

The Assembly Commission

Meeting Venue: **Presiding Officer's office, 4th floor – Ty Hywel**

Meeting date: **Thursday, 24 January 2013**

Meeting time: **10:30 – 12:30**

Cynulliad
Cenedlaethol
Cymru

National
Assembly for
Wales



Minutes: AC(4)2013(2)

Committee Members:

Rosemary Butler (Chair)
Peter Black
Angela Burns
Sandy Mewies
Rhodri Glyn Thomas

Officials present:

Claire Clancy, Chief Executive & Clerk of the Assembly (Official)
Ian Summers (Official)
Dave Tosh, Director of Information and Communications Technology (Official)
Craig Stephenson, Principal Private Secretary to the Presiding Officer (Official)
Carys Evans, Principal Commission Secretary (Official)

Others in attendance:

Mair Barnes, Independent Adviser
David Melding, Deputy Presiding Officer

1. Introduction

1(i) Introduction and apologies

There were no apologies.

1(ii) Declarations of interest

There were no declarations of interest.

2. Review of Commission Effectiveness

In line with the Commission's Governance principles a review of Commission's effectiveness was recently completed by Ian Summers.

The work was informed by discussions with Commissioners and a number of other individuals. In general, the findings were very positive highlighting the fact that significant progress has been made so far during the Fourth Assembly. Some areas for further development were identified, including the need for more consideration of strategic issues and assessment of performance. Commissioners also strongly supported the recommendation that a more positive, proactive approach should be taken to the media and pointed to good examples of where this had happened recently.

Commissioners noted the recommendations highlighted by the report and agreed that they would review progress against these in 6 months.

Action: A summary of the report to be included in the Commission's Annual Report for 2012-13 as part of the Governance Statement.

3. ICT Progress and performance report

Following the decision to move to a mixed in-house ICT service provision, Commissioners received their first update on progress to date.

Significant progress has been made since the decision was taken in early December to move to a mixed in-house provision. Commission officials had been working closely with the Welsh Government and Atos to ensure a smooth transition and service continuity. Work is underway to build up in house expertise, including the appointment of an experienced interim Transition Manager. Progress is also being made to trial new applications and ways of working that would provide greater flexibility in the future. It was agreed that a note would be prepared for Peter Black to send to Members, about the availability of committee and plenary papers on tablet devices.

Commissioners agreed not to publish the report in view of the commercial nature of the information it contained.

4. Assembly Member and Assembly Member Support Staff user satisfaction survey – findings and action plan

An Assembly Member and Assembly Member Support user satisfaction survey was undertaken in July 2012. Commissioners received a summary of the findings and actions being taken to address the issues highlighted.

The average satisfaction rating across the whole survey was 7.6 from Members and 7.5 from their staff.

The results and action plan will be communicated to Members and their staff, and more regular customer satisfaction surveys will be issued to show progress and to highlight further issues that should be addressed.

Commissioners emphasised the need for the results of such survey to be brought to their attention at the earliest opportunity in future. It was agreed that future surveys would include more targeted questions for different service users.

Information gathered would form part of the key performance indicators, which would be brought to the Commission for consideration in February.

5. Highlight report to the Commission

This report highlighted matters of interest to Commissioners, in line with the strategic goals. In future this will form part of a comprehensive performance reporting package, which will also include the regular report on ICT and Key Performance Indicators.

Commissioners noted the range of events and outreach activity that had taken place, stressed the importance of reaching out to all people in Wales, and requested information on the extent to which engagement took place with professional bodies. The need for greater publicity about training opportunities for support staff was also highlighted. Commissioners asked that the new apprenticeship scheme is fully used and that we publicise the success of the scheme.

6. Item to note – Minutes of Assembly Commission Audit Committee 21 November

The 21 November Audit Committee meeting was discussed at the 28 November Commissioner meeting. Commissioners formally noted the minutes.

7. Any other business

There had been positive feedback regarding the Research Service's Welsh Language glossary of legislative terminology.

Secretariat

January 2013