	-	20
Oct	575	711		218	219		38	34		41	103	
Nov	623	569		224	351		90	53		112	47	
Dec	89	126		59	171		27	40		34	56	
Jan	629	660		230	260		40	54		42	29	
Feb	331	297		261	418		34	48		15	35	
Mar	154	310		303	380		40	86		37	88	

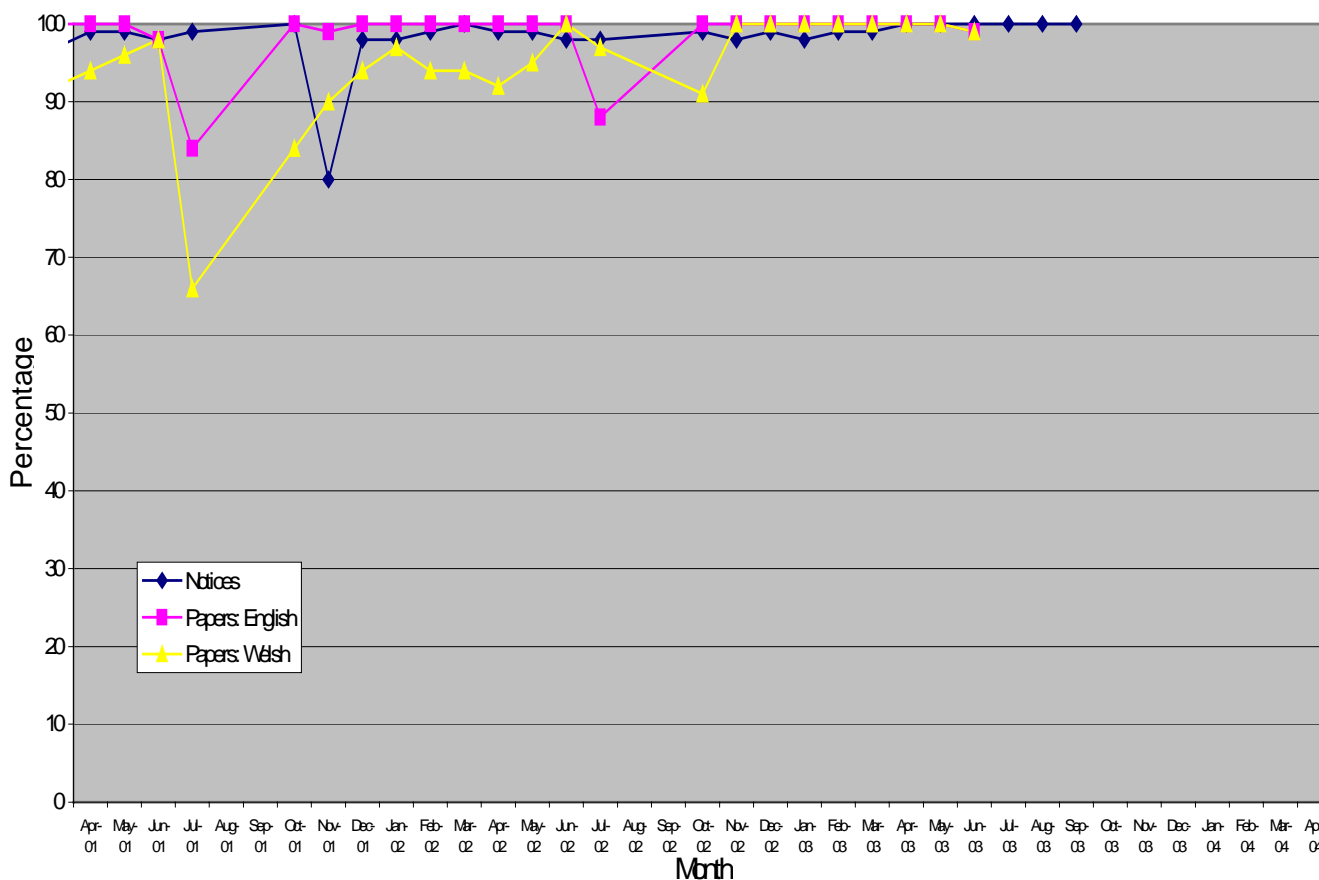
*Number*

	Laid Documents			Plenary Sessions			Votes			Supporting Documents		
	01-02	02-03	03-04	01-02	02-03	03-04	01-02	02-03	03-04	01-02	02-03	03-04
Apr	17	42	28	2	5	2	39	37	42	21	17	11
May	115	50	11	8	9	4	66	75	18	22	26	1
Jun	80	68	62	8	6	8	89	42	98	94	17	44
Jul	65	81	68	6	6	6	89	94	113	87	86	93
Aug	1	2	10	-	-	-	-	-	-	-	-	-
Sep	9	3	44	-	-	3	-	-	19	-	-	7
Oct	81	56		5	6		50	48		32	14	
Nov	69	56		9	8		97	68		52	40	
Dec	25	82		4	6		42	78		36	63	
Jan	62	64		8	6		69	57		14	64	
Feb	67	94		6	6		52	42		19	61	
Mar	48	123		6	8		79	95		27	48	

## PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS

### Measures of effectiveness

Plenary: Percentage of notices published and papers available by deadline



*Notices of questions, written statements and future motions published to the Intranet and Internet by 9.30am daily.*

*All papers available at least 24 hours before plenary meetings.*

**Target 3: To ensure timely and accurate advice is provided on questions, motions, guidance and procedural matters.**

### Measures of effectiveness

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

- 100% of notifications were provided within deadlines during the month.

**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS**  
**MEMBERS' RESEARCH & COMMITTEE SERVICES: COMMITTEE SECRETARIAT**

**COMMITTEE BUSINESS**

Target: To ensure committees' time is properly managed so that all essential business is processed and that they contribute effectively to policy development and review.

**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**

- 5 formal committee meetings took place in September compared with 1 during the same month last year.
- 30 papers were considered at these meetings.
- 90% of those papers were available to Members in English 4 working days before the meeting and 100% by the Standing Order deadline of 2 working days.
- The equivalent figures for committee papers in Welsh were 53% and 70% respectively.
- 15 committee reports were formally laid in the Table Office consisting of two reports from the Audit Committee and 13 Legislation Committee Reports

**NB - please note that some figures for September include work undertaken in August**

**Workload**

**Table 3: Committee meetings held and papers distributed**

*Number*

	Meetings held		Papers distributed		Of which (a)			
					Welsh Assembly Govt produced		PO produced	
	2002-03	2003-04	2002-03	2003-04	2002-03	2003-04	2002-03	2003-04
Apr	14	0	87	0	29	0	49	0
May	25	0	130	0	66	0	38	0
Jun	16	15	87	96	36	28	31	59
Jul	17	-	102	-	45	-	38	-
Aug	-	-	-	-	-	-	-	-
Sep	1	5	6	30	-	21	-	3
Oct	15		103		30		42	
Nov	24		90		37		25	
Dec	18		106		48		38	
Jan	17		89		29		44	
Feb	15		103		38		49	
Mar	23		156		59		68	

(a) Other papers produced externally.

**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS**

**Measures of effectiveness**

*Papers to be available 4 days in advance of committee meetings.*

*Minutes recording decisions taken in committee to be produced within 6 days.*

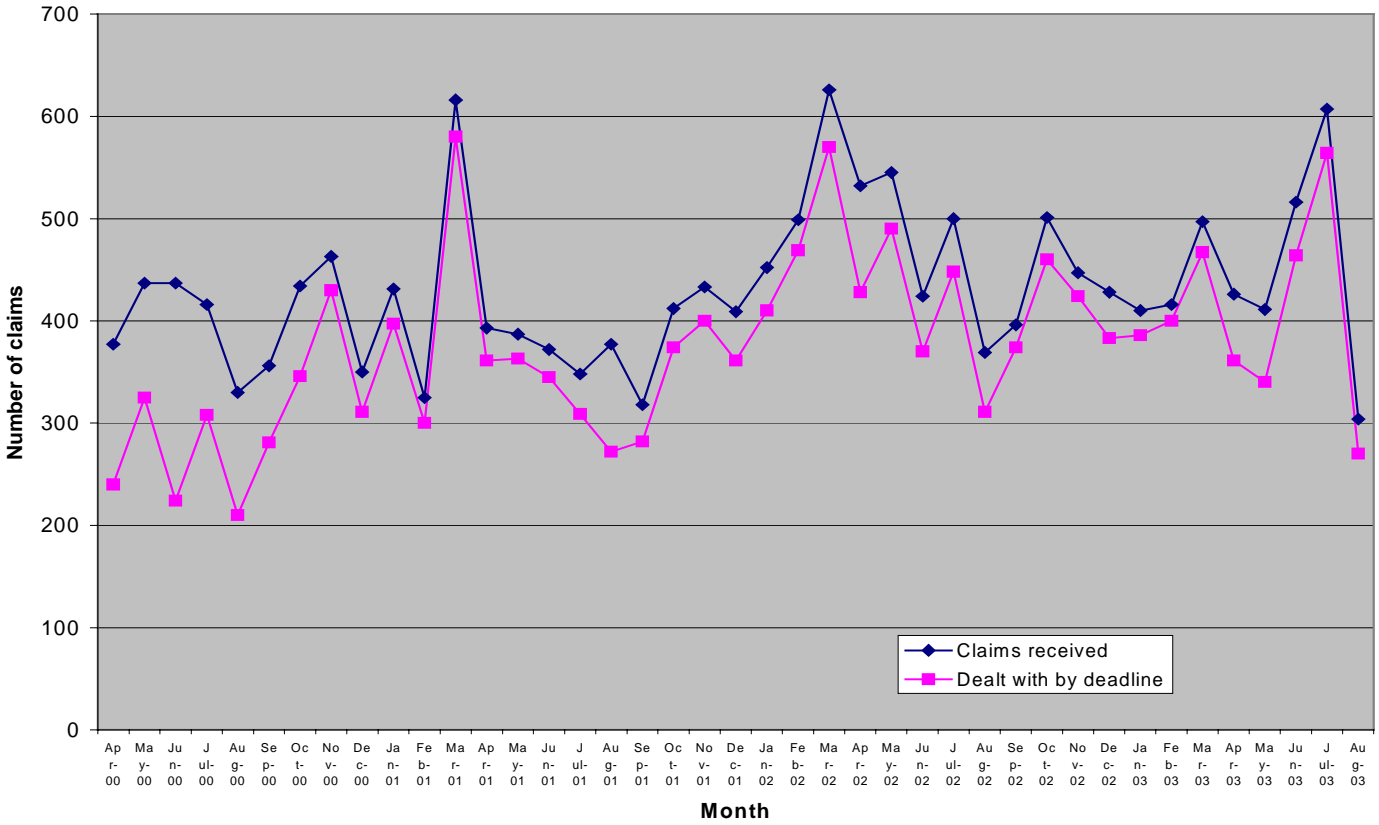
**Table 4: Committee papers produced by deadline, by committee**

Percentage

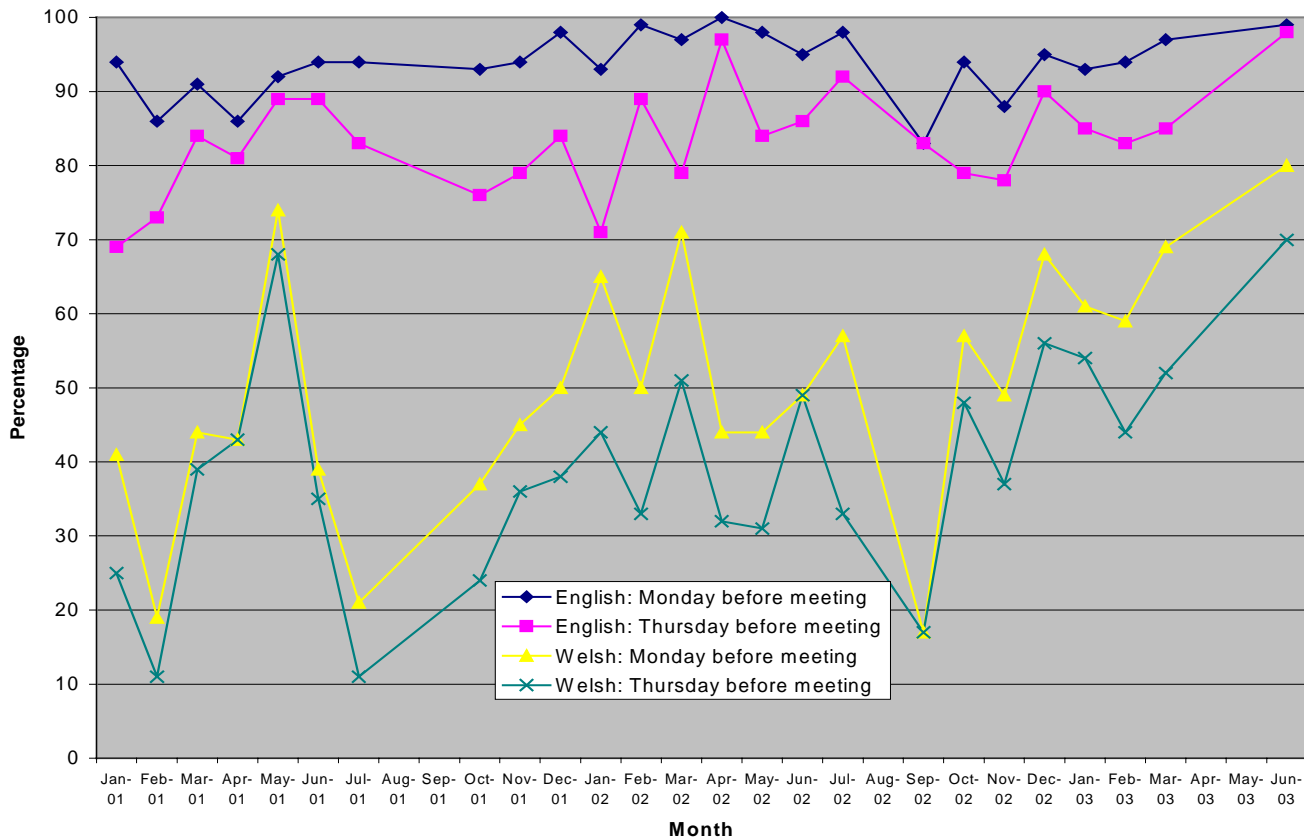
	English		Welsh	
	By lunchtime, Thursday prior to meeting	By lunchtime, Monday prior to meeting	By lunchtime, Thursday prior to meeting	By lunchtime, Monday prior to meeting
SJR	67	100	67	67
CWLS	86	100	71	71
EDT	No Meeting	No Meeting	No Meeting	No Meeting
ELL	No Meeting	No Meeting	No Meeting	No Meeting
EPC	No Meeting	No Meeting	No Meeting	No Meeting
HSS	No Meeting	No Meeting	No Meeting	No Meeting
LGP	No Meeting	No Meeting	No Meeting	No Meeting
<b>All subject coms</b>	80	100	70	70
Audit	86	100	14	14
Equality	No Meeting	No Meeting	No Meeting	No Meeting
European	No Meeting	No Meeting	No Meeting	No Meeting
Legislation	100	100	62	100
<b>All standing coms</b>	95	100	45	70

## PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS

### Members' Allowances: Claims Received and Processed



### Committee Business: Papers provided by deadline



**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS**

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

**Summary**

The service receives around 200 enquiries a month, with a slight dip during recess. Over the last three months 92% of enquiries have been completed to deadline, this is considerably higher than the same period last year. All committee enquiries received and completed in August and September met the deadline.

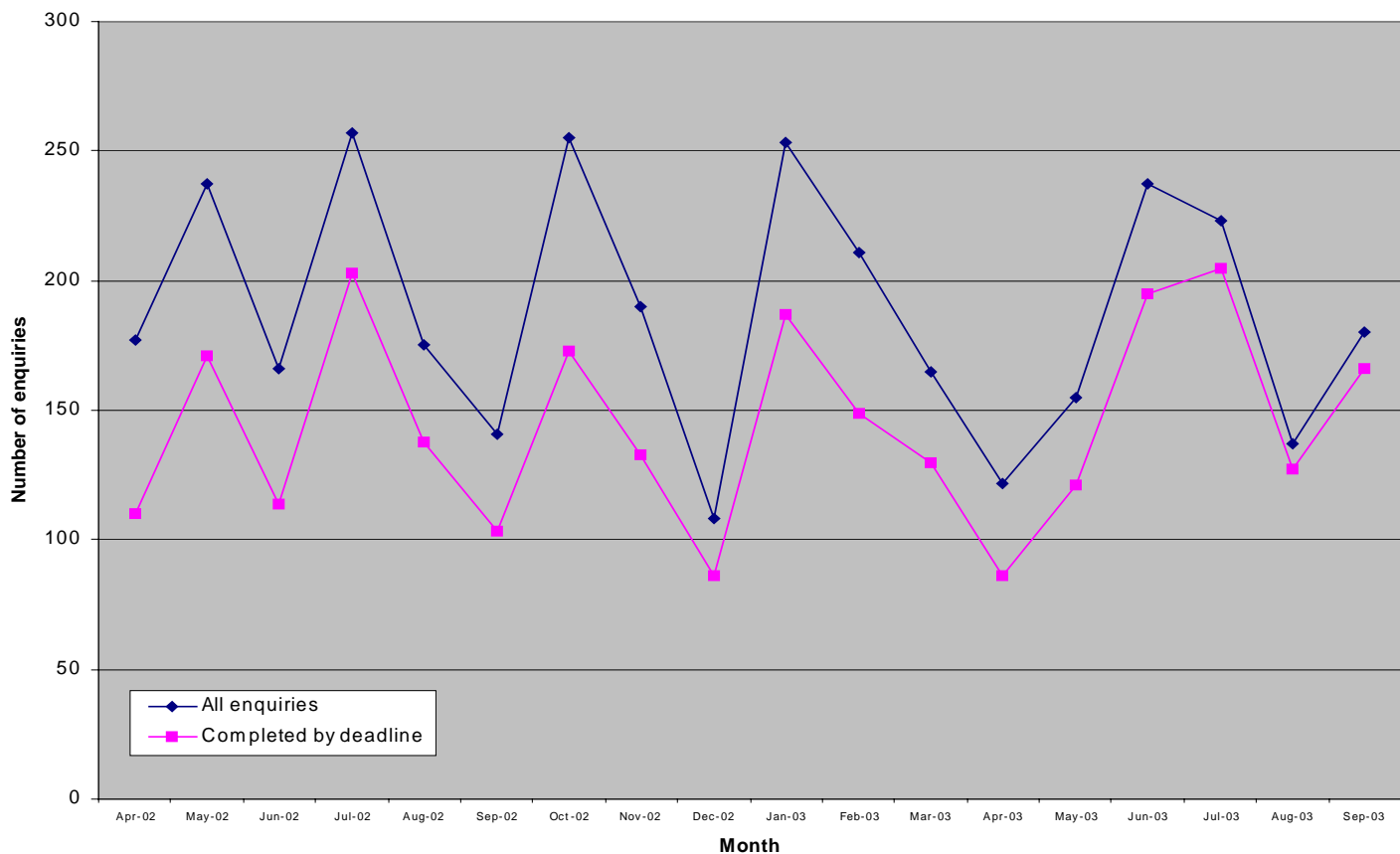
**ENQUIRIES**

**Target:** We will consolidate the new research services for Assembly committees and help to strengthen the committees' contribution to the work of the Assembly.

**Measure of effectiveness**

To answer all requests for research and information: from committees within agreed deadlines; and from individual AMs within agreed deadlines or within five working days where no deadline set.

**All Enquiries: Deadlines and Completion  
April 2002 - September 2003**



**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS**

**All enquiries - individual AMs and committees**

	All enquiries <sup>(2)</sup>				AM enquiries				Committee enquiries <sup>(2)</sup>			
	2002-03		2003-04		2002-03		2003-04		2002-03		2003-04	
	Rec'd (no.)	Dead- line met <sup>(1)</sup> ( <sup>(3)</sup> %)	Rec'd (no.)	Dead- line met <sup>(1)</sup> ( <sup>(3)</sup> %)	Rec'd (no.)	Dead- line met <sup>(1)</sup> ( <sup>(3)</sup> %)	Rec'd (no.)	Dead- line met <sup>(1)</sup> ( <sup>(3)</sup> %)	Rec'd (no.)	Dead- line met <sup>(1)</sup> ( <sup>(3)</sup> %)	Rec'd (no.)	Dead- line met <sup>(1)</sup> ( <sup>(3)</sup> %)
Apr	177	62	122	71	177	62	60	77	..	..	62	63
May	237	72	155	78	237	72	133	77	..	..	22	89
Jun	166	69	237	82	166	69	209	82	..	..	28	85
July	257	79	223	92	257	79	202	92	..	..	21	92
Aug	175	79	137	92	175	79	110	92	..	..	27	100
Sep	141	73	180	92 <sup>(4)</sup>	141	73	162	92 <sup>(4)</sup>	..	..	18	100 <sup>(4)</sup>
Oct	255	68			234	66			21	95		
Nov	190	70			176	68			14	100		
Dec	108	80			93	78			15	91		
Jan	253	74			200	72			53	82		
Feb	211	71			193	70			16	81		
Mar	165	79			153	78			12	92		

<sup>(1)</sup> As a percentage of enquiries completed in the month.

<sup>(2)</sup> Up to the end of September 2002 the Members' Research Service was only dealing with AM enquiries. Expanded role of servicing Committees began 1 October.

<sup>(3)</sup> Some figures updated since previous report

<sup>(4)</sup> Provisional



**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS  
COMMUNICATION SERVICES: TRANSLATION**

**Summary**

Interpretation:

- Demand for interpretation services reached expected levels during September.

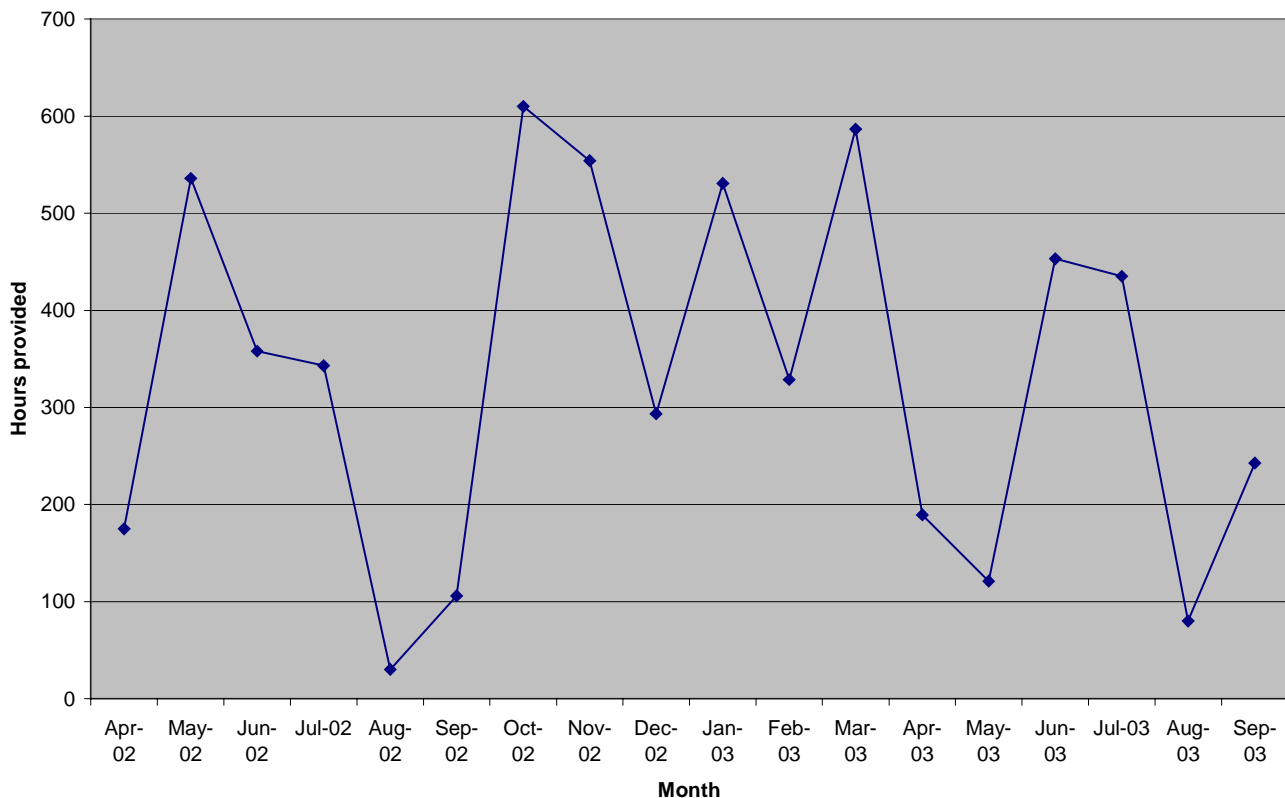
Written translation:

- The graph illustrates an exceptional surge in demand for written translation during July. Also, demand for written translation during July and August was high compared with usual demand during the summer months. This increase in demand coincided with the usual reduction in the combined external and internal translation capacity during the summer holiday period.
- The graph excludes translation of the Record which, during September, amounted to 153,805 words outsourced to external translators.
- Compliance with customer-agreed deadlines remained high during September. These compliance figures reflect adherence to delivery deadlines agreed in advance with customers; however, they exclude documents received for translation from the Care Standards Inspectorate for Wales for which no deadline has been agreed. These documents are allocated for translation as and when resources allow until such time as a contract is established for CSIW to administer its own translation workload.

**Target 5: To enhance the provision of excellent and efficiently- managed translation and interpretation services.**

**Measures of effectiveness**

**Translation: Hours of Interpretation provided**

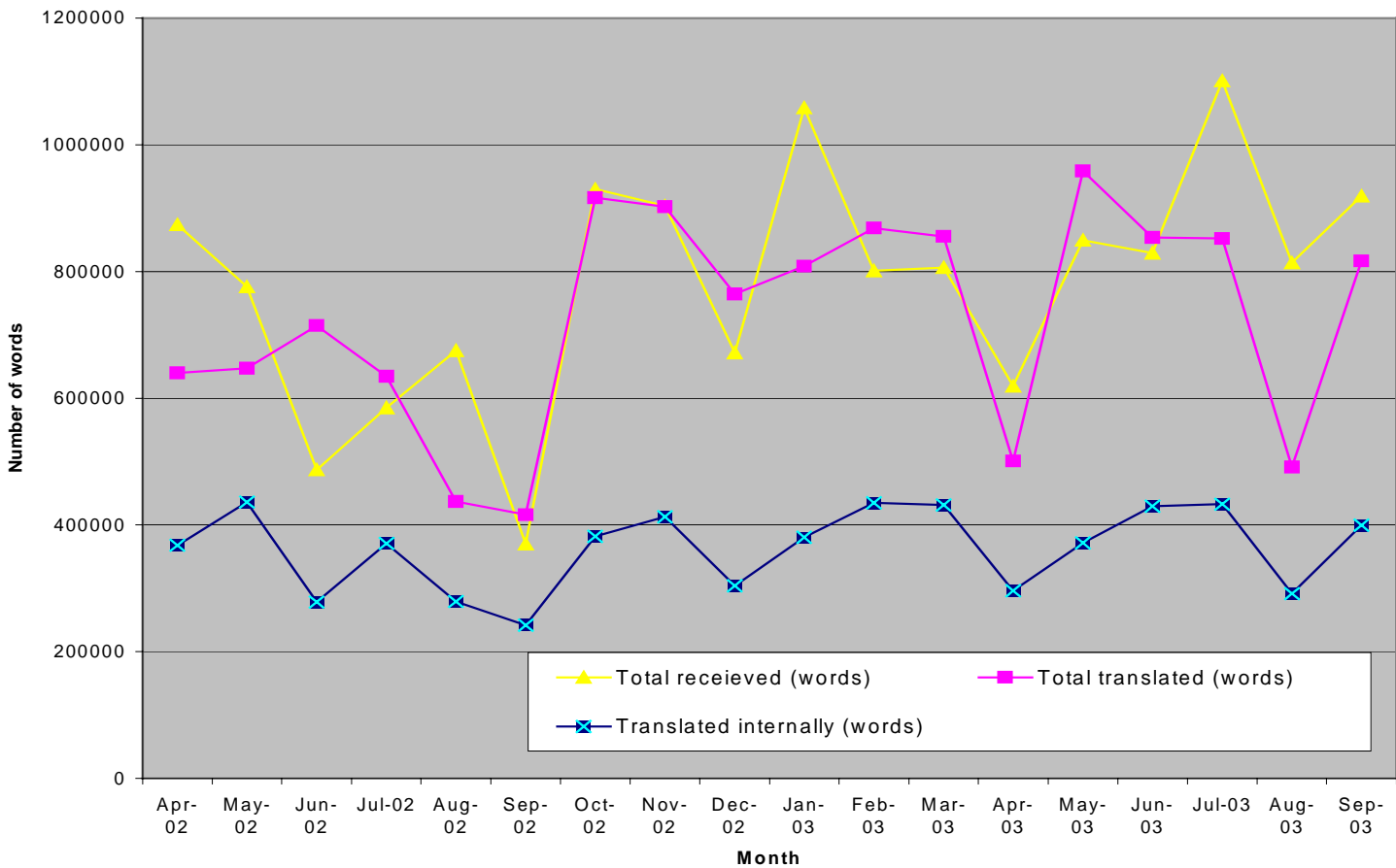


**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS  
COMMUNICATION SERVICES: TRANSLATION**

***Providing high-quality and accurate written translation within timescales agreed with customers.***

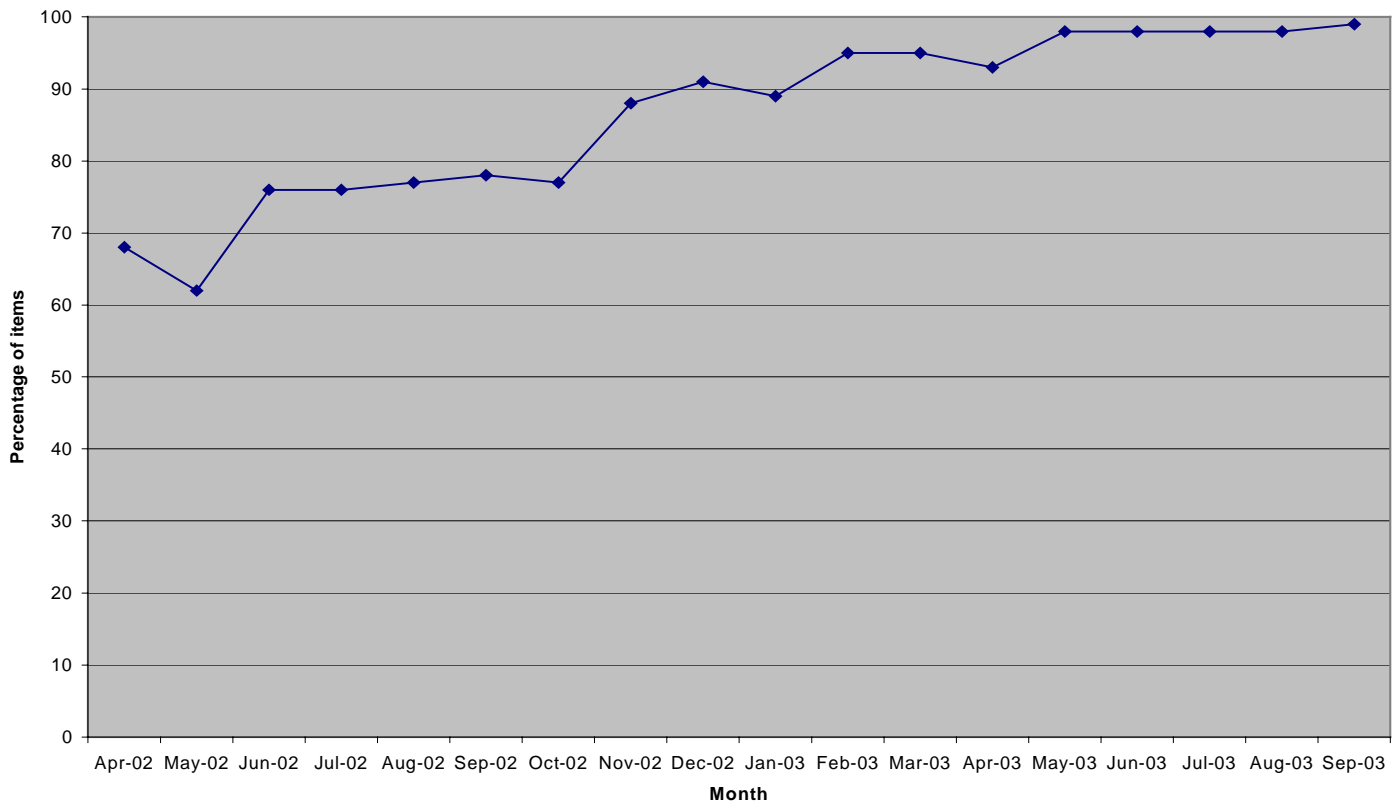
*Delivering a Welsh/English simultaneous translation service during the Assembly proceedings and committee meetings (where required).*

**Translation: Total words received, total words translated internally and total words translated**



**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS  
COMMUNICATION SERVICES: TRANSLATION**

**Translation: Deadlines Achieved (items)**



**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS  
COMMUNICATION SERVICES: RECORD OF PROCEEDINGS**

**Objective 3: To raise public awareness and understanding of the Assembly and its work**

<b>Date of Plenary</b>	<b>Target publication time</b>	<b>24-hr Record</b>	<b>5-day Record</b>
23/09/03	5.30	3.12	2.17
24/09/03	5.01	3.01	2.19
30/09/03	5.19	2.27	2.14*

**Summary**

All Records for September were published at least two hours early.

\*The 5-day Record for 30 September was published on time on the intranet, but was published the following day on the internet due to the fact that the uploader was down. The problem was resolved by BIS.

**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS  
COMMUNICATION SERVICES: PUBLIC INFORMATION**

**COMMUNICATION SERVICES: PUBLIC INFORMATION AND EDUCATION**

**Objective 3: To raise public awareness and understanding of the Assembly and its work**

**Summary**

- This month shows promising attendance figures for Assembly meetings although it is impossible to make comparisons with last year as the Assembly was in recess during September 2002.
- The numbers of Education and Pre-arranged domestic visits and visitors have shown a very slight decrease on the same month last year and the Branch is putting a number of remedial measures in place to address this adverse trend. There has also been a decrease in the number of casual visitors to the visitor and exhibition centre in the Pierhead building.
- Shop sales show a 48% increase in comparison with the same period last year.
- The attendance at regional events shows a decrease on previous months. The figures for June, July and August include attendance figures at the summer events. This will be a seasonal trend.

3.1 To secure an on-going growth in awareness and interest in the Assembly and its work by the public, through increased visits by groups and individuals; telephone, electronic and postal enquiries; requests for Assembly publications

**Number of Plenary/Committee Meetings 2003 – 04**

No. Meetings	Plenary		Regional Committees		Subject Committees		Standing Committees	
	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04
Apr	2	2	0	0	9	3	5	0
May	8	4	4	0	20	0	8	0
Jun	8	7	1	0	11	9	5	7
Jul	6	6	0	4	12	15	5	6
Aug	0	0	0	0	0	0	0	0
Sep	0	3	0	0	0	2	0	2
Oct	5		0		10		8	
Nov	9		5		18		7	
Dec	4		0		10		6	
Jan	8		4		11		5	
Feb	6		0		11		6	
Mar	6		3		13		8	
<b>Total</b>	<b>62</b>	<b>22</b>	<b>17</b>	<b>4</b>	<b>125</b>	<b>29</b>	<b>67</b>	<b>15</b>

## PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS

### Attendance at Plenary/Committee Meetings 2003 – 04

Attendance	Plenary		Regional Committees		Subject Committees		Standing Committees	
	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04
Apr	110	64	0	0	108	10	29	0
May	372	156	276	0	291	0	36	0
Jun	392	373	32	0	140	96	4	28
Jul	396	325	0	229	150	132	18	15
Aug	0	0	0	0	0	0	0	0
Sep	0	126	0	0	0	23	0	19
Oct	380		0		125		35	
Nov	378		303		179		23	
Dec	108		0		111		6	
Jan	384		268		110		75	
Feb	318		0		121		64	
Mar	342		132		160		45	
<b>Total</b>	<b>3180</b>	<b>1044</b>	<b>1011</b>	<b>229</b>	<b>1495</b>	<b>261</b>	<b>335</b>	<b>62</b>

### Number of Webcast Meetings 2003 - 04

Webcasting	Plenary Meetings		Regional Committees		Sub/ Stand Committees		Visits to Webcast site		Average duration	
	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04
Apr	-	2	-	0	-	3	-	95	-	01:35:53
May	-	3	-	0	-	0	-	179	-	00:54:20
Jun	-	9*	-	0	-	15	-	223	-	01:51:13
Jul	-	6	-	1	-	16	-	196	-	01:18:23
Aug	-	0	-	0	-	0	-	7	-	00:01:08
Sep	-	3	-	0	-	3	-	109	-	01:40:23
Oct	-		-		-		-		-	
Nov	-		-		-		-		-	
Dec	-		-		-		-		-	
Jan	-		-		-		-		-	
Feb	-		-		-		-		-	
Mar	-		-		-		-		-	
<b>Total</b>	-	<b>20</b>	-	<b>1</b>	-	<b>37</b>	-	<b>809</b>	-	-

\*Includes official opening

**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS**  
**Number of Visits 2003 - 04**

No. of Visits	Education Service		Overseas		Prearranged Domestic		Neuadd Bookings	
	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04
Apr	11	14	4	4	18	14	9	6
May	21	12	2	4	20	15	15	9
Jun	19	28	5	5	16	36	11	32
Jul	24	15	5	9	17	28	16	23
Aug	1	1	4	2	12	10	0	0
Sep	17	17	1	6	17	17	5	13
Oct	11		1		28		14	
Nov	26		4		11		18	
Dec	12		5		4		17	
Jan	20		2		19		3	
Feb	17		2		15		16	
Mar	14		2		25		24	
<b>Total</b>	<b>193</b>	<b>87</b>	<b>37</b>	<b>30</b>	<b>202</b>	<b>120</b>	<b>148</b>	<b>83</b>

**Number of Visitors 2003 - 04**

No. of Visitors	Education Service		Overseas		Prearranged Domestic		Pierhead Casual		Chamber Casual	
	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04
Apr	222	510	34	16	275	527	1533	5869	12	35
May	532	344	13	55	302	114	1523	6360	31	66
Jun	638	863	137	382	310	571	7407	6267	24	36
Jul	1077	481	250	82	154	408	10695	8987	26	28
Aug	8	10	44	35	98	185	13040	9831	34	29
Sep	638	645	2	34	227	226	6664	5903	17	22
Oct	534		12		631		2026		13	
Nov	830		29		252		2584		7	
Dec	396		114		93		703		16	
Jan	554		12		209		910		6	
Feb	623		42		258		1678		12	
Mar	440		8		412		1849		22	
<b>Total</b>	<b>6492</b>	<b>2853</b>	<b>697</b>	<b>604</b>	<b>3221</b>	<b>2031</b>	<b>50612</b>	<b>43217</b>	<b>220</b>	<b>216</b>

**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS**

**Number of Regional Events 2003 - 04**

No. of Regional Events	Mid/West Wales		North Wales		South West Wales		South East Wales		Total	
	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04
Apr	-	12	-	0	-	0	-	0	-	12
May	-	0	-	0	-	1	-	31	-	32
Jun	-	6	-	0	-	0	-	28	-	34
Jul	-	6	-	3	-	0	-	24	-	33
Aug	-	9	-	3	-	0	-	9	-	21
Sep	-	9	-	9	-	0	-	3	-	21
Oct	-		-		-		-		-	
Nov	-		-		-		-		-	
Dec	-		-		-		-		-	
Jan	-		-		-		-		-	
Feb	-		-		-		-		-	
Mar	-		-		-		-		-	
<b>Total</b>	-	<b>42</b>	-	<b>15</b>	-	<b>1</b>	-	<b>95</b>	-	<b>153</b>

**Attendance at Regional Events 2003 - 04**

Attendance at Regional Events	Mid/West Wales		North Wales		South West Wales		South East Wales		Total	
	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04
Apr	-	15	-	0	-	0	-	0	-	15
May	-	0	-	0	-	101968	-	70	-	102038
Jun	-	70	-	0	-	0	-	56	-	126
Jul	-	213571	-	82002	-	0	-	166	-	295739
Aug	-	205415	-	4602	-	0	-	3183	-	213200
Sep	-	45	-	15	-	0	-	35	-	95
Oct	-		-		-		-		-	
Nov	-		-		-		-		-	
Dec	-		-		-		-		-	
Jan	-		-		-		-		-	
Feb	-		-		-		-		-	
Mar	-		-		-		-		-	
<b>Total</b>	-	<b>419116</b>	-	<b>86619</b>	-	<b>101968</b>	-	<b>3510</b>	-	<b>611118</b>



**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS**

**Number of Enquiries 2003 - 04**

Enquiries	Information Telephone calls		Information Letters/ emails		Booking Line Telephone calls		Booking Line Letters/ emails	
	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04
Apr	407	406	157	195	347	61	0	13
May	603	828	225	150	492	181	28	19
Jun	470	626	107	199	266	331	19	16
Jul	589	593	118	222	251	286	19	50
Aug	322	439	118	165	57	109	2	21
Sep	374	414	133	147	129	435	10	59
Oct	477		169		438		41	
Nov	405		142		315		19	
Dec	302		87		172		12	
Jan	514		202		457		34	
Feb	599		244		428		36	
Mar	544		214		539		23	
<b>Total</b>	<b>5606</b>	<b>3306</b>	<b>1916</b>	<b>1078</b>	<b>3891</b>	<b>1403</b>	<b>243</b>	<b>178</b>

**Press Coverage 2003 - 04**

No. of Press Items	Mid/West Wales		North Wales		South West Wales		South East Wales		Total	
	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04	02/03	03/04
Apr	-	0	-	10	-	4	-	8	-	22
May	-	0	-	6	-	3	-	4	-	13
Jun	-	0	-	13	-	7	-	14	-	34
Jul	-	0	-	8	-	3	-	8	-	19
Aug	-	0	-	5	-	0	-	1	-	6
Sep	-	0	-	10	-	2	-	0	-	12
Oct	-		-		-		-		-	
Nov	-		-		-		-		-	
Dec	-		-		-		-		-	
Jan	-		-		-		-		-	
Feb	-		-		-		-		-	
Mar	-		-		-		-		-	
<b>Total</b>	-	<b>0</b>	-	<b>42</b>	-	<b>17</b>	-	<b>35</b>	-	<b>106</b>

**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS****The 'Assembly at the Pierhead' Shop 2003 - 04**

Retail	Total Sales £		Total Customers		Total Number of items sold	
	02/03	03/04	02/03	03/04	02/03	03/04
Apr	1827	1734	188	480	741	943
May	1538	2234	218	605	820	1265
Jun	1550	2259	355	606	749	1508
Jul	1638	2426	464	725	916	1483
Aug	2877	2450	450	707	822	1453
Sep	1227	1821	338	552	696	1153
Oct	1505		216		931	
Nov	2586		237		3211	
Dec	5901		261		6633	
Jan	715		159		282	
Feb	1338		209		430	
Mar	948		228		467	
<b>Total</b>	<b>23650</b>	<b>12924</b>	<b>3323</b>	<b>3675</b>	<b>16698</b>	<b>7805</b>

**PRESIDING OFFICE 2003-04 PERFORMANCE INDICATORS  
CORPORATE SERVICES**

**Summary:**

- Higher than usual activity in July and August – possibly as a consequence of post Election activity
- August much quieter than in previous years
- Percentage of claims dealt with in 10 working days higher than last year in each month.

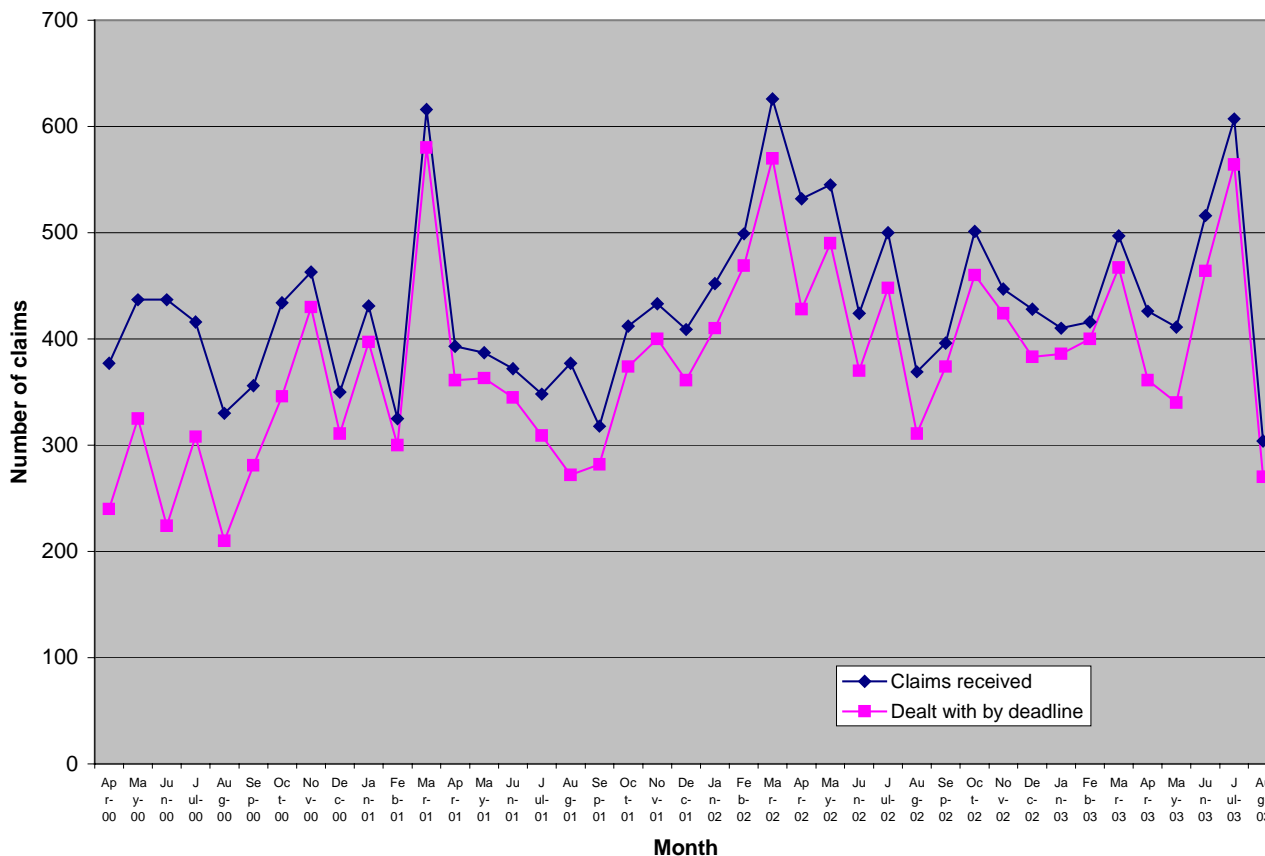
**PAY AND ALLOWANCES**

**Target 10:** To ensure that Members' claims, in relation to allowances, and requests relating to pay and pensions, are processed in a timely and accurate manner.

**Measures of effectiveness**

In order claims and requests for payment processed by the Fees Office within 10 working days.

**Members' Allowances: Claims Received and Processed**



➤ All pension contributions have been paid and advice provided in response to queries within deadlines.