



Complete Agenda

Democratic Services
Council Offices
CAERNARFON
Gwynedd
LL55 1SH

Meeting

COMMUNITIES SCRUTINY COMMITTEE

Date and Time

10.30 am, THURSDAY, 6TH NOVEMBER, 2025

This meeting will be webcast

https://gwynedd.public-i.tv/core/l/en_GB/portal/home

Note: a briefing session will be held for members at 10:00am

Location

Siambr Hywel Dda, Council Offices, Caernarfon, LL55 1SH

And virtually over Zoom

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(DISTRIBUTED 29/10/25)

COMMUNITIES SCRUTINY COMMITTEE

MEMBERSHIP (18)

Plaid Cymru (12)

Councillors

Elwyn Edwards
Dafydd Davies
Arwyn Herald Roberts
Beca Brown

Delyth Lloyd Griffiths
Linda Morgan
Beca Roberts
Berwyn Parry Jones

Annwen Hughes
Edgar Wyn Owen
Jina Gwyrfai
Elfed Williams

Independent (5)

Councillors

Robert Glyn Daniels
Peter Thomas
Wendy Cleaver

Elfed Powell Roberts
Gruffydd Williams

Liberal Democrats / Labour (1)

Councillor Stephen Churchman

Ex-officio Members

Chair and Vice-Chair of the Council

A G E N D A

1. APOLOGIES

To receive any apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest

3. URGENT ITEMS

To note any items that are a matter of urgency in the view of the Chairman for consideration.

4. MINUTES

4 - 11

The Chairman shall propose that the minutes of the meeting of this Committee, held on 18 September 2025 be signed as a true record.

5. HIGHWAYS, ENGINEERING AND YGC CABINET MEMBER PERFORMANCE REPORT

12 - 52

To report to the Scrutiny Committee on the performance of the Highways, Engineering and YGC Department.

6. ENVIRONMENT CABINET MEMBER PERFORMANCE REPORT

53 - 108

To report to the Scrutiny Committee on the performance of the Environment Department.

7. COMMUNITIES SCRUTINY COMMITTEE FORWARD

109 - 110

PROGRAMME

To adopt an amended work programme for 2025/26.

COMMUNITIES SCRUTINY COMMITTEE, 18 SEPTEMBER 2025

Attendance:

COUNCILLORS: Annwen Hughes (Chair) and Delyth Lloyd Griffiths (Vice-chair)

Elwyn Edwards, Arwyn Herald Roberts, Beca Brown, Linda Morgan, Beca Roberts, Berwyn Parry Jones, Edgar Wyn Owen, Jina Gwyrfai, Elfed Williams, Robert Glyn Daniels, Peter Thomas, Elfed Powell Roberts and Stephen Churchman

Officers present:

Catrin Thomas (Corporate Director), Bethan Adams (Scrutiny Advisor) and Rhodri Jones (Democracy Services Officer).

Present for Item 5:

Councillor Craig ab Iago (Cabinet Member for the Environment) and Bethan Richardson (Climate Change Programme Manager).

Present for Item 6:

Councillor June Jones (Cabinet Member for Highways, Engineering and YGC), Steffan Jones (Head of Highways, Engineering and YGC Department) and Gareth Roberts (Dwyfor Area Engineer, Highways, Engineering and YGC Department).

1. APOLOGIES

Apologies were received from Councillors Elin Hywel and Gruffydd Williams.

2. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received.

3. URGENT ITEMS

None to note.

4. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 05 June 2025, as a true record.

5. CLIMATE AND NATURE EMERGENCY PLAN - ANNUAL REPORT 2024/25

The report was presented by the Cabinet Member for the Environment and the Climate Change Programme Manager.

It was reported that the Climate and Nature Emergency Plan had now completed its third year of operation. Statistics were presented on the amount of carbon being absorbed by Council lands as well as the carbon emissions, explaining that there was an 18,132,729 kgCO₂e deficit to reach a net zero carbon position. They elaborated on carbon emissions, including from procurement, during the year 2024/25 and explained that the procurement information was based on financial expenditure in accordance with the Welsh Government's requirements, rather than the actual impact of the developments.

They confirmed that discussions were taking place to ensure that the information on carbon emissions is not based on financial expenditure in future, as this led to a false impression of the true situation as the costs of goods continually increased. They also provided an update on carbon emission levels excluding the financial expenditure from procurement, as this gave a clearer and more accurate picture of the Council's actual position.

It was confirmed that all Local Authorities and public bodies in Wales used the same formula for measuring their carbon emissions. It was explained that this system had been in place since 2019 and that that year was being used as a baseline for subsequent years. They expressed pride that the Council's carbon emissions had reduced by 32% since 2019. They acknowledged that the statistics for the year 2023/24 showed an increase of 4% and explained that this increase stemmed from having to use more gas to heat the Council's buildings due to cold weather.

It was noted that work had been undertaken on several of the Council's buildings, for insulation and ensuring they contributed less to carbon emission levels. They confirmed that there was not a full year's worth of data available at present to be able to analyse the data from that work, but it was likely to be included in future reports.

During the debate, the following observations were made by the Members:-

In response to enquiries for further information on how the Council was encouraging greater biodiversity within the Land Use section of the Emergency Plan, the Programme Manager confirmed that a roadside wildflower scheme was contributing to this aim. It was elaborated that the plan to plant more wildflowers had begun during the National Eisteddfod campaign in Boduan in 2023 and they confirmed that the Council had plans to extend it to the Meirionnydd area in the future. It was ensured that the seeds for wildflowers were planted during the autumn season, and they also emphasised that no weed-killers with harmful chemicals were used. It was confirmed that analytical work was underway to measure how much carbon this project was absorbing and data on how much it contributed to biodiversity levels. In response to the comments, it was suggested that the Council look into conducting a pilot on the Foamstream weed-killer, like other authorities, as it was a chemical-free and effective herbicide.

In response to an enquiry as to whether the Council was likely to succeed in meeting the Welsh Government's target of a net zero carbon position by 2030, the Programme Manager acknowledged that this was a very challenging target to meet. It was emphasised that if procurement carbon emissions data continued to be included as part of the Council's total carbon emissions, the Council would not be able to reach the target. However, it was pointed out that several other factors affected the Council's ability to achieve this target such as technology, the costs of purchasing goods and resources, the need for a significant financial resource and the fact that a number of aspects were beyond the authority's control. They shared an example of a situation where the Council has worked to reduce carbon emissions by converting streetlights to LED lighting. However, it was noted that the Council identified levels of carbon emissions from those streetlights as the electricity used from the national grid does not come from renewable energy, which was an aspect that was beyond the Council's control. The Cabinet Member added that Cyngor Gwynedd was leading in this area, but the target remained challenging. It was noted that the Council was working with other counties to share ideas and good practice. A member suggested that it was timely to set a more realistic target.

A member asked if the Council could set an alternative target for achieving net zero carbon rather than sticking to what had been set by the Welsh Government. In response, the Programme Manager confirmed that the net zero carbon target had been set for the

public sector as a whole and that a national discussion would be needed to be able to address and revise the target.

Project 3 within the Plan's Movement and Transport section was considered, and it was enquired whether the charging point provision was sufficient for the needs of the fleet. In response to the enquiries, the Programme Manager stated that the work of setting up charging points was being undertaken in conjunction with the development of the fleet. It was confirmed that these corresponding developments were undergoing ongoing review to meet the needs of the Council. The Cabinet Member added that the Council faced a number of challenges in installing charging points for the fleet and the public as the Council had no authority to ask electricity providers to power them. It was noted that this had been a challenge for some years and there was currently no obvious solution to it.

In response to a comment that only 43% of the fleet's vehicles had been upgraded to electric vehicles, the Programme Manager confirmed that this resulted from the lack of suitable electric vehicles available for heavy machinery. It was recognised that the Council could not significantly increase this percentage until the technology for heavy machinery had been developed and made available in a way that made sense financially for the Council. However, the members were assured that the fleet's vans and cars were upgraded to electric vehicles when the existing vehicles reached the end of their life and that a difference could be seen in the fleet's carbon emission levels thanks to the changes that had already been implemented. In response to an enquiry as to whether hydrogen was an option being considered to power heavy vehicles, the Programme Manager confirmed that Ambition North Wales was currently developing a hydrogen project in Deeside and that the Council was keen to monitor the project in order to consider hydrogen as a means of powering heavy vehicles into the future. The Cabinet Member added that it would be beneficial to look at different projects relating to hydrogen at a national level in order to consider whether hydrogen could be an option for future use in Gwynedd.

The Cabinet Member was asked what his plans were for the future of the Climate Change and Nature Board and what considerations for public transport were underway in order to reduce carbon emissions. In response, the Cabinet Member confirmed that he considered the Council to be performing well in responding to climate change. However, he stated that he hoped to see a change in the board's work in the future so that the Plan's priorities became focal to all Council departments' work, so that responding to climate change became part of the authority's culture. In response to the enquiry on public transport, the Cabinet Member reported that he was involved in discussions with the North Wales Corporate Joint Committee on these issues but that there were significant challenges associated with the field due to a lack of funding to support green public transport projects.

In response to an enquiry on whether there were any plans to expand the Fflecsi buses provision to other areas of Gwynedd, the Programme Manager confirmed that they had been very effective in those communities that had benefited from them to date. However, she emphasised that the needs of the residents of each community varied, and detailed consideration would be required before introducing fflecsi buses to other areas of Gwynedd to ensure that the service was used and that the financial investment was cost-effective.

It was noted that the Council had managed to attract a grant of £1.7million through the Welsh Government's Low Carbon Heat grant scheme for upgrading the Plas Ogwen residential home in Bethesda to EnerPHit standard. They asked if consideration was being given to upgrading other residential homes to reduce their carbon emissions. In

response, the Programme Manager noted that this project at Plas Ogwen was the first of its kind in Britain. She elaborated that it would be encouraging if the scheme could be extended to other settings within the county as an 80% saving in carbon emissions was expected from this project. She assured the committee that officers were applying for relevant grants in order to expand the project as it would enable the Council to save money and energy in the future.

It was noted that the possibility of developing solar farms had been presented to this Committee in the past, and an update was requested on the matter. In response, the Programme Manager confirmed that this option was no longer being considered by the Council at this time. She explained that the latest data suggested that there would be no financial benefit or reduction in carbon emission rates for the Council because any energy generated through the solar panels would be transported back to the national grid. However, she noted that such plans had not been ruled out entirely, and confirmed that their development would be reconsidered if it was effective for the Council to do so in the future.

At the end of the discussion, the Committee considered whether a specific recommendation should be made to the Cabinet Member in terms of revisiting the Council's ambition to be net-zero carbon by 2030.

The members expressed their thanks for the report.

RESOLVED

- 1. To accept the report, noting the observations made during the discussion.**
- 2. To recommend to the Cabinet Member for the Environment that there is a need to revisit the Council's ambition to be net zero by 2030 and that consideration should be given to setting a realistic target for reducing carbon emissions.**

6. GRITTING ARRANGEMENTS AND SALT BINS

The report was presented by the Cabinet Member for Highways, Engineering and YGC, along with the Head of Department of Highways, Engineering and YGC and the Dwyfor Area Engineer.

It was noted that it had been three years since the management arrangements for salt bins had been scrutinised, as part of the Winter Support Service. The members were reminded that the winter maintenance period ran from 1 October to 30 April annually, confirming that the services included the gritting of first and second priority routes as well as the provision of salt bins. It was highlighted that there was flexibility with this timetable as it was possible to continue gritting later in the year, and the service's arrangements were reviewed following the winter period to see if there were lessons to be learned and to respond to any challenges that had emerged over the winter.

They updated the Members that the Service had adopted a Gritting Vehicle Monitoring System since November 2024 to record the routes. It was explained that this technology was key to ensuring that all roads on the circuits were gritted and for ensuring the safety of the drivers of the gritters as they could be tracked live and the service could see if any vehicle had gotten into difficulties. They emphasised that the workforce was doubled for those periods where snow was forecast because the work was carried out in the dark and in potentially dangerous circumstances. It was reported that positive feedback had been received from staff about this technology and it was hoped that similar technology could be used to support the Council's other areas of work.

It was elaborated that the first priority when planning the circuits was given to those routes where the roads were used by school buses. It was added that a number of factors were taken into account when designating roads as first priority for gritting, such as high traffic, providing at least one access to the emergency response centres, emergency admissions, or roads that were class 2 or 3 county roads with approximately one access to towns and villages.

It was explained that the Council, as the Highways Authority, was responsible for providing a winter service on all public highways adopted by the County. It was elaborated that the Council also treated the County's trunk roads on behalf of the North and Mid Wales Trunk Road Agency. As well as the part of the A55 managed by UK Highways A55 Ltd.

It was reported that all salt bins in the county had now been numbered and that work was underway to ensure that their location was visible on Map Gwynedd on the Council's website, so that residents and Community Councils could report the number and location of a particular salt bin if a problem arose.

It was confirmed that the Council received a winter weather forecast provision and advisory services from MetDesk. It was elaborated that this service ran for 24 hours a day from 1 October to 20 April. It was confirmed that this allowed all area offices to act on the latest information and respond to the winter weather in a timely manner through work planning.

Data was provided on the number of tonnes of salt being sorted at stores in Caernarfon, Chwilog, Dolgellau, Bala, Blaenau Ffestiniog and Llandygai. It was noted that the total tonnage available depended on the weather forecast for the season. The budget for winter maintenance was reported to be around 17.5% of the Council's road maintenance budget, and they confirmed that this equated to £1,127,770. The officers pointed out that the cost of winter maintenance could be much higher than the amount committed in the budget if the weather varied from what had been forecast over the winter period, and they noted that officers respond to this as required.

A video of the service's work was shared, and they stated that it would be shared with the public on the Council's social media very soon.

During the debate, the following observations were made by the Members:-

In response to an enquiry whether the Department intended to allow farmers to grit rural roads to save money for the Council, the Head of Department confirmed that this was being considered. He elaborated that discussions had taken place with Ceredigion Council that had a similar arrangement, and their system appeared to be working. However, he emphasised that no such arrangements were currently in place in Gwynedd and that detailed considerations were being made to ensure that it was a safe arrangement and that effective risk assessments were being developed.

In response to an enquiry for further information on including salt bins on the Map Gwynedd provision, the Head of Department confirmed that this information was only available internally at present. He explained that the location of each bin was being registered and that the Department was working with the Council's Information Technology officers so that the information appeared on Map Gwynedd on the Council's website. He explained that the hope was that if residents were unable to locate their nearest salt bin, or reported a problem with any bin, they could specify the exact location using the map as they reported the problem. It was acknowledged that there was no

timetable for when the information would be available to the public but they wished for it to be ready as soon as possible.

The department was congratulated for their work in ensuring that first and second priority routes were gritted on time over the past winter, noting that there had been no need for Members to contact the Department to request this service, as it had already been completed. In response, it was confirmed that this resulted from the fact that smaller gritter trucks were used for second priority routes when temperatures are low for a period of 3 days, ensuring that this was done during the day rather than at night. It was explained that this allowed the other routes to carry on as usual and there was less chance that other roads would be left without being gritted.

In response to an enquiry about who had responsibility for salt bins, the Head of Department confirmed that they were the Council's assets. He noted that this meant that the Council was responsible for filling the bins and for the general maintenance. It was highlighted that some of the members had reported that salt bins in their areas had broken and the Head of Department stated that the Council should be contacted to arrange for them to be removed and have a replacement bin. He indicated that salt bins were inspected as part of the routine road inspections programme and were further inspected at the beginning of winter to ensure they were of adequate quality and were full.

In response to enquiries about how to get a new salt bin, the Head of Department explained that this would be agreed with the Community Council. It was noted that the winter maintenance service would first look at relocating an existing salt bin rather than adding a new bin. It was reported that the number of salt bins around the county were at their highest and that it was difficult to approve any application for a new or additional bin without support from the Community Councils. He also mentioned that Community Councils were able to make the decision to buy a new salt bin, but he explained that Cyngor Gwynedd held the responsibility for replenishing the salt. He stressed that these applications would be considered on a case-by-case basis taking into account:

- Was the location on a current first priority or second priority gritting route?
- Would the gritter be able to navigate the road if the need arose?
- Is there another salt bin nearby – if so, that bin will be used
- Altitude of the location – elevated or coastal land
- Is the road steep or uneven?
- Do water problems exist there?

The Members noted that there was uncertainty among community councils about salt bin arrangements. In response, the Head of Department confirmed that the Area Engineers would be writing to all Community Councils explaining the processes ahead of the winter period, and would provide copies of that letter to the Elected Members for information. He elaborated that this letter would specify the cost of ordering a new salt bin, which was in the region of £300-£350.

In response to an enquiry on whether car parks and school grounds were gritted to ensure schools remained open during wintry weather, the Dwyfor Area Engineer explained that this was not generally the case in the county at present. However, he clarified that this could be done on the Ysgol Eifionydd site. Other members cited examples relating to schools in their wards. In response, it was noted that these arrangements would be assessed and reviewed to see if a similar arrangement can be reached. It was elaborated that additional work was being carried out as part of the service to ensure that footpaths by schools and hospitals were gritted in a timely manner.

The members expressed their thanks for the report.

RESOLVED

- 1. To accept the report, noting the observations made during the discussion.**
- 2. To support the Highways, Engineering and YGC Department's proposal to send a letter to Community and Town Councils to confirm salt bin arrangements and to send a copy to County Councillors.**
- 3. To recommend to the Highways, Engineering and YGC Department that safe access to school grounds in inclement weather should be considered as a part of the review of the gritting routes.**

7. COMMUNITIES SCRUTINY COMMITTEE FORWARD PROGRAMME 2025/26

The report was presented by the Scrutiny Advisor.

She reminded the committee that all Council members, co-opted members, Cabinet Members, Heads of Department and the public had been invited to suggest potential items for scrutiny during the year 2025/26.

The members were updated that the potential items for scrutiny that had been received following this invitation had been discussed during an informal meeting of this Committee on 10 July 2025. She highlighted that some of these items had been suggested at the Chair and Vice-Chair's liaison meetings with the relevant Heads of Department and Cabinet Members, items that required follow-up following recent scrutiny as well as some annual items. She noted that two items had been suggested by Council members.

She explained that every effort had been made to prioritise a maximum of three items for each meeting when drawing up the draft forward programme for 2025/26, to ensure that there was sufficient time to scrutinise all matters and to add value. However, she acknowledged that this had not been possible on all occasions as four items had been scheduled for one meeting. The Members were asked to ensure their availability to be present for all items. It was confirmed that the item 'New Local Development Plan - Preferred Strategy' had been identified as a reserve item.

It was reported that this Committee had a role to scrutinise the work of the Gwynedd and Anglesey Public Services Board. It was noted that two items had been scheduled to be scrutinised, namely:

- Annual Report 2024/25 – Gwynedd and Anglesey Public Services Board (18 September 2025)
- Gwynedd and Anglesey Public Services Board Progress Report (19 March 2026)

It was noted that it was not possible to present the 2024/25 Annual Report to this meeting as scheduled as it would not be presented to the Board until December 2025. It was explained that if one of the items that had been scheduled for the January 2026 meeting were to slip, the Progress Report could be scrutinised at that time rather than in the March 2026 meeting which would free up more time to scrutinise the other items during the March 2026 meeting.

She drew attention to the Committee's draft work programme which had been included as part of the documentation for the meeting. She emphasised that it was a live

programme that would be reviewed continually to ensure that the right issues were being addressed.

RESOLVED

To adopt the Communities Scrutiny Committee's work programme for 2025/26.

The meeting commenced at 10:45am and concluded at 12:40pm

CHAIR

MEETING	Scrutiny Committee
DATE	November 6, 2025
TITLE	Cabinet Member for Highways, Engineering and YGC Performance Report
REASON FOR SCRUTINY	An opportunity for Members to discuss and scrutinise the Department's improvement measures and priorities
AUTHOR	Steffan Jones, Head of Highways, Engineering and YGC Department
CABINET MEMBER	The Councillor. June Jones

1. Why does it need to be scrutinised?

To provide an update for Committee Members to scrutinise performance issues within the Department.

2. Background / Context

2.1 Background / Introduction

The purpose of this report is to update you on what has been achieved in the area I am responsible for as Cabinet Member for Highways, Engineering and YGC. This includes outlining the latest with the promises in the Council's Plan; the day-to-day work of the Department; as well as the latest in terms of savings plan and cuts.

We are implementing the Council's Plan for 2023-28, and here I report on the progress made up to the end of September, acknowledging that it remains early days in the context of some of the promises that are new in the document since April this year. Nevertheless, all issues have been the subject of discussion, I have challenged them at a performance challenge meeting, and I am satisfied with the Department's performance.

2.2 Logic and justification

2.2.1 Performance of Council Plan Projects

Progress against the milestones for the projects led by the Department within the 2023-28 Council Plan, can be seen in Appendix 1. We can see that the Department has made good progress against the main milestones of the projects within the Plan.

- **Extending play and socialising opportunities for children and young people in the County**

Having received support from the Welsh Government through the Playing Opportunities grant to improve the quality and accessibility of play areas, work is underway to deliver improvements that will benefit the children and young people of Gwynedd. The Department has been successfully working with Bangor City Council recently and we are in the process of transferring the Maes Tryfan playground to their ownership.

- **Flood Risk Assessment**

The Local Flood Strategy has been adopted and is in place. Since the submission of the Strategy to the Welsh Government we have received their comments which were specifically around the use of different terminology. This does not mean that any further updates are required to the content of our strategy and we are now acting on its content.

- **Clean and Tidy Communities**

The route optimisation system is being introduced as a trial in the Arfon area before being rolled out across the County. This investment will lead to a reduction in the service's current overspend by working in a more effective manner. Town cleaners have been appointed in Caernarfon and Bangor and we will be extending the arrangements to the town of Pwllheli and Porthmadog for spring 2026. By purchasing bespoke road sweepers, the service has modernised its cleaning fleet thereby reducing any reliance on hired vehicles.

2.2.2 The Department's day-to-day work (Performance Measures)

The Department's performance measures can be found in Appendix 2. There are 29 measures that reflect the purpose of the Department's services.

The measures are regularly discussed at the Performance Challenge and Support meetings and following our meeting in October this year 62.1% of the measures are reported as green. This is a confirmation of the good work noted against the performance of the services. Notice that 37.9% are recorded as amber and are receiving further attention as part of the discussions surrounding the challenge and support process. It is good to note that no measures have been recorded as being red.

Here is an overview of some of the Department's measures.

Corporate/Departmental measures - these have been included for the first time this year which look at measuring the performance regarding Freedom of Information Requests, Mandatory Titles, Language Self-Assessment and the department's sickness rate. It should be noted that our Freedom of Information request response percentage at the end of quarter 2 was 96.4% which is commendable. The department's work to encourage staff to complete the mandatory titles is also to be commended as there has been a significant leap between the first two quarters of the year. There is still work to be done and we hope that the percentage will continue to improve over the next quarter.

Highway Maintenance – our performance on dealing with defects is very good and indeed the Service has just been through an insurance audit which looks at our arrangements dealing with third party claims and they were very pleased with the procedures we had in place. The service recognises that our arrangements need to be reviewed to ensure that work is accurately recorded on our systems to ensure reliable data and this work has been put in place.

Street Lighting - The service continues to respond to faults within their 5 day time target, and indeed responds to them on average within 2.5 days. However, if there is a fault with an asset owned by the National Grid, they have 20 working days to respond which is beyond our control.

Street Scene - Up to the end of quarter 2 the Enforcement Unit, within the Street Scene Service has seen an increase in the percentage of Fixed Penalty Notices that have been paid. The performance is currently 77% compared to 71% for last year. Any income generated is re-invested to respond to fly-tipping, dog fouling, litter and fly-posting problems.

Public Toilets – This service has been extremely busy over the summer and as a result has seen the number of complaints received increase slightly compared to the same period last year. One incident in a particular toilet was reported several times by various members of the public which has contributed to this increase. The most frequent complaints are about opening hours.

Gwynedd Consultancy - YGC continue to perform well with 7 out of their 8 measures being green. The work programme remains healthy with several flood and engineering projects in place. The team offer a range of specialist consultancy services not only in Gwynedd but now across Wales.

2.2.3 External Auditors' Reports

There has been no external audit to date in 2025/26.

2.2.4 Savings and Cuts Plan

The total Savings Schemes for 2025/26 are £533,500. The Department has, or is on track, to achieve a total value of £212.5k, with a total value of £321k slipping or that there is a risk of not being able to realise.

3. Consultation

The report has been created on the basis of information submitted to the most recent meeting to challenge and support the performance of the Department of Highways, Engineering and YGC, with the Corporate Director, Head of Department, Service Managers and myself attending the meeting.

Appendices

Appendix 1: Council Plan projects milestone progress report

Appendix 2: The Departments' Performance Measures

Gwynedd Council Plan 2023-28 – Year 3 Priorities

Gwynedd Yfory: Giving our children and young people the best possible start in life

Section	Project	What we want to achieve during the THIRD year 2025-26 (milestones):	CONCISE update on progress with milestones to date 23/10/25	Is the milestone completed/likely to be received by the end of the financial completion year (Yes / No)
Highways, Engineering and YGC	Extending play and socialising opportunities for children and young people in the county	<ol style="list-style-type: none"> 1. Our team will review the stock highlighting the high priority playing fields in order to consider an action plan. 2. A succesful bid has been submitted for SPF grant support. Provide a detailed programme of work to ensure the introduction of improvements within the grant requirements timetable. 3. Review internal procedures by introducing a maintenance service of playing fields 4. Continue to work with Community and Town Councils as needed 	<ol style="list-style-type: none"> 1. A stock review has taken place. An action plan needs to be created. 2. Having received support from the Welsh Government through the Playing Opportunities grant to improve the quality and accessibility of play areas, work is underway to deliver these improvements. 3. Work progressing – discussions with the Tîm Tacluso are taking place. 4. Ongoing work to collaborate with Community and Town 	<ol style="list-style-type: none"> 1. Yes 2. Yes 3. Yes 4. Yes

			Councils. A recent example - we are in the process of transferring Maes Tryfan playground to Bangor City Council.	
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Green Gwynedd: Protecting the county's natural beauty, and responding positively to the climate change crisis

Section	Project	What we want to achieve during the THIRD year 2025-26 (milestones):	CONCISE update on progress with milestones to date 23/10/25	Is the milestone completed/likely to be received by the end of the financial completion year (Yes / No)
Highways, Engineering and YGC	Flood Risk Assessment	<ol style="list-style-type: none"> 1. Local Flood Strategy completed and submitted to Government (await feedback on the content to welcome any comments) 2. Implement the work plan associated with the Local Flood Strategy 3. Respond to any issues arising during the year in relation to the flood plain 	<ol style="list-style-type: none"> 1. Feedback has been received from the Government on the Strategy and a draft response is in place. A response will go to the Welsh Government in October. 2. Continuing as the day to day job 3. The service will liaise with Community and Town 	<ol style="list-style-type: none"> 1. Yes 2. Yes 3. Yes

			Councils to confirm work that is to take place in their community along with a conversation about changes to the Shoreline Management Plan.	
Highways, Engineering and YGC	Clean and Tidy Communities	<ol style="list-style-type: none"> 1. Introduce a route optimisation system that will ensure effective and efficient cleaning routes for the street bin service. This investment is related to the cut/savings targets and the overspending position. Therefore, there will be an expectation for the system to partially greet the situation. 2. Town Centre Cleaners operating within Arfon and Meirionnydd and to be rolled out in Dwyfor. Monitor the efficiency and impact of this arrangement to be carried out during the year. 3. Strengthen the relationships of the Tidying Teams by working with local organisations/communities with particular attention to public open areas. 	<ol style="list-style-type: none"> 1. The Bartec circuit optimisation system has been introduced. Design phase in place with a trial to be introduced in the Arfon area before the end of the year. 2. Town cleaners in Bangor and Caernarfon have been appointed and have been a great success so far. We will be extending the arrangements to the town of Pwllheli and Porthmadog by spring 2026. 3. The “Tim Tacluso” continue to work with Community and Town Councils along with requests from Council members. We will be attending Community and Town Council meetings in the new year to receive feedback 	<ol style="list-style-type: none"> 1. Yes 2. Yes 3. Yes

		4. Modernisation of the Cleaning Fleet in order to reduce the reliance on hiring as well as ensure that the workforce has the bespoke vehicles to carry out the work.	<p>from them on the work of the team.</p> <p>4. Procured 8 specific road sweeping machines.</p>	4. Yes
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APPENDIX 2- PERFORMANCE
MEASUREMENT AND SUPPORT

HIGHWAYS, ENGINEERING AND YGC



Performance Measurement and Support (PP/YGC)

Period: 01 April – 30
September 2025

29

Measures

0%

% Red

37.9%

% Amber

62.1%

% Green

Departmental Measures

Highway Maintenance Service

Street Lighting Service

Fleet Management

Street Scene and CCTV Service

Municipal Assets Service

Building and Infrastructure Service - YGC

Business and Project Delivery Service - YGC

Water and Environment Service - YGC

Technical Service - YGC

**PP01 –
Departmental**

Percentage of staff that have
completed the mandatory
titles

59.0%

**PP02 –
Departmental**

Percentage of FOI requests
answered within 20 days

96.4%

**PP03 –
Departmental**

Number of sick days per FTE

4.62 days

**PP04 –
Departmental**

Percentage of staff that have
completed the Language Self
Assessment

95.6%

**PP05 – Highway
Maintenance**

Number of critical defects

180

**PP06 – Highway
Maintenance**

Number of safety defects

1,839

**PP07 – Highway
Maintenance**

Average number of days to
complete a pothole complaint

7.47 days

**PP08 – Highway
Maintenance**

Percentage of our class A,B
and C roads that are in good
condition (no defects)

53.7%

**PP09 – Street
Lighting**

Average number of days to
repair street lamps

2.5 days

**PP10 – Street
Lighting**

Street Lamps Energy
Consumption

On track

**PP11 – Street
Lighting**

Percentage of Inspection
Programme completed

51.0%

PP12 – Fleet Management

Total Council Fleet

538 vehicles

PP13 – Fleet Management

Percentage of "green" vehicles in the Council's fleet

39.0%

PP14 – Fleet Management

Fuel Consumption

Monitoring

PP15 – Fleet Management

Percentage of work requests answered within 1 hour

80.0%

PP16 – Street Scene

Number of fly-tipping cases per 1,000 population in Gwynedd

1.6 cases

PP17 – Street Scene

Average number of days to respond to a "Dog Fouling" request

7.79 days

PP18 – Street Scene

Percentage of Fixed Penalty Notices that have been paid

77.0%

PP19 – Street Scene

Number of work requests to the Tim Tacluso 'Ardal Ni'

512 requests

PP20 – Public Toilets

Average number of days to respond to a "Public Toilet" enquiry/complaint

5.76 days

PP21 – Public Toilets

Number of requests per site

2.2 requests

YGC22 – Building and Infrastructure

Meet the Building Unit's financial target

Monitoring

YGC23 – Business and Project Completion

Meet the YGC service wide financial target

On track

YGC24 – Business and Project Completion

Score out of 10 for Customer Satisfaction

Score of 9

YGC25 – Water and Environment

Flood Risk Management Asset Audit Programme

On track

YGC26 – Water and Environment

Percentage of SuDS applications answered within the target of 49 days

90.0%

YGC27 – Water and Environment

Number of Flood Plans completed

On track

YGC28 – Technical Service

Percentage of structures in satisfactory or better condition (Critical BCI)

68.0%

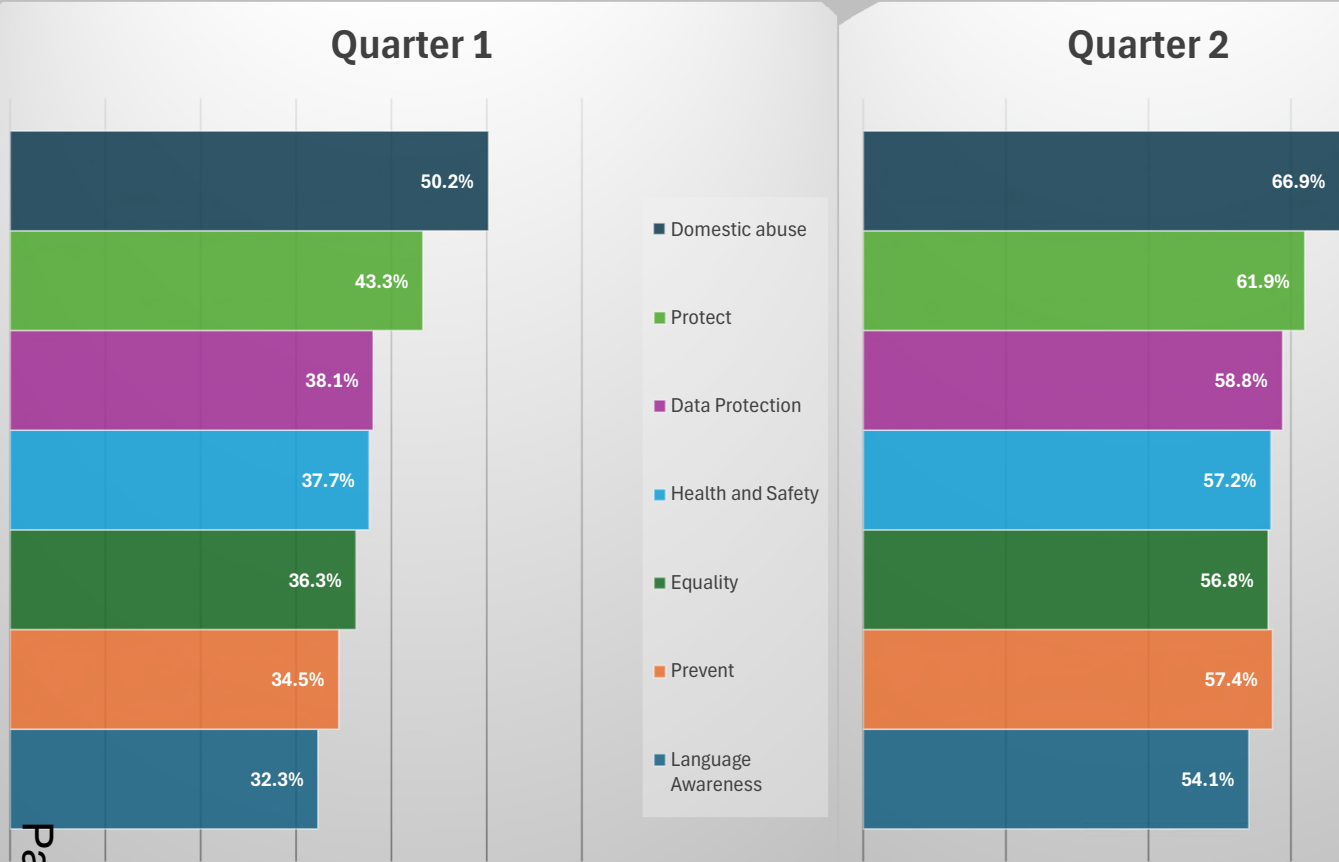
YGC29 – Technical Service

Percentage of inspections completed

67.1%

Departmental – Mandatory Titles

Percentage of Highways, Engineering and YGC staff that have completed the Mandatory Titles



Responsible Manager:

Steffan Jones (Head of Departement)

PP-01 – Percentage of staff that have completed the mandatory titles

Performance Overview:

The graphs show that between the end of quarter 1 and quarter 2 there has been a significant increase in the number of staff who have completed the mandatory titles within the Department.

Work has taken place to encourage staff to complete the titles as soon as possible. However, there are challenges for frontline staff to access the modules on self-service as they do not have email addresses.

To overcome this, the Street Scene Service has arranged for the frontline workers to come in and complete the titles. This work has been praised by the Learning and Development Unit and is encouraged as good practice that should be emulated by other departments.

Work is now starting with road workers and it's hoped that the percentage will increase again by the third quarter.

There is now an eighth mandatory title and the percentage for this one – "Freedom of Information" will be added in the next performance report.

Departmental - Freedom of Information Requests

Total number of request up to Qtr 2

57

Number replied on time

55

Number of late replies

2

Percentage of requests answered on time

96.4%

Note: Numbers do not include applications that the Department responds to as part of a cross-departmental request

Responsible Manager:

Steffan Jones (Head of Department)

PP-02 – Percentage of FOI requests answered within 20 days

Performance Overview:

During Quarter 1 the department received 24 freedom of information requests and 22 were answered within the 20 days which equates to **91.7%**. Both late requests had been answered two days late.

During Quarter 2 the department received 33 freedom of information request and 33 were answered within the 20 days, which equates to **100.0%**.

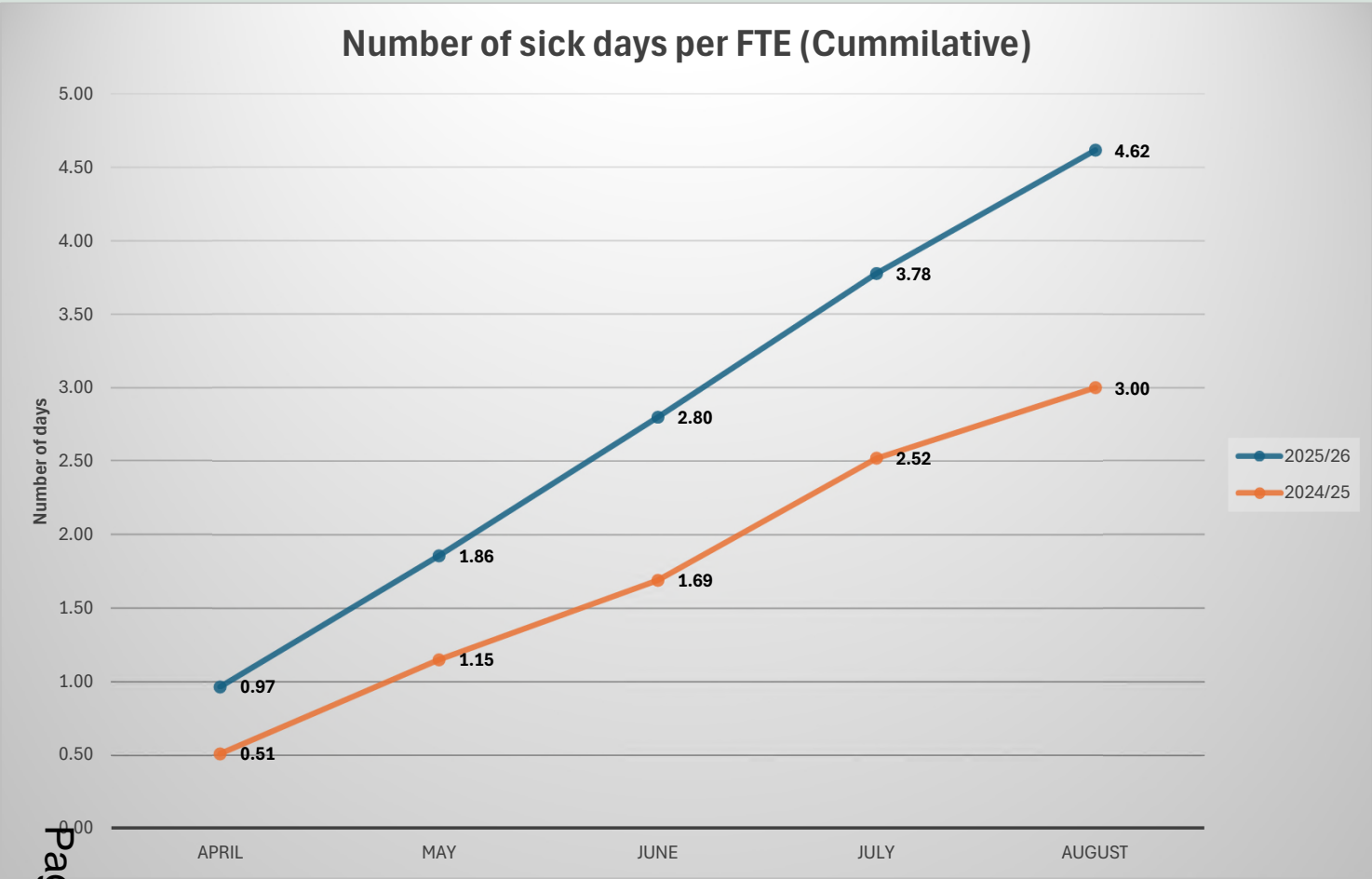
The performance has improved between the two quarters and the response percentage within 20 days is **96.4%** for the year to date.

The department's performance for the first two quarters has certainly improved from the performance for 2024/25 when only 87.9% of requests were answered within the 20 days.

The department has also established a new tracking procedure for the Freedom of Information Requests which it is hoped will help us keep the response percentage high for 2025/26.

The Department received a presentation from the Statutory Information Protection Officer at our Managers meeting at the end of September.

Departmental - Number of Sick Days



Responsible Manager:
Steffan Jones (Head of Departement)

PP-03 – Number of sick days per FTE

Performance Overview:

These figures reflect the period from April to August. This year's sickness levels are slightly higher than they were for the same time last year.

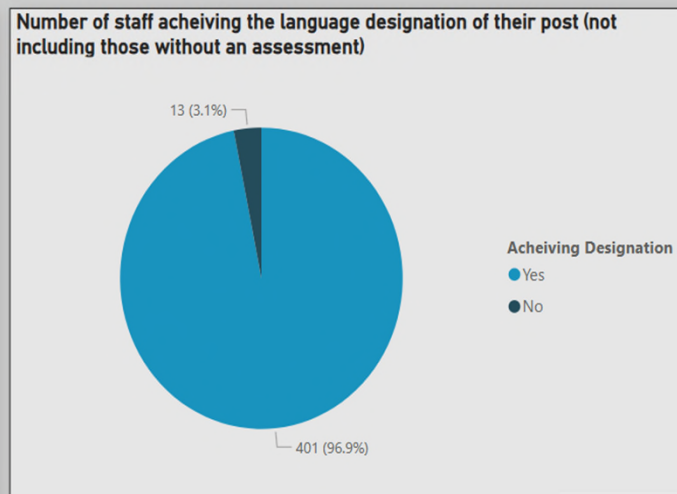
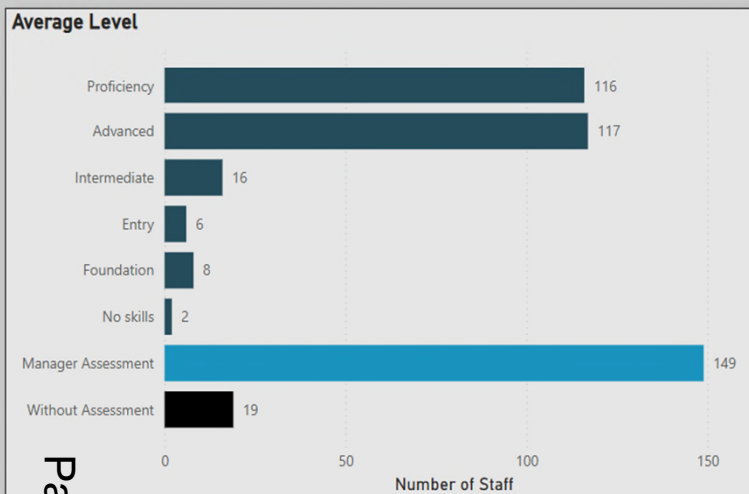
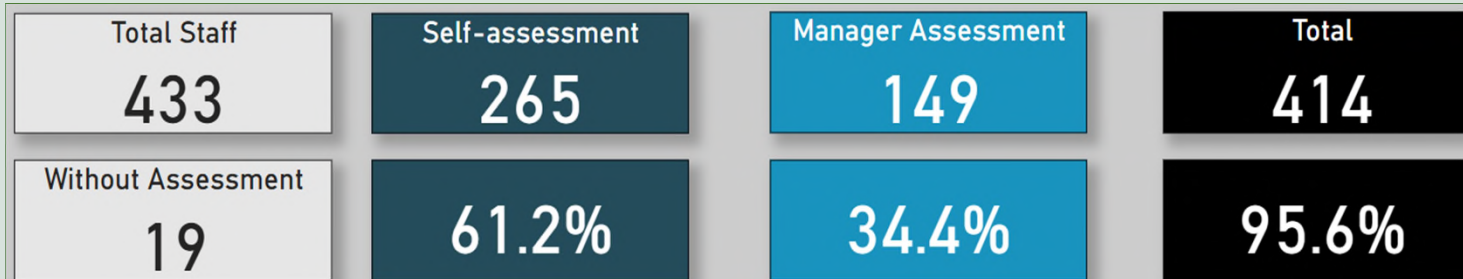
However, the Department's figures this year follow a similar pattern to the one for the whole Council.

A figure for the entire Council by the end of August was 4.43 days, so the Department's performance was slightly worse at 4.62.

The Department has had a number of long-term sickness cases this year that has pushed our average number of days up.

Work has been undertaken to identify an improved Department structure, and this will allow us to look at which services have higher levels of sickness than others.

Departmental – Language Self Assessment



Responsible Manager:

Steffan Jones (Head of Department)

PP-04 – Percentage of staff that have completed the Language Self Assessment

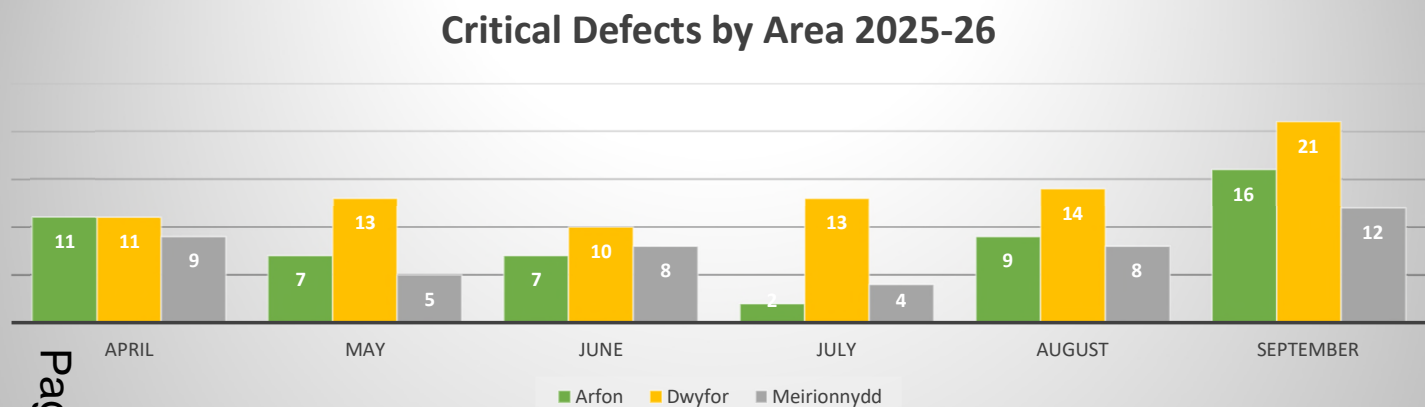
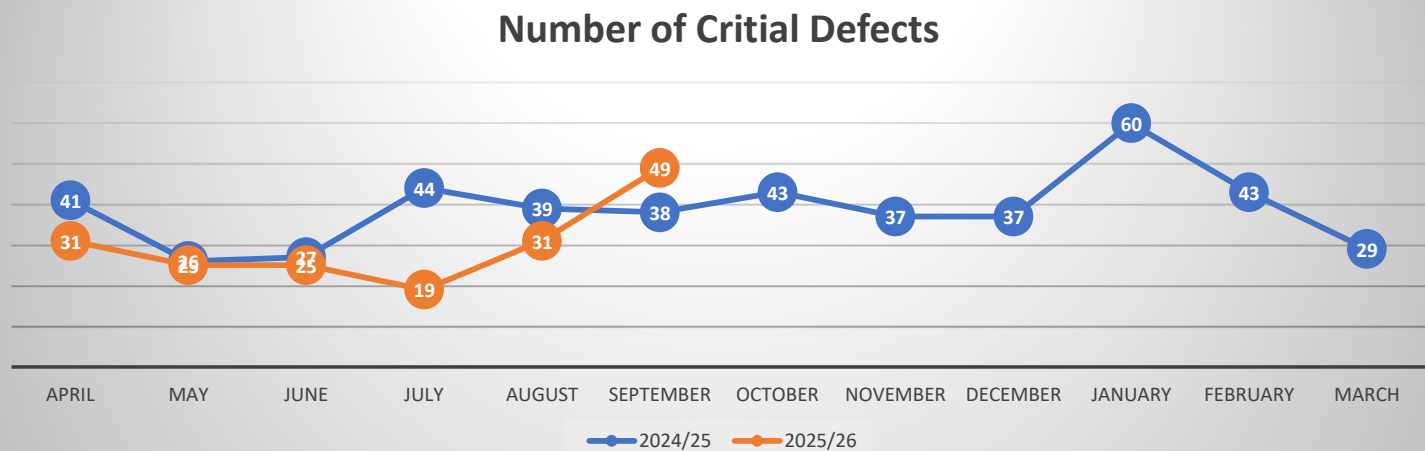
Performance Overview:

- The Department employs 433 staff.
- 265 of the staff have completed the Language Self-Assessment which is 61.2%.
- For a further 149 of the workforce (frontline), the line managers have completed an assessment on their behalf.
- This leaves 19 who have no language assessment at all.
- 96.9% of staff meet the language designation of the post.
- There are 13 members of staff who do not meet the language designation of their position. Of these, 2 are currently receiving language training.

We support our staff to attend relevant training, see below for the numbers who have attended training this year.

- 1 x Entry Course 2
- 1 x Intermediate Course 2 – Learn Wales
- 1 x 'Using' Welsh Advanced Work Course – Nant Gwrtheyrn
- 1 x Confidence Building Course

Highway Maintenance Service (Critical Defects)



Responsible Manager:
Gareth Roberts (Dwyfor Area Engineer)

PP-05 -Number of critical defects

Purpose of the service:
To enable the public to travel on Gwynedd's roads safely and unhindered.

Performance overview:

Critical Defect: Response to this type of defect is within 2 hours.

A critical deficiency is a situation in which the inspection officer considers the risk to safety to be high enough to require immediate attention.

By September this year there were a total of 180 critical defects which are 35 fewer than the 215 for the same period last year.

Highway Maintenance Service (Safety Defects)

Responsible Manager:
Gareth Roberts (Dwyfor Area Engineer)

PP-06 - Number of safety defects

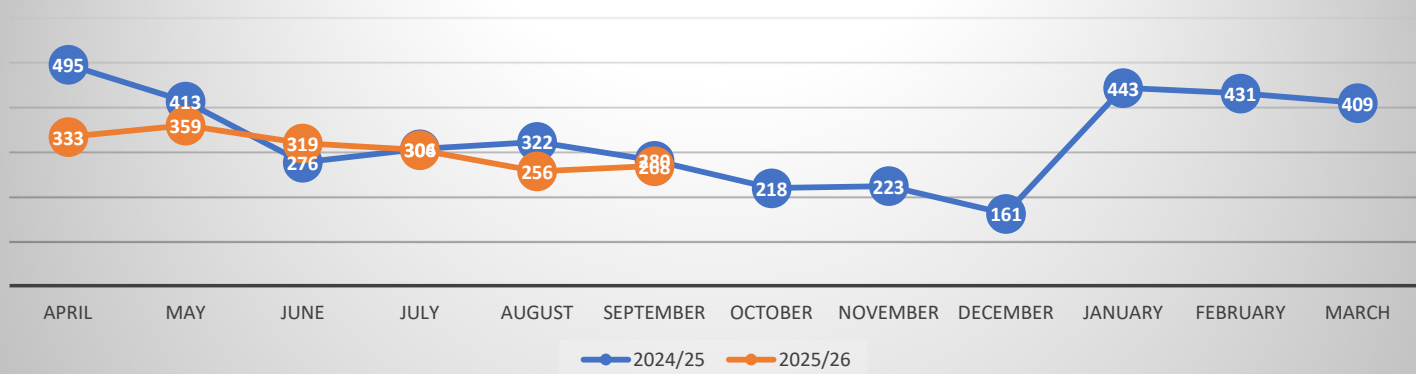
Purpose of the service:
To enable the public to travel on Gwynedd's roads safely and unhindered.

Performance overview:
Safety Defect: Respond before the end of the next working day.

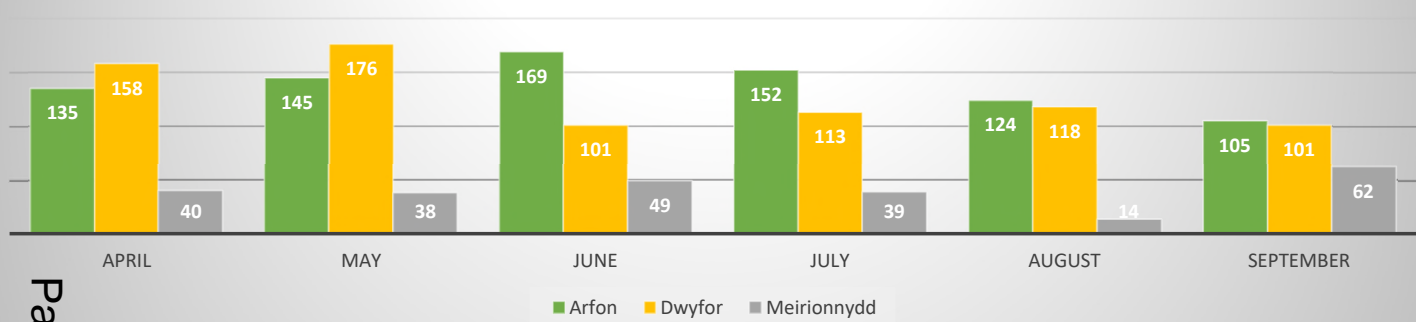
A safety defect is a service request or defect that requires a response as soon as possible in order to eliminate a potential risk of injury to users.

By September this year there were a total of 1,839 safety defects which are 12% fewer than the 2,092 for the same period last year.

Number of Safety Defects



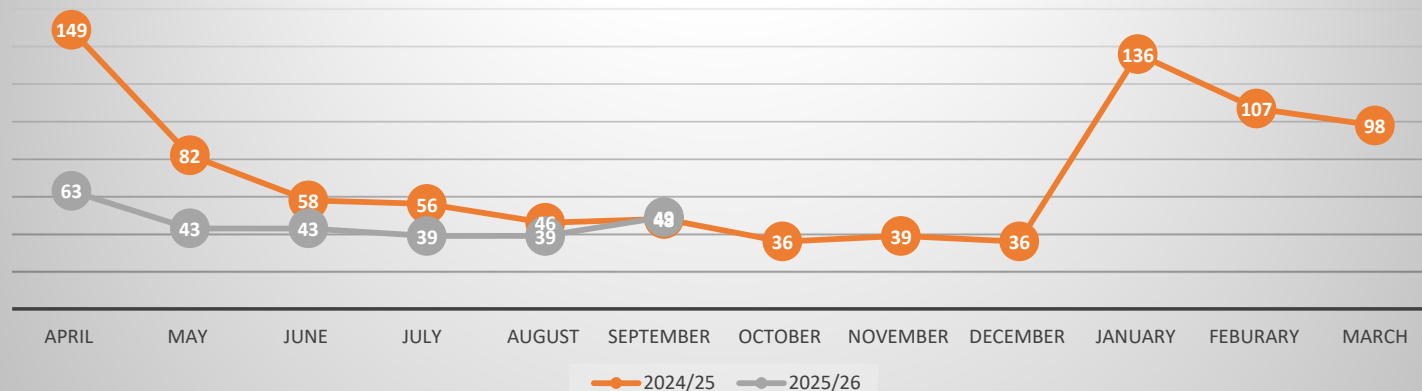
Safety Defects by Area 2025-26



Highway Maintenance Service (Road Conditions)

Number of Enquires: Potholes

(Across Gwynedd)



Period = 1/4/25 – 30/9/25

Average days to
respond to
customer
5.97

Average days to
complete enquiry
/ complaint
7.47**

Responsible Manager:

Adrian Wyn Williams (Meirionnydd Area Engineer)

PP-07 – Average number of days to complete a pothole complaint

The Purpose of the Service:

To enable the public to travel on Gwynedd's roads safely and unhindered.

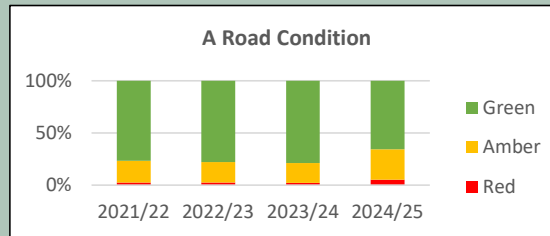
Performance Overview:

- The line graph compares the numbers of "potholes" complaints that have been received through the FFOS system.
- The number of complaints received this year has fallen – 276 to the end of September compared to 439 in the same period in 2024/25.
- Between April and September this year the average number of days of customer had to wait for a response was 5.97 days and the average number of days to complete the query was 7.47 days.

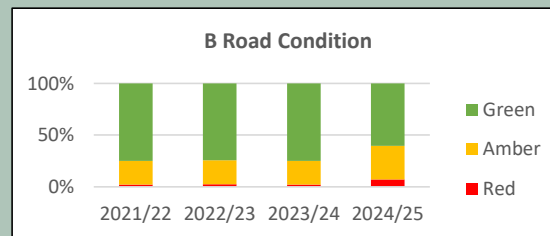
**The average number of days to respond includes all deficiency categories; that is – the response times would vary depending on the defect.

Highway Maintenance Service (Road Conditions)

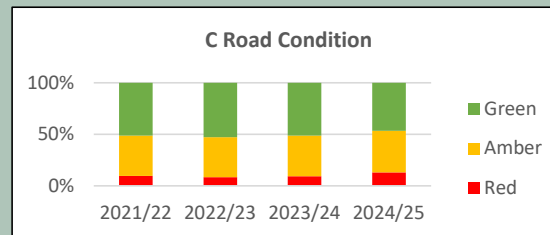
A Road Condition			
Year	Green	Amber	Red
2021/22	76.8%	20.8%	2.4%
2022/23	77.9%	19.8%	2.3%
2023/24	79.0%	19.0%	2.0%
2024/25	65.9%	29.1%	5.1%



B Road Condition			
Year	Green	Amber	Red
2021/22	75.0%	23.0%	2.0%
2022/23	74.3%	23.3%	2.4%
2023/24	75.0%	23.0%	2.0%
2024/25	60.5%	32.6%	6.9%



C Road Condition			
Year	Green	Amber	Red
2021/22	51.3%	39.1%	9.6%
2022/23	52.8%	39.0%	8.3%
2023/24	51.4%	39.1%	9.5%
2024/25	46.6%	40.4%	13.1%



Responsible Manager:

Ian Morgan (Arfon Area Engineer)

PP-08 - Percentage of our class A,B and C roads that are in good condition

Purpose of the service:

To enable the public to travel on Gwynedd's roads safely and unhindered.

Performance overview:

The graphs show the results of technical tests on our Class A, B and C roads with the results being expressed in percentages in the tables. These audits are carried out by the Welsh Government throughout Wales.

Green = Road, generally, in good condition, no defects need further inspections.

Yellow = Road exhibiting defects need inspection soon to identify suitable repair work

Red = Condition is generally poor and will likely require planned maintenance soon.

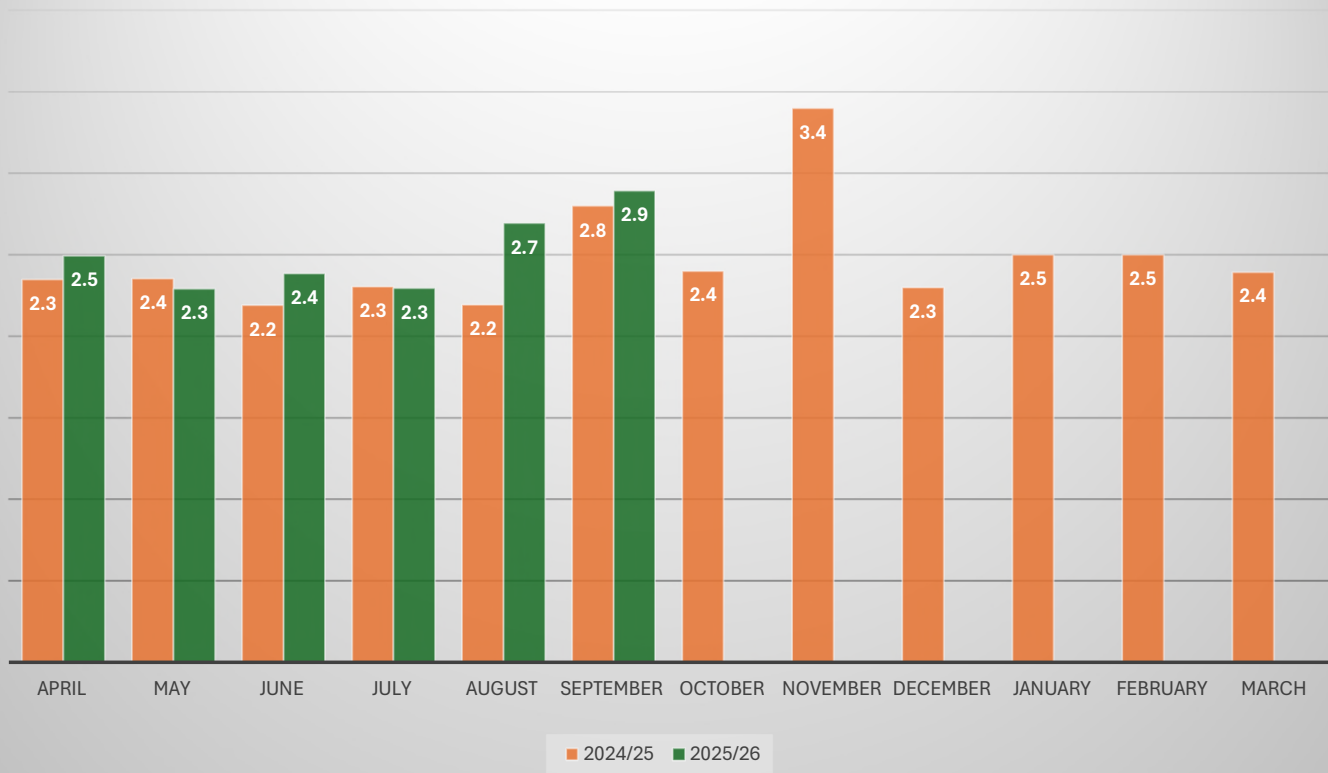
You will find that the percentages of our roads within the yellow and red are increasing despite the capital investment that the Council has made in them over the last few years.

The Class A, B and C roads represent 52% of the public road network within Gwynedd, which is 1,447km. The rest of the network (1,345km), are unclassified roads that do not receive technical inspections at all. As a result, there is no up-to-date technical information for 48% of our road network in Gwynedd.

Historically the Service only had information as a result of the safety checks as a record of the condition of our Unclassified roads. But last year the Service piloted a system that uses "AI" technology to analyse information gathered by taking a video of the roads as the inspector carried out an inspection. As a result, the engineers have a more complete picture of the state of our network in order to prepare maintenance work programs.

Street Lighting Service

Average number of days to repair street lamps



Responsible Manager:

Colin Worth (Lighting Services Manager)

PP-09 – Average number of days to repair street lamps

The Purpose of the Service:

Maintain lighting units, illuminated signage and traffic light sites throughout the whole of Gwynedd to enable the public to feel safe on the County's road, footpath and public space network.

Performance Overview:

So far this year, we see that the average time to repair a street lamp is 2.5 days.

The target time for repair is 5 days.

Street Lighting Service

Responsible Manager:

Colin Worth (Lighting Services Manager)

PP-10 - Street Lamps Energy Consumption

The Purpose of the Service:

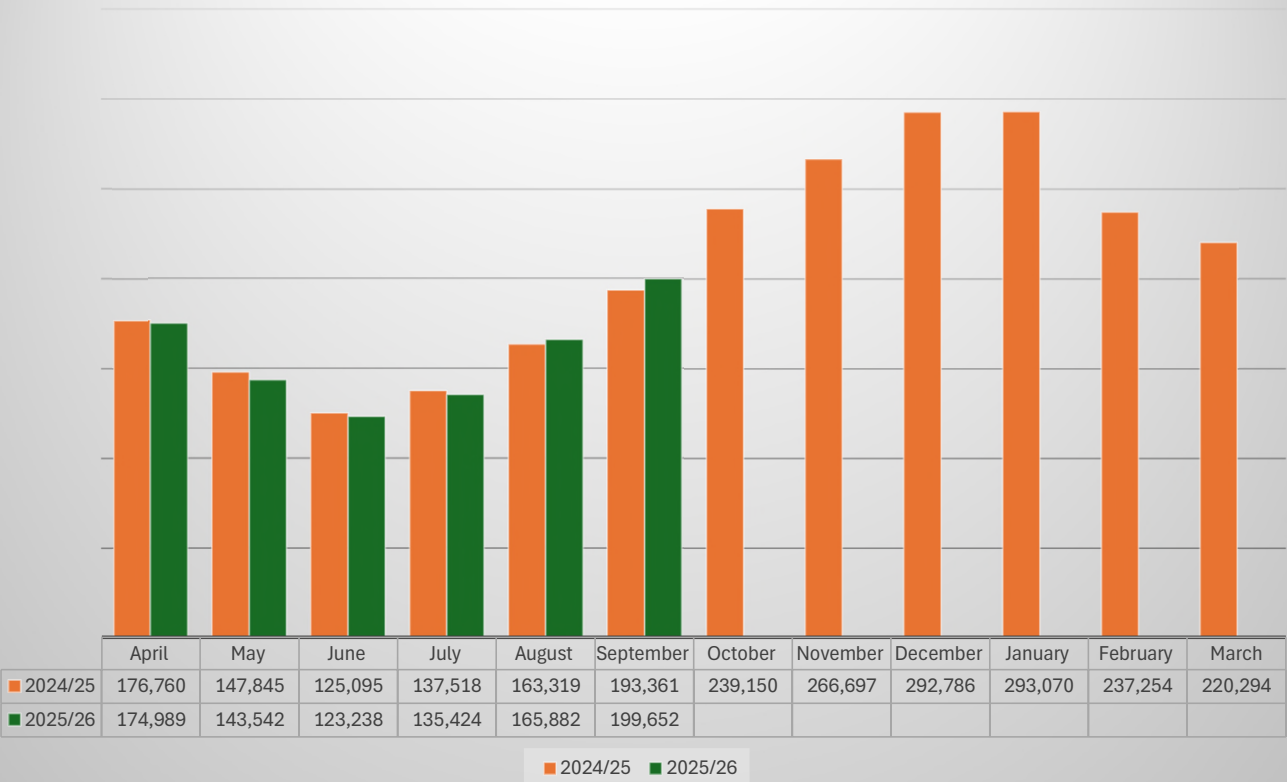
Provision of street lighting located on the County's road network, paths and public spaces.

Performance Overview:

The energy consumption of street lights and road signs is quite stable as expected in the period in question. Consumption will usually rise from this time over the winter period.

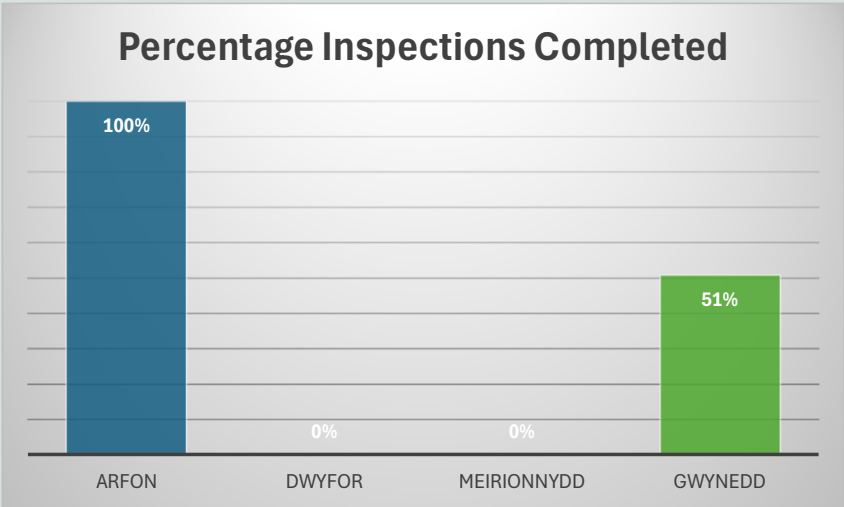
Since the adoption of the former trunk road a significant number of street lighting assets have passed into our possession.

Street Lighting Energy Consumption(KWH)



Street Lighting Service

	Nifer of Columns that need inspection	Number Completed	% completed
Arfon	1,243	1,243	100%
Dwyfor	742	0	0%
Meirionnydd	461	0	0%
	2,446	1,243	51%



Responsible Manager:

Colin Worth (Lighting Services Manager)

PP-11 - Percentage of Inspection Program completed

The Purpose of the Service:

Maintain lighting units, illuminated signage and traffic light sites throughout the whole of Gwynedd to enable the public to feel safe on the County's road, footpath and public space network.

Performance Overview:

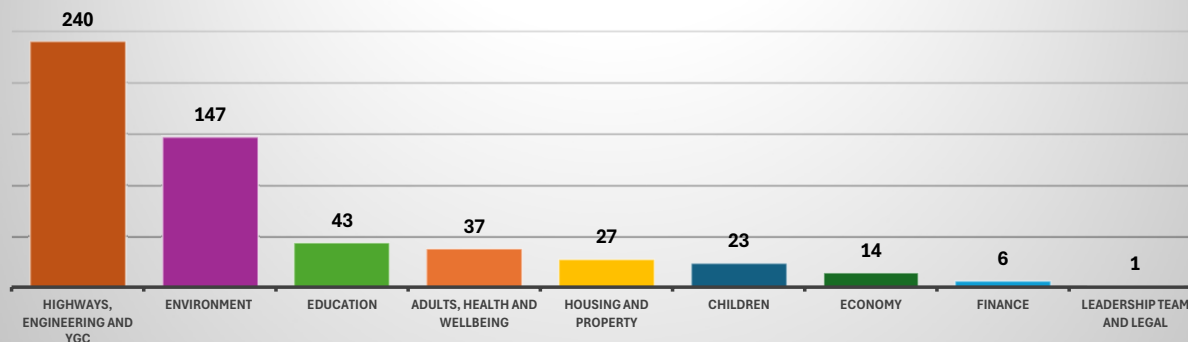
During 2025/26, a total of 2,446 columns need to be inspected.

To date the Arfon inspections have been completed and the Dwyfor and Meirionnydd inspections will commence shortly.

Of the 1,243 inspections at Arfon, 25 defects were identified.

Fleet Management Service

Total Council Fleet



Department	Total	Funded	Not Funded	Have been upgraded	Hired
Highways, Engineering and YGC	240	191	7	14	28
Environment	147	103	2	17	25
Education	43	9	30	1	3
Adults, Health and Wellbeing	37	25	9	1	2
Housing and Property	27	25	0	2	0
Children	23	4	16	3	0
Economy	14	10	3	1	0
Finance	6	0	4	1	1
Leadership Team and Legal	1	1	0	0	0
Total	538	368	71	40	59

Responsible Manager:

Kev Sheret (Fleet Manager)

PP-12 – Total Council Fleet

Purpose of the service:

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

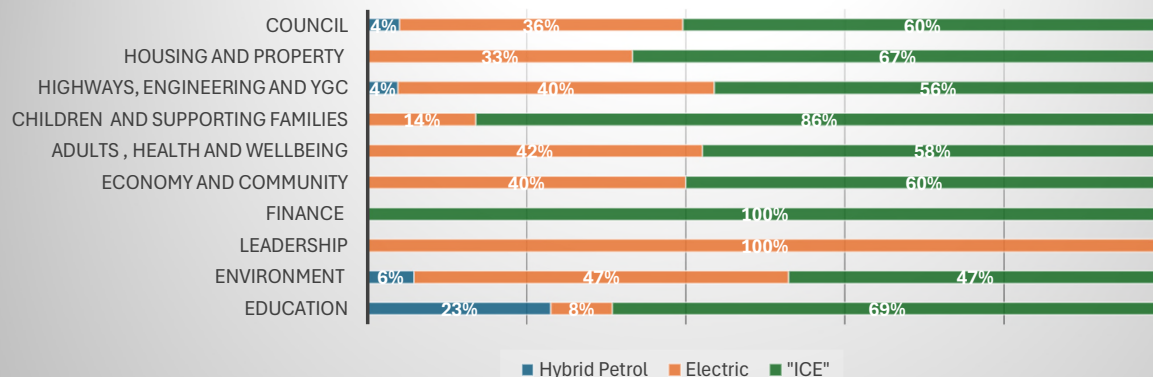
Overview of performance:

Providing information to give context on the situation of the Council's fleet as a whole, mainly when considering the financial implications for the refurbishment of the vehicles. By now there are:-

- 538 vehicles are part of the Council's Fleet, with 68.4% placed on future funding plans.
- 71 (13.2%) are self-funded within services.
- 40 (7.4%) vehicles remain part of the Fleet despite a new vehicle being delivered.
- 59 (11.0%) vehicles hired by Council services

Fleet Management Service

Fuel Type : Gwynedd Cars and Vans



Service	Petrol Hybrid	Electric	"ICE"	Total	% Green
Municipal Assets	-	4	8	12	33.3%
Grounds Maintenance	-	1	3	4	25.0%
Fleet Service	-	5	3	8	62.5%
Street Lighting	2	1	1	4	75.0%
Streetscene Service	-	10	5	15	66.7%
Ash Dieback	-	-	1	1	0.0%
Highways	-	6	10	16	37.5%
YGC	1	4	13	18	27.8%
Total PP/YGC	3	31	44	78	43.6%

Responsible Manager:

Key Sheret (Fleet Manager)

PP-13 - Percentage of "green" vehicles in the Council's Fleet

Purpose of the service:

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

Overview of Performance:

A measure to show the Council's progress in expanding their electric fleet.

WHOLE COUNCIL

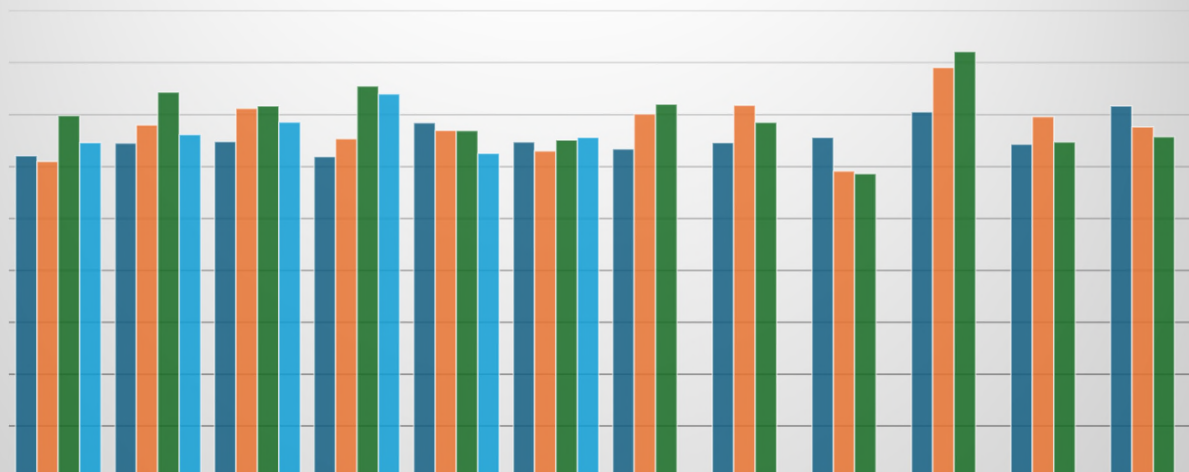
- 88 (39%) of the 227 cars or vans are now green (electric or hybrid).
- Of the remaining 139 diesel/petrol vehicles, 57 are either refurbished and maintained, hired or have no funding plans for them.

DEPARTMENT OF HIGHWAYS, ENGINEERING AND YGC

- 34 (44%) of the 78 cars or vans are green (electric or hybrid).
- Of the remaining 44 diesel/petrol vehicles, 26 (59%) are either refurbished and maintained, hired or have no funding schemes for them.

Fleet Management Service

Fleet Management: Fuel Consumption (ltr)



Responsible Manager:

Key Sheret (Fleet Manager)

PP-14 – Fuel consumption

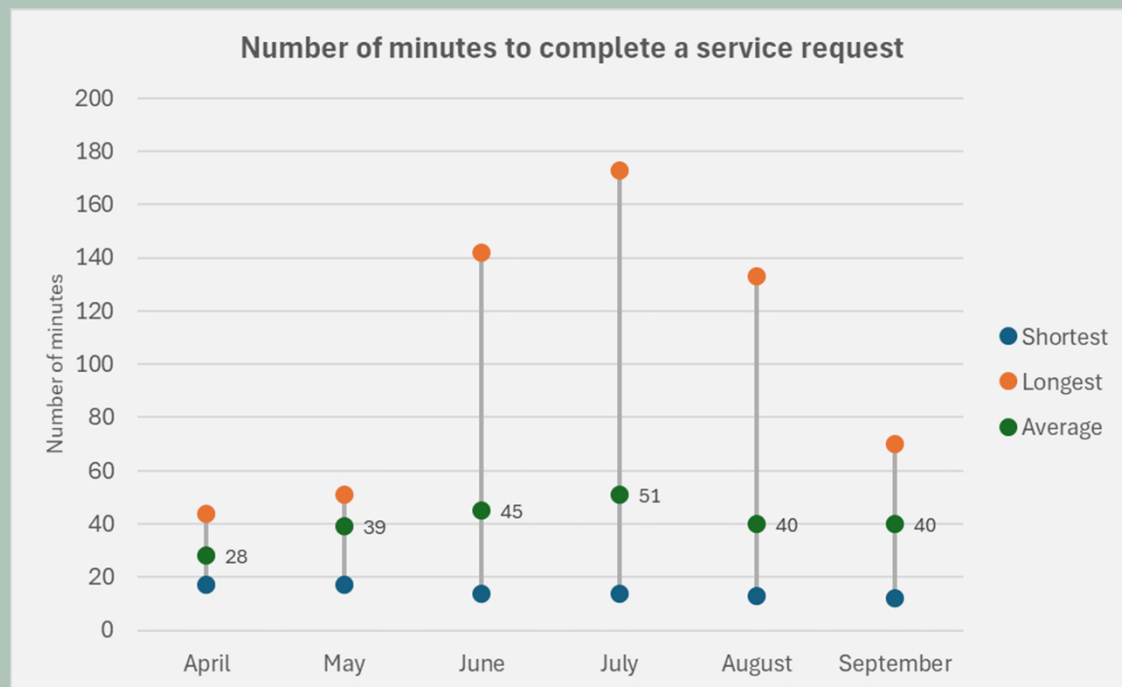
Purpose of Service:

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

Overview of Performance:

- Although we saw a 0.7% increase in our fuel consumption during September this year compared to September last year, we have seen a significant decrease since May.
- Comparing the last 6 months (April to September 2025) and the same period during 2024, we see a 5.4% decrease in our fuel consumption.
- Over the last 12 months (October 24 to September 25) compared to the previous 12 months (October 23 to September 24) we have seen a 3.3% reduction in our fuel consumption.
- This decrease over the last 12 months compared to the previous one is equivalent to 54,743 litres.

Fleet Management Service



Number of requests since
1st April 25

65

Percentage completed
within an hour

80.0%

Responsible Manager:

Kev Sheret (Fleet Manager)

PP-15 - Percentage of requests answered within target

Purpose of Service:

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

Overview of Performance:

This measure shows the number of minutes it took for the service to complete a service request.

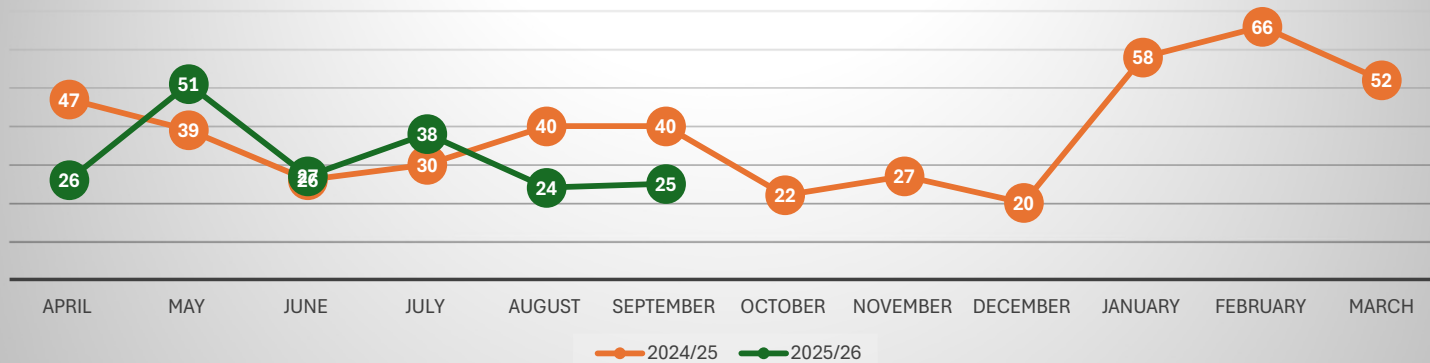
These include requests for:

- Vehicle hire
- Access to fuel
- Adding drivers to the register
- Training applications
- Access to Fleet systems

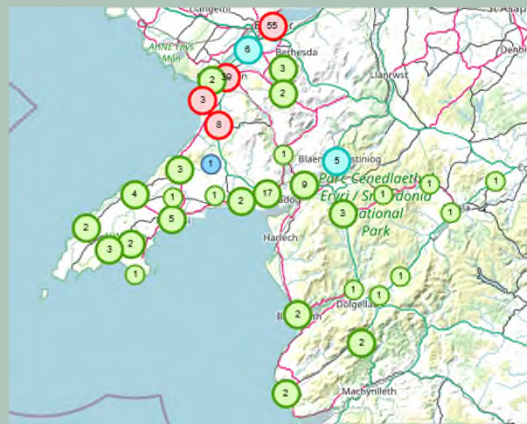
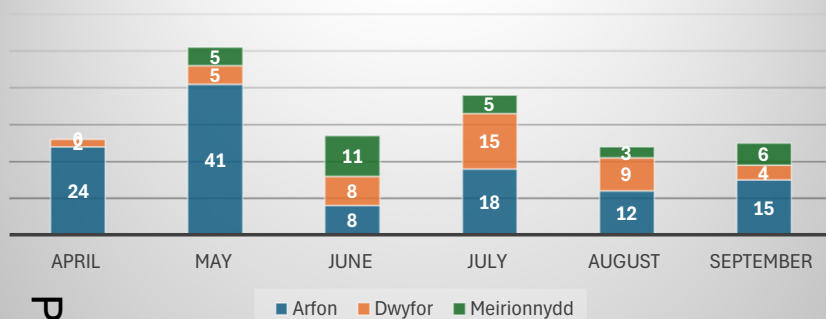
We have a target to complete these within 1 hour of receipt of the request.

Between April and September this year we have managed to complete 80% of requests within an hour.

Streetscene (Fly Tipping)



Numbers by Area 2025/26

**Responsible Manager:**

Steven Edwards (Street Scene Manager)

PP-16 - Number of fly-tipping cases per 1,000 population in Gwynedd

The Purpose of the Service:

Provision of clean and tidy streets and public areas.

Overview of Performance:

The number of cases this year remains quite similar to last year's numbers. In total up to the end of September there are 33 fewer cases this year compared to the same period last year.

The second graph looks at the numbers by area in Gwynedd. For a fairer comparison it is necessary to look at the numbers per 1,000 population of the areas.

Arfon = 2.0 cases per 1,000 population

Dwyfor = 1.6

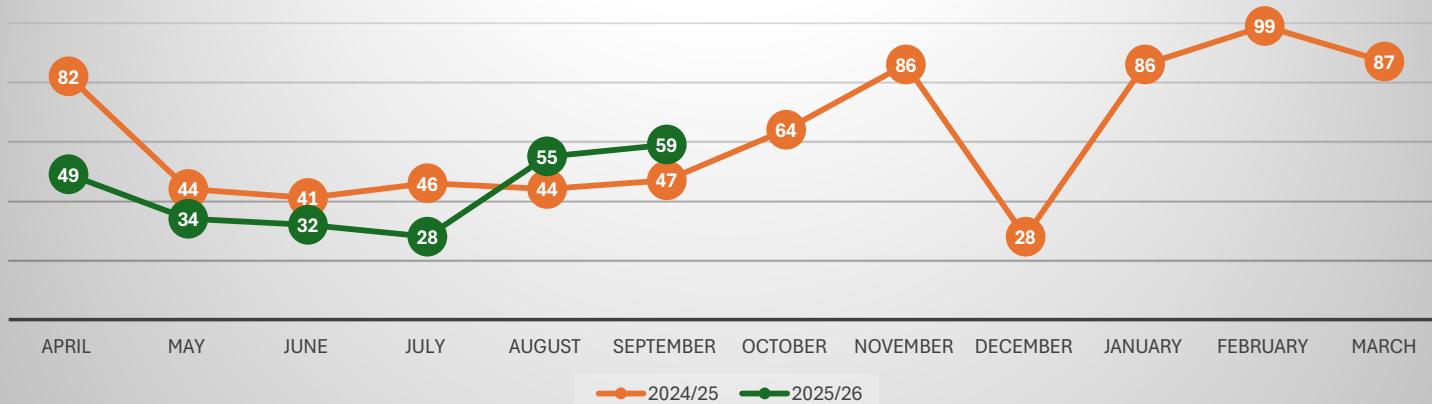
Meirionnydd = 1.0

Gwynedd = 1.6

The map shows the location of the offences and work will take place to look at the locations in order to decide where campaigns need to be targeted.

Streetscene (Dog Fouling)

Number of 'Dog Fouling' Enquiries



Period = 1/4/25 – 30/9/25

Average days to
respond to
customer
7.12

Average days to
complete enquiry
/ complaint
7.79

Responsible Manager:

Steven Edwards (Street Scene Manager)

PP-17 – Average days to complete a “Dog Fouling” complaint/enquiry

The Purpose of the Service:

Provision of clean and tidy streets and public areas.

Overview of Performance:

You will see from the graph that the number of Dog Fouling enquiries/complaints is lower overall compared to the same period last year – 47 fewer complaints.

However, the number of complaints has increased over the months of August and September this year.

The average number of days to complete an enquiry/complaint is 7.79 days.

It's important to note that dog fouling is only one aspect of these complaints. Here's a comparison of the number of response days by complaint type:

Dog Fouling = 1.83 days

Dog Fouling street Enforcement = 19.43 days

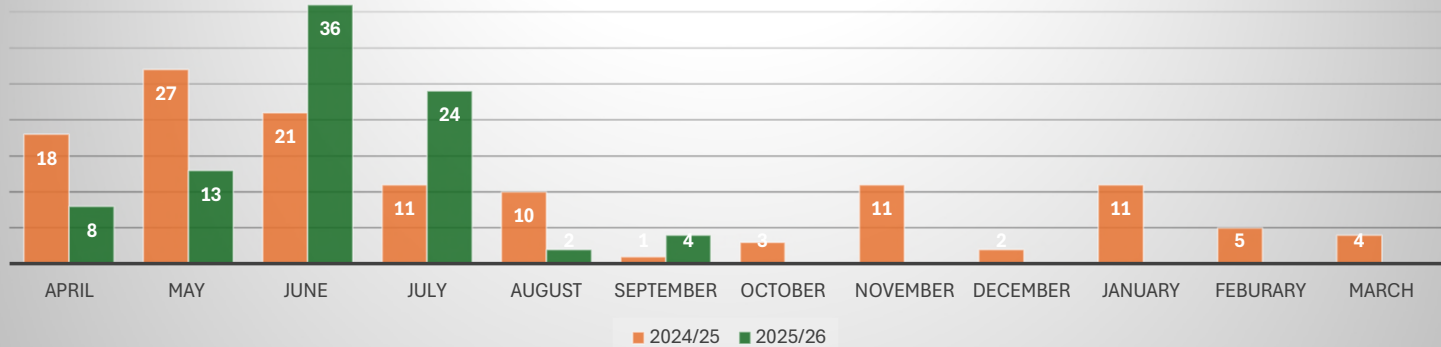
Dog Bins = 2.17 days

Dog Bins – Replacement = 14.55 days

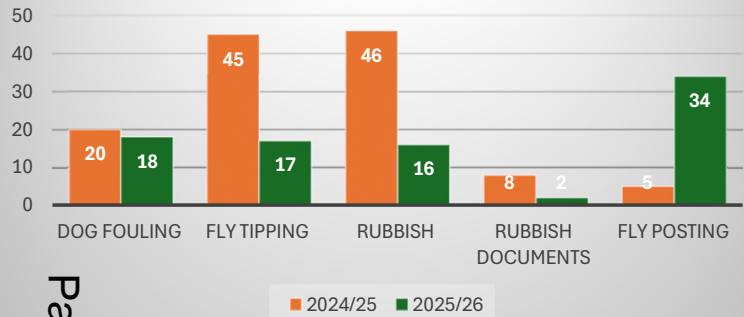
All Dog Fouling Complaints = 7.79 days

Streetscene (Fixed Penalty Notice)

Number of Fixed Penalty Notices



Type of Crime



	2023/24	2024/25	2025/26 (until end of September)
Paid	72.2%	71.0%	77.0%
Cancelled	25.0%	26.6%	11.5%
Tribunal	2.8%	1.6%	0.0%
Haven't been paid	0.0%	0.8%	11.5%
	100.0%	100.0%	100.0%

Responsible Manager:
Steven Edwards (Street Scene Manager)

PP-18 - Percentage of Fixed Penalty Notices paid

The Purpose of the Service:
Provision of clean and tidy streets and public areas.

Overview of Performance:

By the end of September, 2025 the FPN number was 87, which is one less than for the same period last year at 88.

However, the number of FPNs for dog fouling has increased this year compared to last year, with 18 after 6 months compared to 20 for a whole year last year.

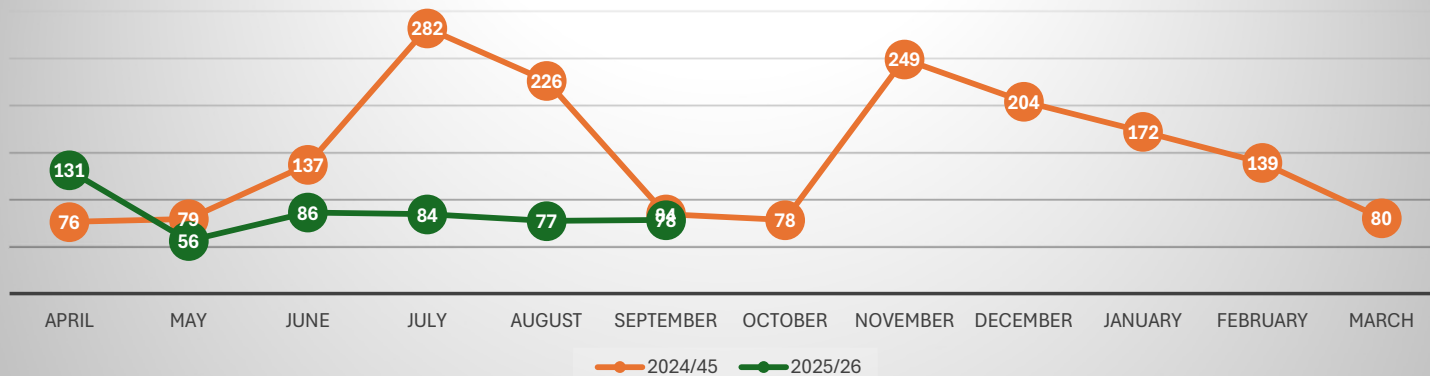
Quite a bit more FPNs for fly posting have been introduced this also.

Up to the end of September this year 77% of the FPNs has been paid. This is an improvement compared to the previous two years' performance which had a percentage of 72% and 71%.

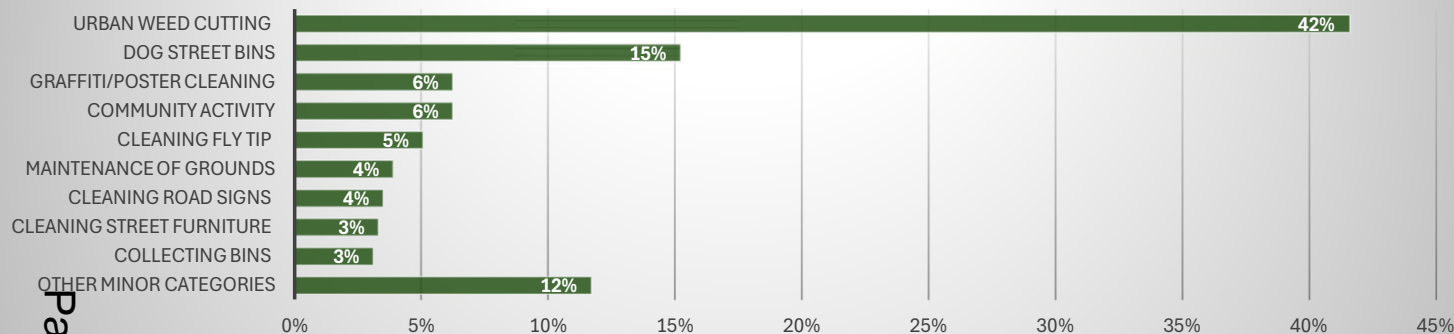
Streetscene (Tîm Tacluso)



Requests for Work



Type of Work (01/04/25-30/09/25)



Responsible Manager:

Steven Edwards (Street Scene Manager)

PP-19 - Number of work requests to the Tim Tacluso 'Ardal Ni'

The Purpose of the Service:

To facilitate physical improvements to the built environment in and around towns and villages in Gwynedd, by focusing on public open spaces, e.g. roads, streets, parks, promenades, etc.

To promote local ownership and develop a sense of community pride by working at a community level while building relationships with local groups/organisations, volunteers and the third sector.

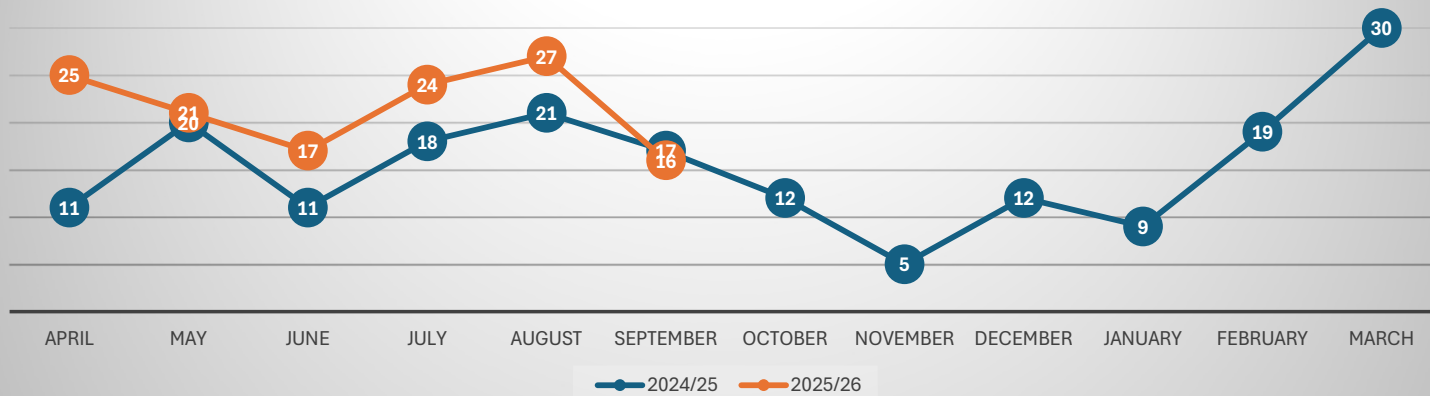
Overview of Performance:

The graph shows examples of the requests for work that the "Tim Tacluso Ardal Ni" receive.

The requests vary depending on the area and also the growing season. This is clearly seen in the graph this time, with the highest percentage of requests concerning weed management.

Public Toilets (Response Times)

Number of Complaints / Enquiries



Period = 1/4/25 – 30/9/25

Average days to
respond to
customer
5.70

Average days to
complete enquiry
/ complaint
5.76

Responsible Manager:

Amanda Murray (Municipal Asset Manager)

PP-20 - Average number of days to respond to a "Public Toilets" enquiry/complaint

Purpose of the Service:

Providing clean and safe facilities for Gwynedd residents/visitors.

Performance overview:

The service received a total of 130 enquiries to the end of Quarter 2. This is an increase from the 98 received for the same period last year.

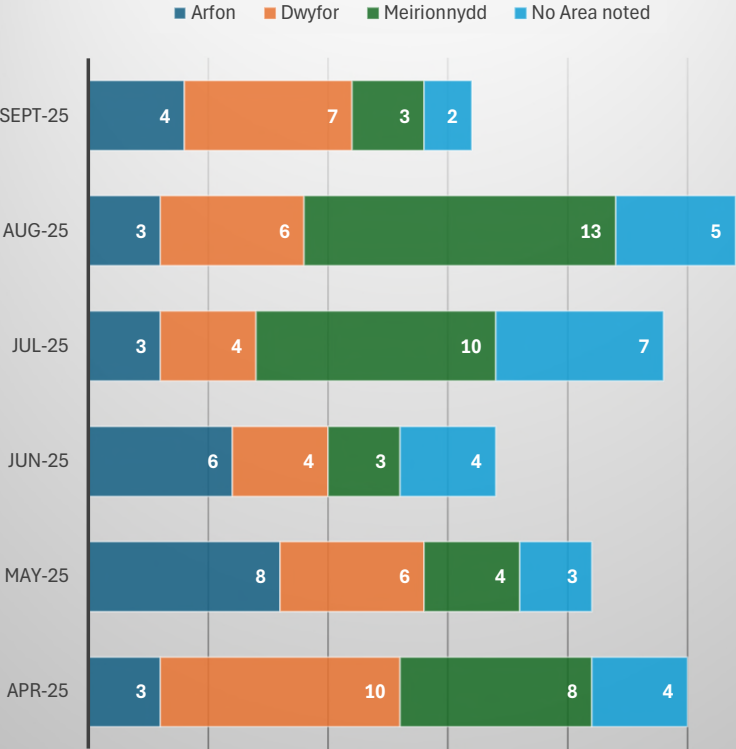
It took an average of 5.76 days to complete an enquiry.

The nature of the complaints varies greatly from enquiring about opening hours to complaints about damaged equipment. The response time can therefore vary greatly.

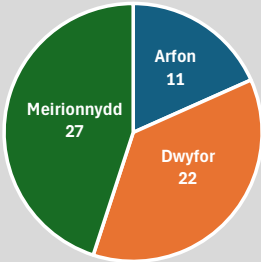
The Service strives to improve performance during the off-season by undertaking necessary work to the toilets and to organise deep cleaning.

Public Toilets (By Area)

Number of Complaints / Enquiries



Number of locations by area



Complaints by number of locations	Arfon	Dwyfor	Meirionnydd
Apr-25	0.27	0.45	0.30
May-25	0.73	0.27	0.15
Jun-25	0.55	0.18	0.11
Jul-25	0.27	0.18	0.37
Aug-25	0.27	0.27	0.48
Sept-25	0.36	0.32	0.11
Total	2.45	1.68	1.58

Responsible Manager:
Amanda Murray (Municipal Asset Manager)

PP-21 - Number of requests per site

Purpose of the Service:
Providing clean and safe facilities for Gwynedd residents/visitors.

Performance overview:

Between April and September the service has received 130 enquiries/complaints.

- Arfon = 27
- Dwyfor = 37
- Meirionnydd = 41
- No location noted = 25

Looking at the number of complaints per site you can see that the number of complaints is higher in Arfon with 2.45 complaints per site.

Complaints in Arfon were higher during this period due to one incident that had been reported by several individuals about the same problem.

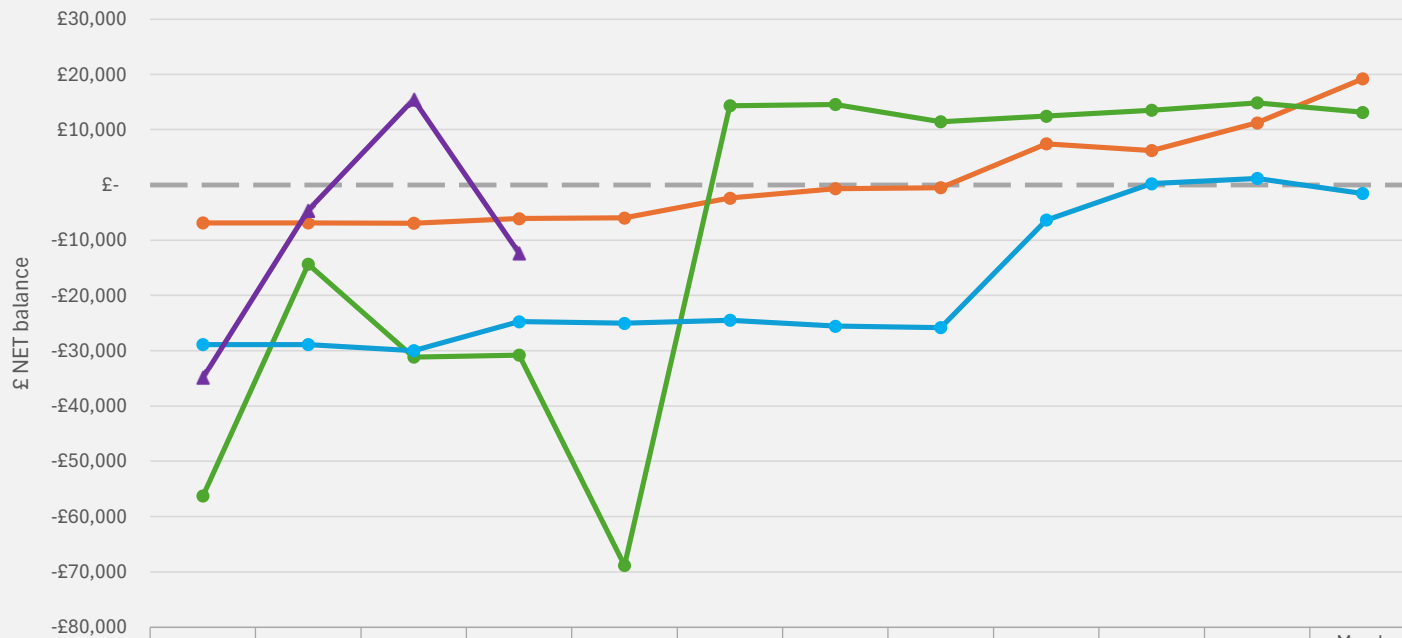
The number of complaints in Dwyfor and Meirionnydd per site is fairly equal at around 1.6 complaints per site.

The figure for the whole of Gwynedd is 2.2 complaints per site.

The nature of complaints is very variable but it can be reported that around a quarter of enquiries relate to opening hours and a further 20% relate to the cleanliness of the toilets.

YGC – Building Unit Financial Target

Monthly Comparison (Building)



Responsible Manager: - Gareth Wright

YGC-22 - Meet the Building Unit's financial target

Purpose of Service

Maintain a high standard service to YGC Building Unit Customers that is competitive and meets customer requirements to enable the Service to meet the annual income target.

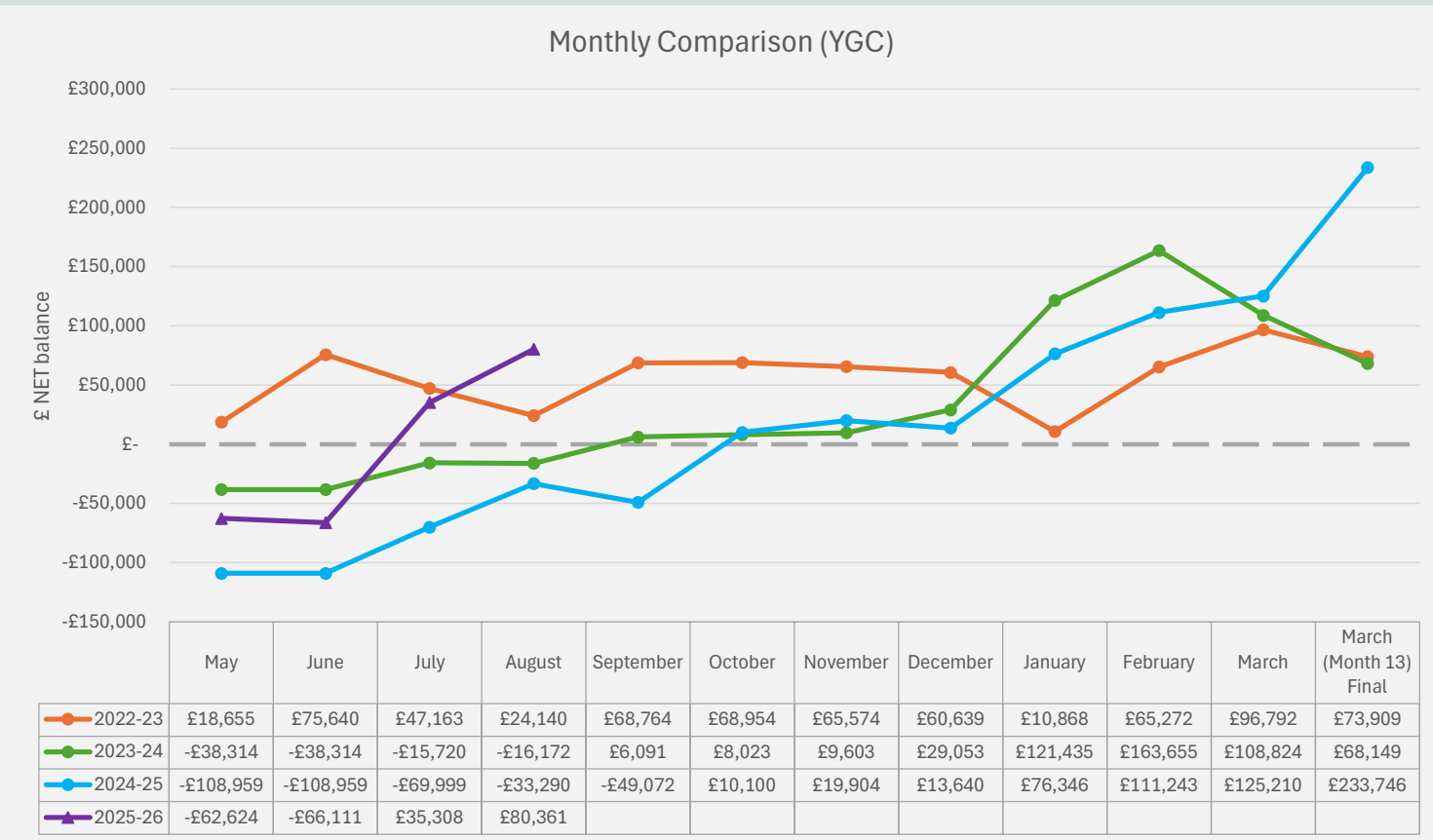
Performance Overview:

The teams performance is good on their projects but a risk has been identified following a reduction in the Property Department's Maintenance work programme. The short-term gap was mainly filled by 'Condition and Suitability of Schools' work by the Property and Education departments, but long-term plans are still needed in consultation with the Housing and Property department. This will be key when considering any investment in attracting work from outside the Council.

Beneficial meetings with the Housing and Property department have recently been held where upcoming work has been discussed in relation to Property but further discussions will be needed about opportunities in the Housing sector.

The 2025-26 target is £632K.

YGC Financial Target



Responsible Manager: - Rhys Wynn Williams

YGC-23 - Meet the YGC financial target

Purpose of the Service:

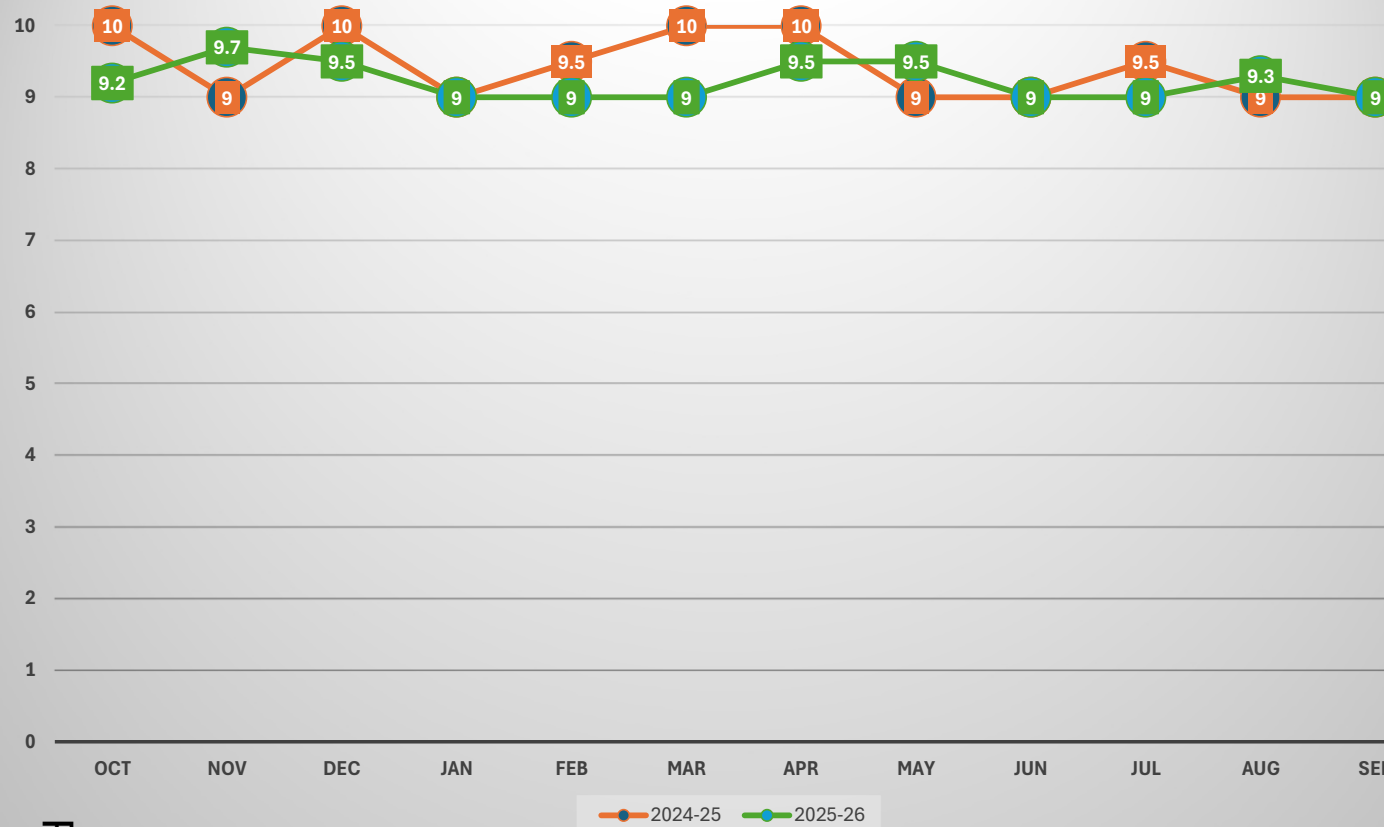
Maintain a high-quality service for YGC Customers that is competitive and meets the customer's requirements to enable YGC to reach the annual income target.

Performance Overview:

- The target for 2024-25 was £7.9 million.
- For 2024-25 we were £234K above the target.
- The 2025-26 target is £8.2 million.
- The profile of the work programmed for this year is consistent with the profiles of previous years.
- At the moment there is adequate work available from our main clients for the remainder of the year. In addition, we continue to discover and gain new streams of work.
- At the moment we do not see a risk of not reaching our target.

YGC Customer Satisfaction

YGC Customer Satisfaction Average Feedback Score



Responsible Manager : Sion Arwel Jones

YGC-24 - Rating out of 10 for Customer Satisfaction

Purpose of the Service:

Maintain a high quality service for YGC's Customers and clients that is competitive and meets its requirements.

Performance Overview:

NMWTRA

- 108 new schemes opened since May

Civil

- "All correspondence with the YGC project team was quick and efficient, and problems were dealt with at an early stage."
- "YGC has been giving due attention to the project and has acted in accordance with the work programme."

Housing and Property

- No new comments

SuDS

- No new comments

Asset Inspection and Maintenance Programme (Flood Risk Management)

Asset Condition*	Number of Assets	Revenue Programme	Capital Programme	No Current Act
5	25**	-	23	-
4	10	-	3	-
3	80	-	4	-
2	69	-	0	-
1	6	-	0	-

* Acceptable = 3 and below

** Includes 16 groynes at Barmouth which are not on the 2025 inspection programme

Responsible Manager: Rob Williams

YGC-25 - Flood Risk Management Asset Audit Programme

Purpose of Service:

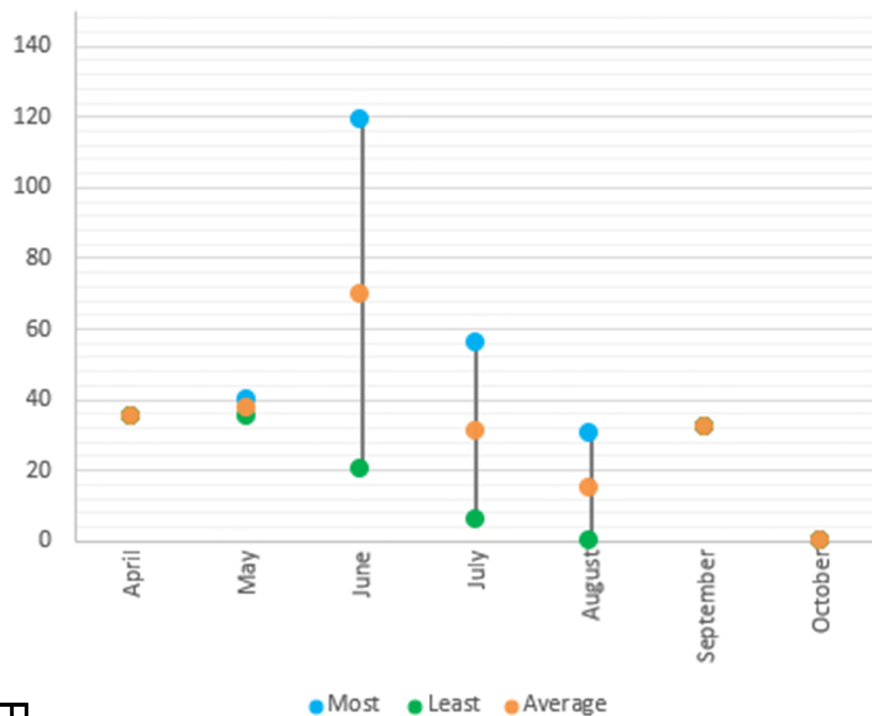
Maintain the County's Coastal and Inland Asset Maintenance Program in a safe and timely manner to reduce flood risk to Gwynedd residents. There are 304 assets under the service's management which includes 21km of coastal assets.

Performance Overview:

- We are in the process of completing the 2025 inspections.
- All audits are expected to be completed by the end of the month.
- Following this, a maintenance work programme will be prepared.
- The next meeting will include an update on progress against this work programme.

Sustainable Drainage Systems (SuDS)

Number of Days to grant SAB Approval



Number of applications since 1 April 2025

20

Percentage replied within 49 days

90%

Responsible Manager: - Rob Williams

YGC-26 - Percentage of SuDS applications answered within the target of 49 days

Purpose of Service:

Review SuDS applications in a timely manner, and ensure proposed developments meet Welsh Government regulations. Statutory time for approval of the verified application is 7 weeks or 49 days.

Performance Overview:

- Impact on Performance Data – June & July
- Two specific requests caused an increase in the maximum and therefore the average of days to decide applications.
- In both cases, there was a significant delay in receiving revised information or documents after the initial review.
- As a result, the applications could not proceed until the additional information was submitted.

Actions

- The working practice has been updated.
- Applications without additional information within the agreed timeframe are now rejected in accordance with the new process.

Flood Schemes

Scheme	Description	Status
Barmouth North Prom (Design)	Detailed Design and Full Business Case for coastal protection for the north Prom area in Barmouth	Remains on programme
Groeslon (Design)	Detailed Design including watercourse and culvert improvements to reduce the risk of obstructions in the river	Remains on programme
Bontnewydd - Design Work	Detailed design and full business case for Bontnewydd flood mitigation measures.	Program slipped
Mynydd Llandegai FBC	Detailed design and full business case for a range of measures to reduce the risk of surface water flooding and flooding from ordinary watercourses.	Program slipped
Cadnant Caernarfon Construction	Screen upgrade on the culvert of the River Cadnant, Caernarfon.	Completed
Waunfawr	Detailed design to alleviate flooding problems in the culverts of Cae'r Waun and Pant y Waun.	Remains on programme
Barmouth Gardens Viaduct	Coastal protection for the Viaduct in Barmouth Gardens area. Including a new barrage, surface water system and property level protection	Remains on programme
Hirae FAS - Construction	Construction of coastal defences has started since May 2023.	Program slipped

Responsible Manager: - Rob Williams

YGC-27 - Number of Flood Plans completed

Purpose of Service:

The purpose of the work programme is to reduce flood risk in Gwynedd, in addition to upgrading existing assets.

Performance Overview:

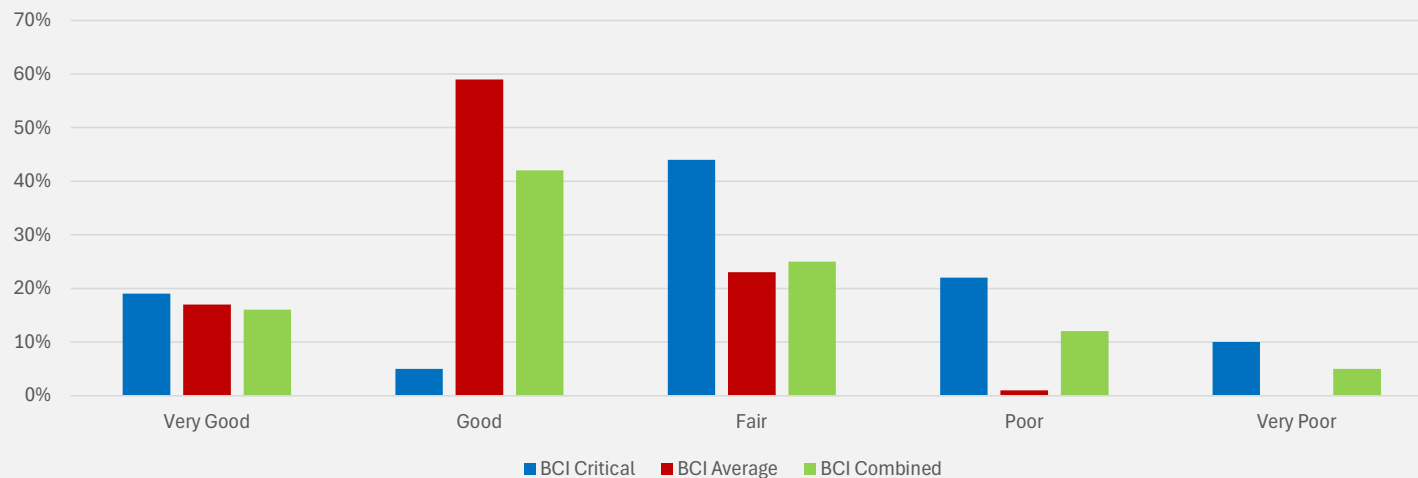
Most of the work on the Hiracl scheme has now been completed. However, some elements are still dependent on the completion of a related project by Welsh Water.

In Barmouth, the detailed design work for the North Promenade continues to progress well and in line with the schedule. A physical model of the scheme has been created at Imperial College London, and will be used to assess any potential impact on the flood risk as a result of our work. The detailed design phase is expected to take about two years to complete.

Currently, there are three schemes where the programme has slipped but this is not causing problems at the moment. The delay stems from ongoing discussions with Welsh Water.

Structures Maintenance Service

% stock at each rating



Percentage of stock in each state

BCI Score	BCI Critical	BCI Average	BCI Combined
Very Good (90 and above)	19%	17%	16%
Good (80 – 89)	5%	59%	42%
Fair (65 – 79)	44%	23%	25%
Poor (40 – 64)	22%	1%	12%
Very Poor (under 39)	10%	0%	5%
Total	100%	100%	100%

Responsible Manager: Owen Rhys Jones
(Technical Service Manager)

YGC- 28 - Percentage of structures in satisfactory or better condition (Critical BCI)

Purpose of Service:

Carry out an inspection programme and maintain bridges and retaining walls on the Gwynedd road network.

Performance Overview:

The Stock Condition dashboard, showing BCI score, takes into account all elements of a structure. The scores are derived from the latest inspection of the structure. A bridge with a score of 65 or more are deemed to be in a satisfactory condition.

The 'BCI Average' is the average score of all elements

The 'BCI Critical' is the average for the critical elements only

As can be seen, the overall the stock of structures in Gwynedd is quite good, but we have a score of less than 65 on some elements of structures.

A review of all these structures will be carried out by an engineer and any concerns that arise will receive a special assessment, and appropriate restoration work in the short term. For structures with larger issues the structures will be managed under the standard for managing sub-standard structures until a solution is possible.

Structures Maintenance Service

Inspections 2025-26	Number to be inspected	Completed so far	As %
Arfon Category 1 and 2	52	0	0%
Dwyfor Category 1 and 2	65	0	0%
Meirionnydd Category 3 and unclassified	251	247	98.4%
Total	368	247	67.1%

Responsible Manager: Owen Rhys Jones (Technical Service Manager)

YGC-29 – Percentage of inspections completed

Purpose of Service:

To carry out an inspection programme and maintain bridges and retaining walls on the Gwynedd road network. We are examining approximately 631 bridges over a 2-year program.

Performance Overview:

See this year's inspection program in the table, showing the progress so far.

MEETING	Communities Scrutiny Committee
DATE	6 November 2025
TITLE	Environment Cabinet Member Performance Report
REASON TO SCRUTINISE	To report to the Scrutiny Committee on the performance of the Environment Department
AUTHOR	Dafydd Wyn Williams, Head of Environment Department
CABINET MEMBER	Councillor Craig ab Iago

1. Why it needs to be scrutinised?

In order for the Members of the Committee to scrutinise on performance matters within the Department.

2. Background / Introduction

- 2.1 The purpose of the report is to update you on what has been achieved in the area for which I am responsible as Cabinet Member for Environment, providing an update since the report that was presented to you in June of this year.
- 2.2 The appendices outline the latest on the commitments in the Council's Plan and the Department's day-to-day work for the period to the end of August 2025.
- 2.3 We are implementing the Council's Plan 2023-28, and here I report on the progress made up to the end of August 2025. All matters have been the subject of discussion and scrutiny in challenging and support performance meetings, and I am satisfied with the performance of the Department.

3. Council Plan Projects Performance

- 3.1 The Environment Department leads on five priorities in the Council Plan 2023-2028, namely:
 - Management of second homes and short-term holiday accommodation;
 - New Local Development Plan;
 - Waste and Recycling;
 - Active Travel;
 - Public Transport.

- 3.2 I am very satisfied with the work that has been achieved so far during 2025-2026, and the progress made against the milestones set for the five priorities that detailed in Appendix 1.

4. Day to day work of the Department

- 4.1 Appendix 2 contains the performance measures for Services across the Department, as well as performance in completing corporate safeguarding training.
- 4.2 This detailed report in Appendix 2 includes data on the most recent period, along with further context and explanation that provides detail on the performance of all areas during 2025-26 in the period of to the end of August.
- 4.3 The Environment Department includes a range of areas and responsibilities, the majority being frontline services that provide key services to the county's residents. I would like to take this opportunity to thank the Department's staff for their hard work and commitment and am confident that their efforts are appreciated by the people of Gwynedd.

5. Consultation

The report has been prepared based on information and the content of a recent meeting to challenge and support the performance of the Environment Department, with the Cabinet Member, Chief Executive, Corporate Director, Head of Department, Assistant Heads of Department and Service Managers.

Appendices

Appendix 1: Progress report on Council Plan projects milestones

Appendix 2: The Council's Performance Indicators

APPENDIX 1

Cyngor Gwynedd Plan 2023-2028 Priorities

Progress on 2025-26 milestones

A Homely Gwynedd:

- Managing second homes and short term holiday accommodation

A Green Gwynedd:

- New Local Development Plan
- Waste and Recycling
- Active Travel
- Public Transport

A Homely Gwynedd: Supporting the people of Gwynedd to live in suitable and affordable homes in their communities





Project: Managing second homes and short term holiday accommodation

The substantial number of houses in Gwynedd that are being used as second homes and short-term holiday accommodation is having a detrimental impact on the ability of the people of Gwynedd to have access to homes in their communities.

The Council has presented detailed research to the Government which highlights the need to act in the areas of planning, taxation and licensing in order to gain better control of the situation. Following announcements from the Government, including the establishment of the Dwyfor Pilot, which commits to introducing steps to tackle problems in the field, the Council is implementing legislative changes and sets a Council tax premium for second homes and empty homes every year at an appropriate rate to respond to the situation at the time.



Project: Managing second homes and short term holiday accommodation

Milestone for 2025/6	Update on the milestones so far	Completed/ on track
1. Following a public consultation period on the introduction of Supplementary Planning Guidance (SPG) – Managing the Use of Dwellings as Holiday Homes which ended on 7 April 2025, all observations received will be considered as will the need to make any changes or not to the Guidance.	1. Consideration was given to the observations received during the public consultation period which closed on 7 April. Subsequently, some minor amendments to the SPG were submitted for consideration by the Council's Cabinet.	 Yes completed
2. Submit a report to the Council's Cabinet (June 2025) asking Members to consider the observations from the consultation and the response to them on the above SPG, and requesting the adoption of the Guidance so that it can then be taken into consideration when dealing with planning applications.	2. Report submitted to the Council's Cabinet on 10 June, and the SPG adopted: Managing the Use of Dwellings as Holiday Homes (Second Homes and Short-term Holiday Lets), to be used as a material planning consideration when making planning decisions in the Gwynedd Local Planning Authority Area.	 Yes completed
3. Continue with a monitoring framework that considers the side effects of the introduction of the Article 4 Direction.	3. Information is being gathered to assess the impact of implementing the Article 4 Direction. *In light of the recent High Court ruling relating to the Article 4 Direction, we will be receiving and considering legal guidance and taking appropriate action.	 Yes - ongoing
4. In terms of the Council Tax Premium: ·The results of research into the impact of the Premium in relation to any change of use of property were reported to the Council on 2 December 2024, and it was decided to keep the level of the Premium unchanged (2025/26) ·The Cabinet to consider in September 2025 whether it will hold a public consultation on increasing the level of the Premium for 2026/27 for certain groups of properties ·Undertake a consultation on changing the level of the Premium – if there is one – (September-October 2025) ·The Full Council to consider the level of the Premium for 2026/27 in December 2025 (whether or not a change is recommended)	4. The outcome of research into the impact of the Premium in relation to any change of use of property was reported to the Council on 2 December 2024, and it was decided to keep the level of the Premium unchanged (2025/26) Discussion between the Housing and Property Department and the Finance Department in September 2025 to consider the impact of long-term empty houses in Gwynedd, highlighting research in the field The Cabinet to consider a report on the Premium on 11 November to decide on a recommendation to the Council The Full Council to consider the level of the Premium for 2026/27 in December 2025 (whether or not a change is recommended)	
5. Consider and respond to any developments by the Welsh Government in relation to the side effects of the potential enforcement/ regulatory requirements of a statutory registration and licensing scheme for holiday accommodation.	5. The Council has been involved in discussions following the passing of the Visitor Accommodation (Register and Levy) Etc. (Wales) Act 2025. The registration and enforcement procedure will be managed nationally by the Welsh Revenue Authority and no licensing scheme or levy enforcement/regulation requirements fall on Cyngor Gwynedd. The Statutory Licensing Act will begin its journey through the Senedd during the autumn 2025 and we will consider and respond to any implications or requirements for the Council as a result of that act during the scrutiny and development process through the committees of Senedd Cymru.	Ongoing

A Green Gwynedd: Protecting the county's natural beauty, and responding positively to the climate change crisis

Project:

New Local Development Plan

We will draw-up a new Local Development Plan for Gwynedd that will address housing needs, employment and the social and environmental needs of the county's residents over the next 15 years.



Project: New Local Development Plan

Milestones for 2025/6	Update on the milestones so far	Completed/ on track
<p>1. Continue to operate at the pre-deposit stage for the new Plan, which will include:</p> <p>i) developing the strategic options (following from the main issues, vision and strategic objectives identified)</p> <p>ii) preparing specific background papers/text, impact assessments.</p>	<p>1. Work continues to implement the pre-deposit phase:</p> <p>i) Develop the implementation of the strategic options. The work includes consideration of Gwynedd's demography evidence paper.</p> <p>ii) Research has been commissioned for this element. It is anticipated that household projections (2022 basis) will be published by the Welsh Government during the autumn of 2025, and therefore this will need to be taken into account when developing the strategic options.</p>	<p>Pre-deposit phase aspects to be partially completed this year, and to continue in 2026/7.</p>

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Project: Waste and Recycling

We will prepare a new waste and recycling strategy to try and increase the county's recycling level to meet the national target of 70% by 2025.

We will assess how effective the current litter collection arrangements are in terms of promoting recycling (from door-to-door and in our centres) and introduce new arrangements where required.



Project: Waste and Recycling

Milestones for 2025/6	Update on the milestones so far	Completed/ on track
1. Submission of draft Waste and Recycling Strategy to the Cabinet, requesting the right to undertake a public engagement exercise	1. A report was submitted to the Council's Cabinet on 10 June, with approval for the draft Waste and Recycling Strategy to go to public consultation in order to receive feedback from Gwynedd residents.	 Yes - completed
2. Undertake a public engagement exercise on the Waste and Recycling Strategy taking the findings into account	2. Collaborate with the Communications and Engagement Service on the public engagement exercise, with an expectation that it will be live in the coming weeks for a period of 8 weeks.	
3. Report back to Cabinet, taking into account the feedback from the public engagement exercise, and request support for the adoption of the Strategy	3. Details of the timetable to be confirmed following the public engagement exercise.	
4. Based on the Strategy, we will i) Prepare waste treatment assets upgrade options to develop modern and fit-for-purpose sites that will assist in processing more of the waste ourselves and improve product quality; ii) Undertake data-driven behaviour change work to support the Waste and Recycling Strategy. This may mean that we will use enforcement powers to back up any lack of commitment in some cases; iii) As part of a wider review of collection arrangements, we will be piloting the use of sacks for recycling collections in some areas and reviewing success to consider the suitability of extending to other areas of the county; iv) As part of work to review commercial waste arrangements we will be investing in a bespoke system to administer contracts and collections, and we will create a relevant customer portal for businesses to be able to contact us and e-trade with us.	4. i) The initial works have now been completed, and we have received plans for sites in Caernarfon and Harlech. The next step in the process is to refine the options and develop a comprehensive plan that is affordable and practical. The aim of this is to enable an application to be submitted to the Welsh Government for financial support, to facilitate the implementation of the project. ii) The process of encouraging behavioural change is taking place in the background, with several specific campaigns scheduled, including activity in the Bangor area. The feedback gathered through the engagement that is part of the Strategy will contribute significantly to our understanding of the most effective approaches to set about this work. This will enable us to formulate a clearer, evidence-based approach for further action. iii) Trial the use of hessian sacks on 3 routes in the Arfon area. A monitoring report is being finalised, and consideration being given to some practical adjustments to facilitate piloting on routes in other parts of the county iv) The current contract with Bartec has been extended to include commercial waste as part of the management system. Data transfer work is currently underway, with the aim of ensuring full integration and operational efficiency within the extended system.	Ongoing
5. Continue with the management of overspend levels and the realisation of savings planning. We will also put a fit-for-purpose structure in place to ensure that we are in a strong place to be able to face the challenges and changes efficiently. As part of wider savings plans, we will be working with Wrap Cymru to model the frequency options of residual collections.	5. The process of strengthening control over budgets continues, with monthly meetings now established between management and the Finance Department. While some delays and obstacles have arisen in attempting to implement a new structure, it is expected that this work can be resumed in September. In the meantime, initial modelling has been carried out to explore options for reducing the frequency of collections or reducing the size of bins here in Gwynedd.	Ongoing

A Green Gwynedd: Protecting the county's natural beauty, and responding positively to the climate change crisis



Project: Active Travel

Active travel aims to ensure that walking and cycling becomes the normal choice for daily journeys, to improve our personal health, air quality and to make places more pleasant to live and work.

We will improve the county's existing walking and cycle paths, and introduce new active travel routes to facilitate more walking and cycling in our communities.




Project: Active Travel

Milestones for 2025/6	Update on the milestones so far	Completed/ on track
<p>1. After submitting detailed plans for Active Travel and Safe Routes in Communities schemes to the Welsh Government, implement the following successful schemes:</p> <p>a) a.Bangor – Phase 3 Penrhos Road/Penchwintan (Active Travel);</p> <p>b) Ysgol Foel Gron, Mynytho (Safe Routes in Communities);</p> <p>c) Deliver schemes with the £500,000 Active Travel core capital fund.</p>	<p>1. Since receiving confirmation of the level of financial support earmarked by the Welsh Government in April, we have been developing the detailed plans for their realisation during 2025/6:</p> <p>a) Construction work on phase 3 is progressing, installing a multi-use path for cyclists and pedestrians, as well as the installation of a crossing near Ysgol y Faenol, Penrhosgarnedd.</p> <p>b) Designs are being completed on footpaths and crossings for the school, along with an improved footpath in the centre of the village and a crossing to link to the shop/post office. Work is expected to start on the ground in the new year.</p> <p>c) Chwillog to Afonwen – physical work to start early in the new year on the first phase of the route (Afonwen to the laundry). Feasibility and design work is taking place on a series of schemes including Tywyn-Aberdyfi, Llanberis-Caernarfon, Llanystumdwy-Cricieth, Bethel-Caernarfon.</p>	
<p>2. Complete improvements to Lôn Las Ogwen as part of a scheme funded through the Levelling Up fund to strengthen local travel links in Dyffryn Ogwen.</p>	<p>2. Work completed in July 2025 on the first phase including installing a cattle underpass which has enabled the removal of a series of gates facilitating the use of the path from the direction of Tregarth to Bethesda for pedestrians and cyclists. Work started in August and is progressing well to install the new Pont Sarnau over the river Ogwen, which will improve user access along Lôn Las in this part of Dyffryn Ogwen and improve links to routes to Llyn Ogwen and the Zip World attraction.</p>	

Continued on next page

Project: Active Travel

Milestones for 2025/6	Update on the milestones so far	Completed/ on track
3. Monitor developments and act on any potential changes based on the adoption of the Regional Transport Plan (during 2025/26).	3. The Council's response to the North Wales Regional Transport Plan public consultation was presented – with the consultation period having closed on 14 April. The Plan is going through the process of approval for formal adoption, with the Transport Service contributing to discussions at a regional level.	Ongoing
4. Continue to promote routes for residents and visitors to the county and the walking and cycling opportunities on Gwynedd's active travel network.	4. Work is taking place on an ongoing basis to promote developments that facilitate walking and cycling on active travel networks in the county, including announcements on the funding secured and progress on projects as they become operational. In addition, we create information packs for school headteachers, including guidance and information to share with parents about: <ul style="list-style-type: none">o Road safetyoActive TraveloPublic transportoHow to create Walking and Cycling BusesoAccess to road safety trainingoRules for travelling on the bus and train to school, etc. Maps for active travel to schools in specific locations where recent improvements have been delivered (Garnedd, Cricieth, Bala)	 Ongoing

A Green Gwynedd: Protecting the county's natural beauty, and responding positively to the climate change crisis

Project: Public Transport

We will review our existing public transport provision with the aim of developing a public transport network that will be convenient, reliable and reasonably priced to allow the residents of Gwynedd to travel every day of the week. As a part of this plan, we will also introduce new electric buses.



Project: Public Transport

Milestones for 2025/6	Update on the milestones so far	Completed/ on track
1. Maintain and review the network based on experience and any potential changes that are beyond the Council's control.	1. A new network becoming established with positive feedback and passenger numbers. Continue to look for minor improvements/adjustments where possible within the available resources.	Ongoing
2. Continue to pilot and monitor the use of Sherpa'r Wyddfa, G23 services between Abermaw and Porthmadog and Fflecsi in south Meirionnydd.	2. The revamped services becoming established with positive feedback and passenger numbers – 83,393 passengers on the Sherpa in August this year, an increase of more than 10,000 on the same month in 2024. Where practicable, we continue to look for improvements/ adjustments within the available resources.	Ongoing
3. Implementation of £500,000 worth of improvements to bus stops. .	3. Work is underway in line with the programme to introduce improvements to stops at locations in the county – 3 locations in Arfon, 3 in Dwyfor and 3 in Meirionnydd.	✓
4. Monitor developments and act on any potential changes based on the adoption of the Regional Transport Plan (during 2025/26).	4. The Council's response to the North Wales Regional Transport Plan public consultation was presented – with the consultation period having closed on 14 April. The Plan is going through the process of approval for formal adoption, with the Transport Service contributing to discussions at a regional level.	✓
5. Continue to review the financial picture in terms of the cost of providing the network and the various sources.	5. Close collaboration continues between Transport Service officers and the Finance Department to monitor the financial situation and intervene as necessary.	✓

APPENDIX 2

(Environment Cabinet Member's Performance Report)

Performance indicators for the Environment Department's Services

The day to day work of the Department

Performance measurement references

Waste and Recycling	
G&A1	Gwynedd's Recycling Performance
G&A2	Tonnage of Residual Waste
G&A3	Missed Collection Enquiries
G&A4	Average Sickness
Public Protection - Trading Standards and Licencing	
SM1	Percentage of high risk businesses that have had an inspection in accordance with the programme
SM2	Percentage of criminal law violations that have been identified by the service that have been resolved
SM3	Average time taken to process a taxi licence application
Public Protection – Environmental Health	
IA1	Percentage of Food Businesses that meet Food Hygiene Standards [score 3 or higher]
IA2(a) IA2(b)	Percentage of Food Businesses that have had a Food Standards Inspection in accordance with the programme Percentage of Food Businesses that have had a Food Hygiene Inspection in accordance with the programme
IA3	Number of private water Properties that have received a water sample inspection and risk assessments in accordance with the programme for the year
Planning	
C1	Average time taken to decide a planning application
C2	Average time taken to close service requests
C3	Time taken to close alleged breaches of planning rules
Planning Policy	
PC1	Percentage of responses to consultation on planning applications and pre-applications advice provided on time

Building Control	
RH1	Percentage of applications decided within a given time [5 or 8 weeks]
RH2	Number of enforcement cases [not including dangerous structures] that have been closed within a certain time
RH3	Number of dangerous structures cases that have been made safe but where there is still a need to complete work
Parking and Streetworks	
P&GS1	Time taken to respond to complaints of illegal parking
P&GS2	Percentage of successful appeals
P&GS3	Number of notices on/off street
P&GS4	Number of works on the highway that have gone over the original timescale
Traffic, Projects and Footpaths	
T&P1	Number of requests that have received a response
T&P2	Number of improvements made to structures on the county's path network
Public Transportation	
TC1	Percentage of local bus services that arrive on times
TC2	Percentage of travellers that use concessionary ticket/pay
Business – Back Office	
B1	Average time taken to process land charges applications
B2	Percentage of calls that were answered
Finance Monitoring	
MC	Total financial bids compared to successful bids
Mandatory Training	
HD	Safeguarding training performance

Waste and Recycling

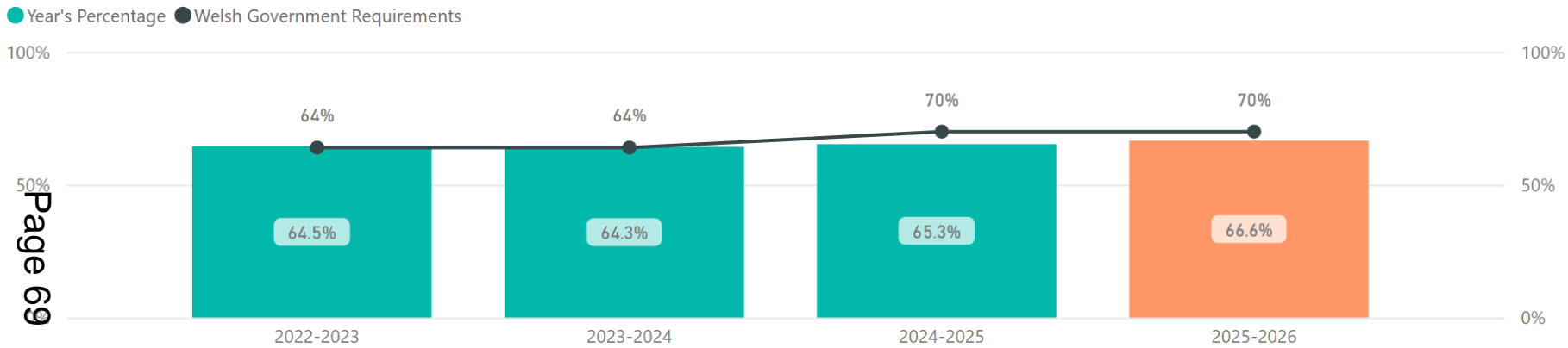
G&A1 - Gwynedd Recycling Performance

Purpose of the Service: Carry out local and cross-county campaigns to promote, educate and assist residents to reduce the waste produced, encouraging more recycling.

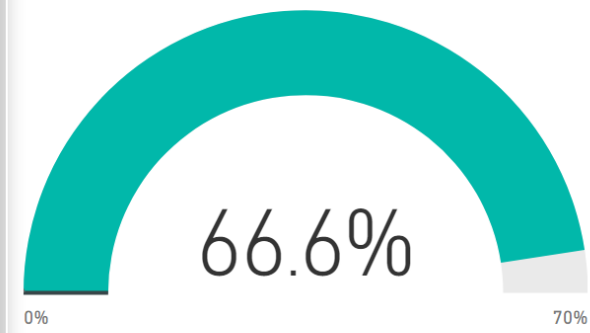
Comments

Cyngor Gwynedd has been successful in meeting the Welsh Government's recycling targets annually up to 2023-24. However, in 2024-25, the statutory target rose from 64% to 70%, creating a significant challenge for the Council. Cyngor Gwynedd's recycling percentage for 2024-25 was 65.3%; which poses a risk of a financial penalty from the Government. Although the final plans have not yet been adopted, the Council has developed a Waste Strategy, which is the subject of public consultation. The Strategy includes a number of plans that will seek to increase the recycling percentage, such as reviewing the frequency of waste collections and improving education and engagement with residents. The team is actively conducting campaigns in a number of areas and schools, and contribute towards events that promote recycling, as well as activities that support residents to recycle more effectively. Whilst the team is small in terms of resources – with just four members of staff – discussions are underway to explore opportunities to strengthen their impact by collaborating with partner agencies such as Adra, and to consider how additional enforcement powers could support and reinforce the work currently being carried out.

Gwynedd Recycling Performance



Recycling Performance Against National requirements (to date)



Waste and Recycling

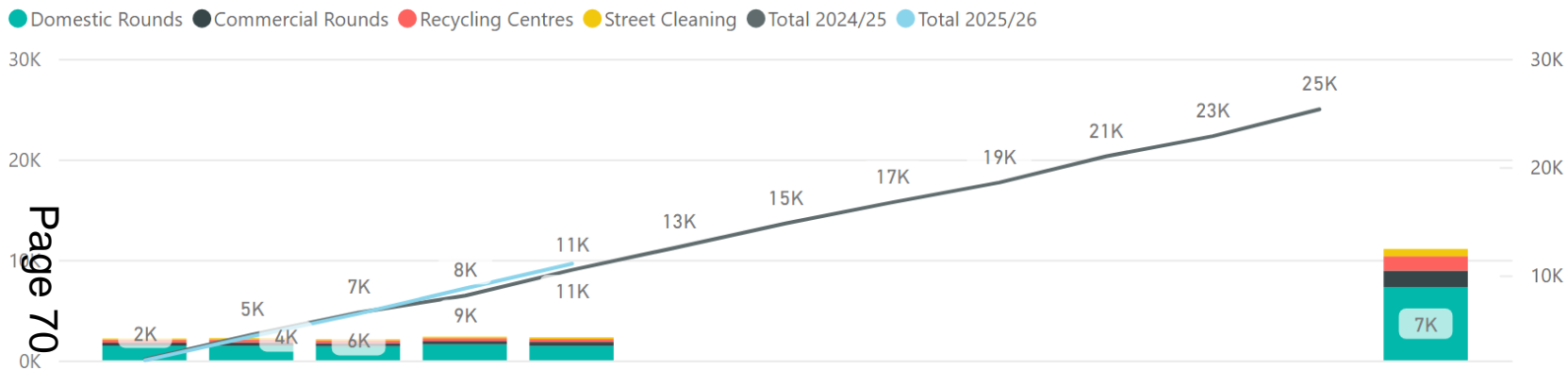
G&A2 - Residual Waste Tonnage

Purpose of the Service: Reduce the residual waste collected, maximising the materials to be recycled / reused.

Comments

This reports on the total residual waste being collected and sent to the Parc Adfer Energy from Waste site. It is vital that we continue to encourage and educate the residents of Gwynedd to reduce residual waste levels, as too many recyclables continue to appear in this stream. Reducing the content of the green bin is a strategic step towards meeting the statutory recycling target, reducing the cost associated with the carbon tax that will be introduced in 2028, and offers an opportunity to rethink the frequency of collections in a realistic manner. The trend line shows that no significant change is expected in the tonnage of waste shipped to Parc Adfer this year from Gwynedd. While reducing the waste sent to Parc Adfer is the strategic aim, it is vital that we understand the data in detail and assess the impact on the recycling rate (G&A1). Reaching the 70% recycling target will require a significant change: a reduction of around 12% in residual waste, along with a 12% increase in the recycling rate. Some plans are underway to reduce some waste streams, including the opening of black bags at the Recycling Centres – a step that will be implemented in October. However, further steps will need to be considered, such as reducing the capacity of the green bin and increasing the proportion of businesses participating in recycling. It must also be recognised that there are some aspects beyond our direct control, such as the content of street bins.

Residual Waste Tonnage



Every household in Gwynedd produces 260kg of residual waste each year



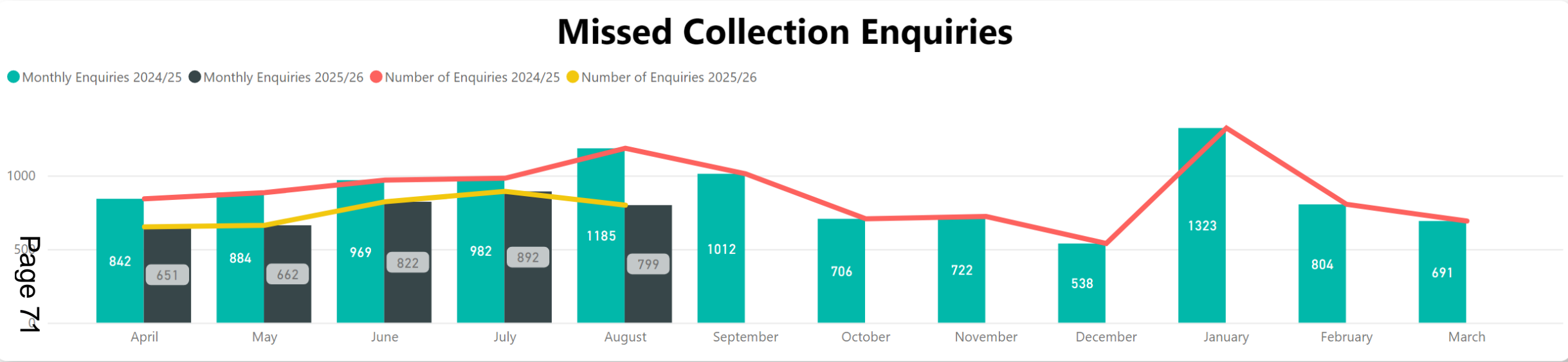
Waste and Recycling

G&A3 - 'Missed Collection' Enquiries

Purpose of the Service: Collect waste and recycling from 64,000 homes in the county, in line with the agreed timetable

Comments

During the period 2023–24 and 2024–25, there was a significant reduction of over 8,200 complaints – equivalent to 44%. In addition, data for the first five months of 2025–26 shows a further 20% reduction compared to the previous year. Statistical analysis suggests that the number of enquiries could drop to around 500 per month before the end of the year, reflecting continued improvement in the service. A newly adopted system offers the ability to more accurately monitor actual missed collections against cases where the bin has not been put out by residents; complaints analysis by type, enabling the use of artificial intelligence (AI) to respond efficiently to certain types of complaints. We are confident that these actions will enable a further reduction in the number of complaints, avoiding a plateau at the current level and sustaining continuous improvement in the quality of service.



Waste and Recycling

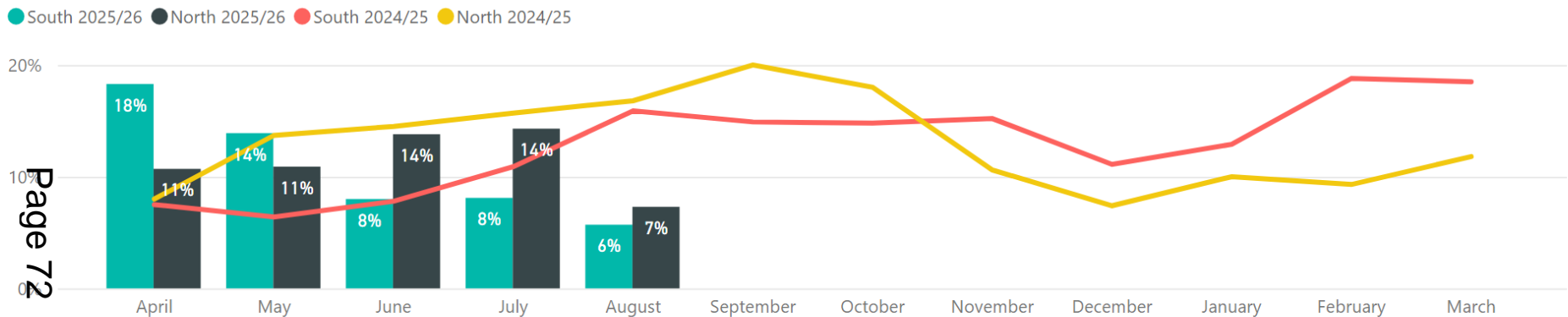
G&A4 - Average percentage of absences

Purpose of the Service: Collect waste and recycling from 64,000 homes in the county, in line with the agreed timetable

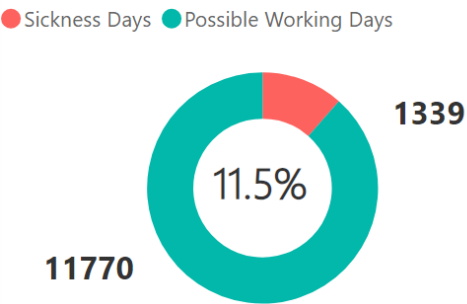
Comments

The measure highlights the sickness rates among waste collection staff. Effective sickness management has the potential to improve performance, reduce missed collections, and manage costs – which is one of the Department's main objectives in seeking to improve the quality of service. It should be noted that the nature of the work is very physical, and as a result, the threshold for being "fit to work" is higher than that found in other areas of work within the Council. As such, positive steps have been taken to incorporate the corporate absence policy arrangements, including the provision of bespoke training for team leaders to empower them to tackle high levels of sickness. While each sickness statistic represents an individual personal story, it is essential to demonstrate that the Department is acting proactively to support the well-being of its staff, while maintaining service standards. The sickness levels by August in both areas are very encouraging. Most sickness cases are short-term and given that these staff do not have the same options as office staff to work from home in cases of mild illness (e.g. cold), the impact on sickness records is more pronounced. Currently, only three members of staff are on long-term leave. Sadly, it is noted that two of them will not be returning to their jobs, while the third hopes to return to less physical duties soon.

Average percentage of absences



Sickness Days April 2025 - August 2025



Public Protection - Trading Standards and Licensing

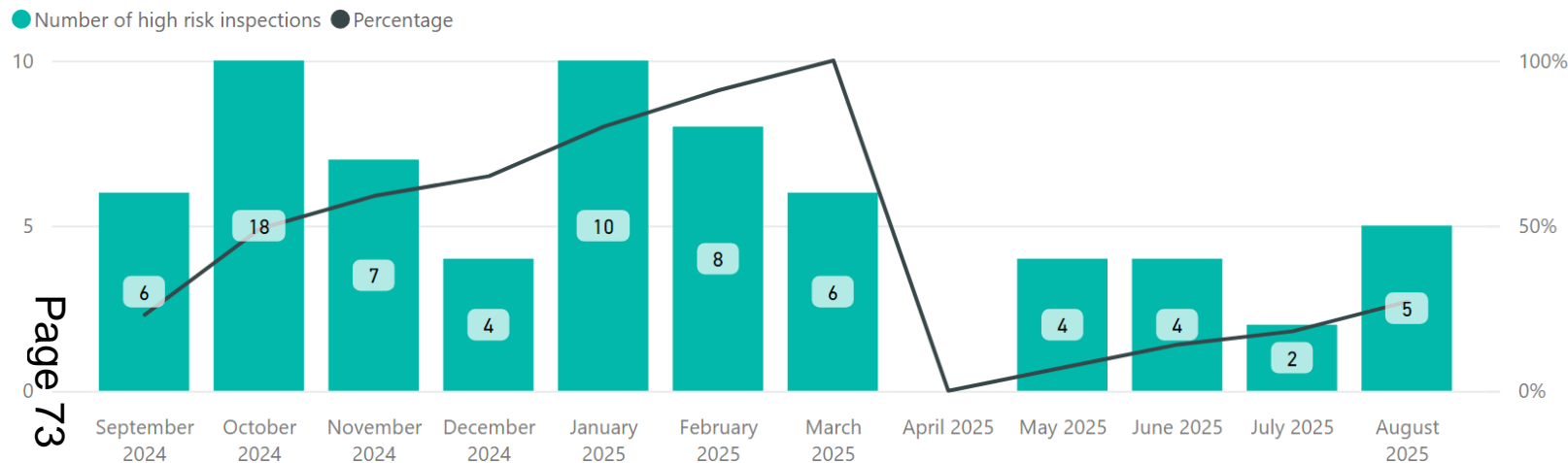
SM1 - Percentage of high-risk businesses inspected in line with the programme

Purpose of the Service: Protect public health and well-being from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain systems and comply with the legal requirements that apply to their business. Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals

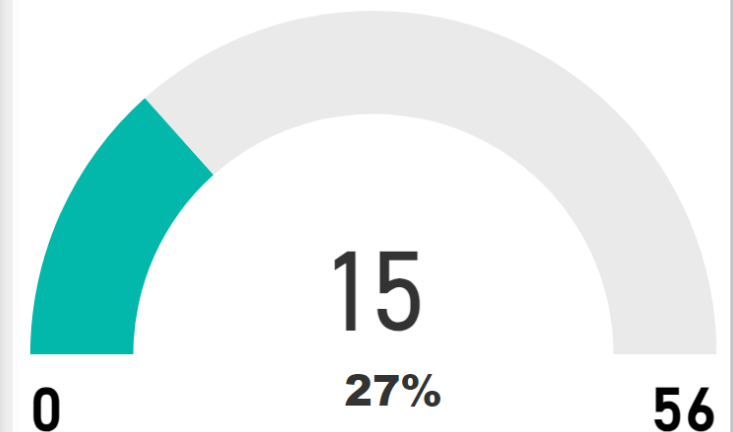
Comments

56 'high risk' category premises have been identified across the service for 2025-26. These are premises/businesses that are identified as high risk due to the complexity/risk of business activity, or that there is a history and concern of non-compliance with Trading Standards Regulations over a period of time. The percentage of inspections that are completed will be low until October as there is no purpose in inspecting the 19 properties that are licensed to store fireworks until they receive the stock and store the fireworks on the property. The remaining 37 properties fall to the Animal Health team, and are therefore farm inspections. Several farm inspections will be held back until the animals are collected in from the land - this enables us to have a detailed look at the stock and ensure that there are suitable facilities for the animals - there will be an increase in the number of inspections from October/November onwards.

High Risk Inspections



Inspections in line with the programme April 2025 - August 2025

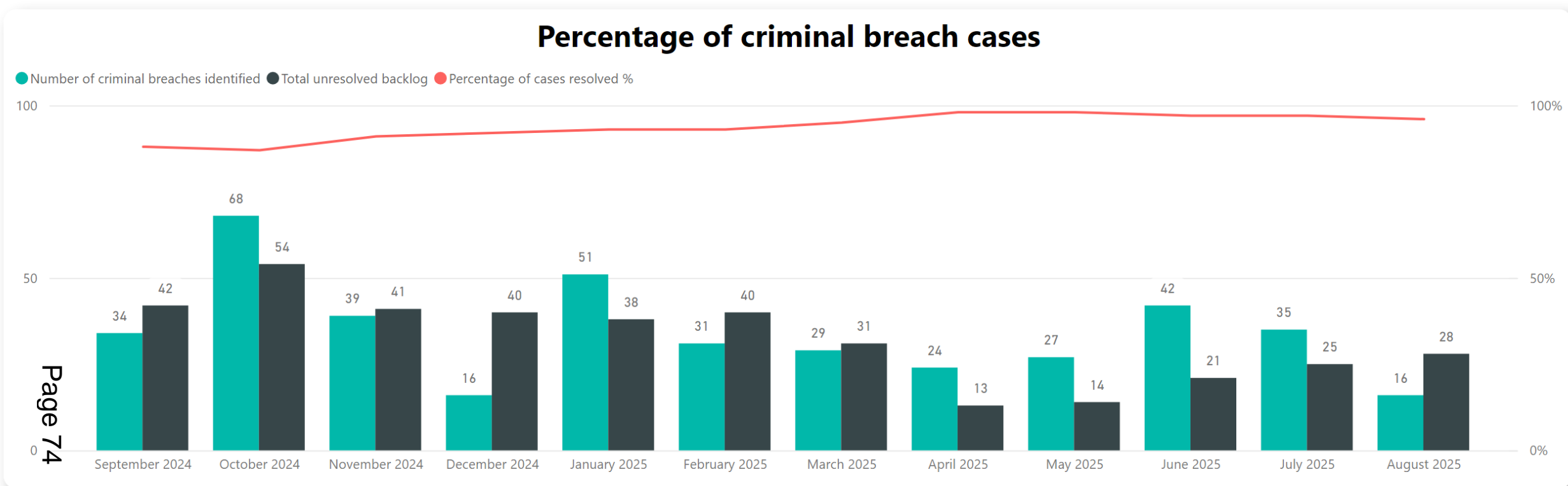


Public Protection - Trading Standards and Licensing

SM2 - Percentage of criminal breach cases identified by the Service, which have been resolved

Purpose of the Service: Protect public health and well-being from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain systems and comply with the legal requirements that apply to their business. Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals.

Comments included on the next page



Public Protection - Trading Standards and Licensing

SM2 - Percentage of criminal breach cases identified by the Service, which have been resolved

Comments

Criminal breach cases are identified through a combination of reports/concerns/complaints brought to the attention of the service by members of the public and businesses, as well as proactive work identified by the service as a part of business inspections. The measure also considers the total back-log of non-compliance that remain open since the measure became operational (01/04/2024), and the service is working on them in an attempt to resolve them.

Criminal breaches are considered as a 'breach of any criminal legislation that Gwynedd Trading Standards Officers have been authorised to enforce'. This does not include civil law violation issues.

Since April, the Animal Health and Welfare team has continued with the work of responding to requests for a service relating to animal health and welfare issues as well as carrying out scheduled inspections of collection centres, livestock markets and scheduled inspections relating to animal feed hygiene and safety. Following an investigation into a case of neglect, a farmer pleaded guilty to charges relating to Animal Health and Welfare at Caernarfon Magistrates' Court in August 2025. Due to the severity of the offence, the case has been referred to the Crown Court for sentencing (October '25).

The Consumer Protection team continues to prioritise work by responding to intelligence relating to the sale of illegal goods across the county – mainly tobacco and e-cigarettes. But over the summer officers had to respond urgently after receiving several intelligences relating to fake Labubu dolls being sold in several shops in the County. The team seized 439 of these dolls because there were obvious dangers that the dolls contained small pieces that came loose easily and could cause harm to a child. Concerns about these dolls were highlighted to the public through the Council's social media accounts. In addition, the team has continued the multi-agency work that has been going on in Bangor (led by the Police) – mainly carrying out joint inspections into shops that have been identified as being linked to anti-social problems in the city, with a view to seizing illegal goods that fall within our area of work.

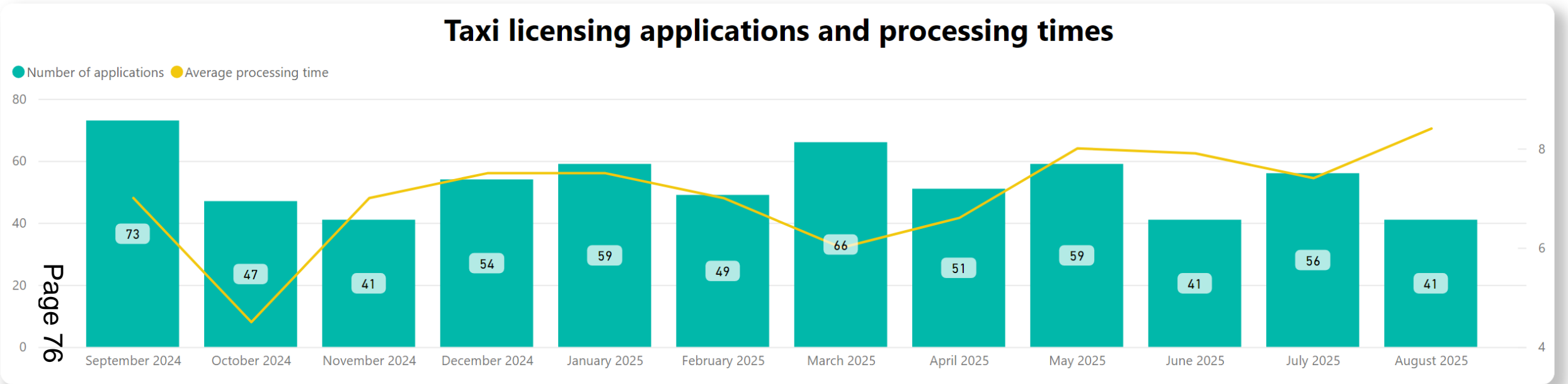
Public Protection - Trading Standards and Licensing

SM3 - The average time taken to process an application for a taxi licence

Purpose of the Service: Ensure that licensed activities involving taxis, alcohol, gambling, and entertainment are provided in a way that protects the public and supports businesses.

Comments

The number of applications the service receives, and the average processing time since April is fairly consistent, and is consistent with historical data and patterns. It is noted, however, that the number of applications in August fell while the average processing days increased. As an explanation, the processing of temporary event applications increases during this period, but one member of the team has also been away from work for a period of time with illness.



Public Protection - Environmental Health

IA1- Percentage of food businesses meeting Food Hygiene Standards [score of 3 or higher]

Purpose of the Service: Ensure that food and drink sold for human consumption that is produced, stored, distributed, handled or consumed in the county is free from any health and safety risk to the consumer and complies with composition and labelling requirements. Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

Comments

As at 31/8/25, 2,092 food businesses were registered with Cyngor Gwynedd. Of these, 2,064 (98.66%) met a satisfactory or higher food hygiene standard and 28 did not meet the standard (1.34%).

Every premises that does not meet satisfactory food hygiene standards receives a re-visit within 3 months of the original inspection in order to ensure that standards have improved.

In order to draw attention to this field and to encourage the public to check the scores of businesses, the Service is collaborating with the Communication Service to support national campaigns, led by the Food Standards Agency.

The food hygiene score of Gwynedd food businesses can be viewed by following this link:

<https://ratings.food.gov.uk/cy/search-a-local-authority-area>

**Percentage of food
businesses with a score of
3 or higher**

99%

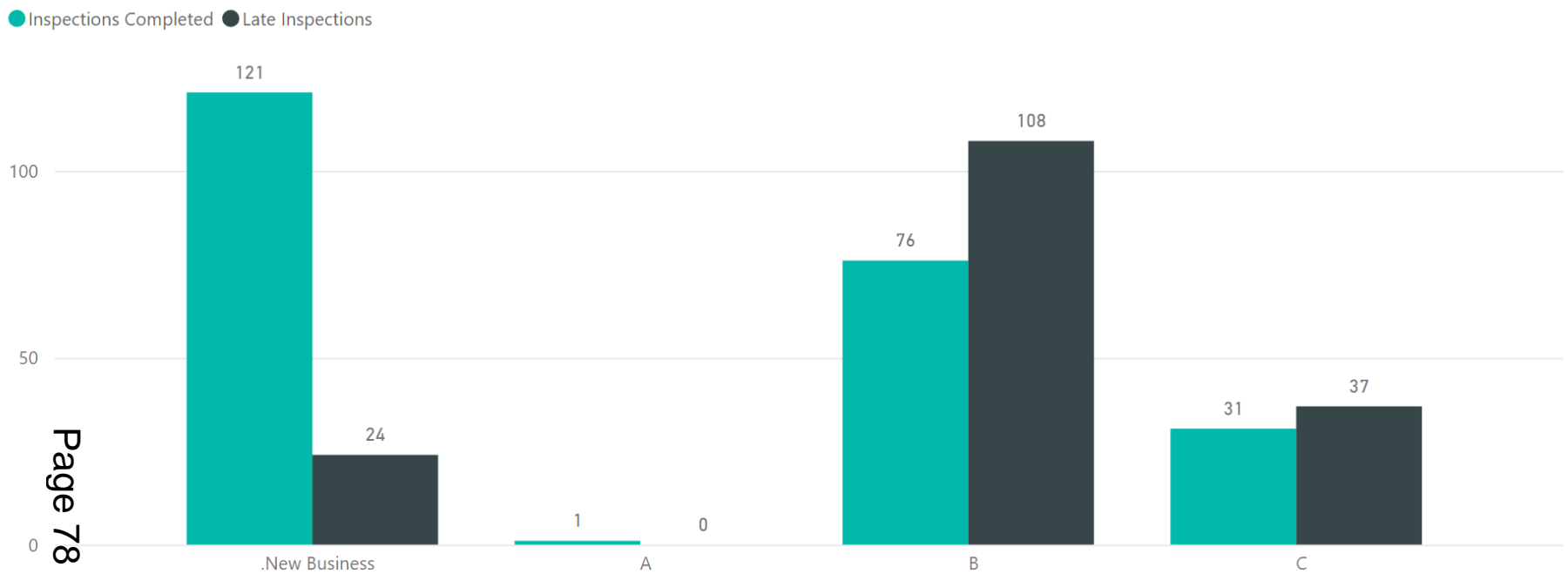
Public Protection - Environmental Health

IA2(a) - Percentage of food businesses that have received a Food Standards inspection in accordance with the programmed schedule

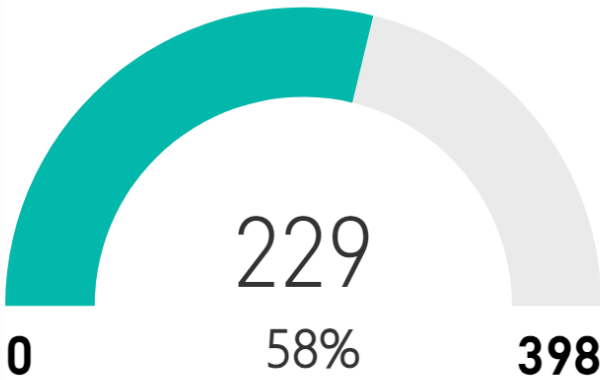
Purpose of the Service: Ensure that food and drink sold for human consumption that is produced, stored, distributed, handled or consumed in the county is free from any health and safety risk to the consumer and complies with compositional and labelling requirements. Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

Comments included on the next page

Food Standards Inspections April 2025 - August 2025



Inspections completed in line with the programme April 2025 - August 2025



Public Protection - Environmental Health

IA2(a) - Percentage of food businesses that have received a Food Standards inspection in accordance with the programmed schedule

Comments

There have been significant changes in the service's arrangements over the past three years. One job was cut from the structure in 2024, a number of experienced officers have left and there have been changes to the management structure of public protection services in early 2025. This means that we are unable to complete our food hygiene inspection schedule in line with the requirements. We have been and continue to prioritise audits of high/higher risk food businesses and start-ups.

It is noted that the Food Standards Agency (FSA) carried out an audit of the Food Service during October 2024, and they raised concerns about the lack of resources provided for the work. As a result, the FSA have stated that the Council is not meeting its statutory duties in terms of the frequency of food standards and food hygiene inspections (see B&D2(B)). To address this, the Service has invested in the workforce by arranging for 3 inexperienced officers to sit a qualification that will enable them to complete statutory duties. We have also taken advantage of the Council's Cynllun Yfory scheme and appointed a public protection trainee. In addition, we are investigating the possibility of adopting more effective working arrangements, for example, the use of equipment to log work out in the field (tablets, mobile phones).

Public Protection - Environmental Health

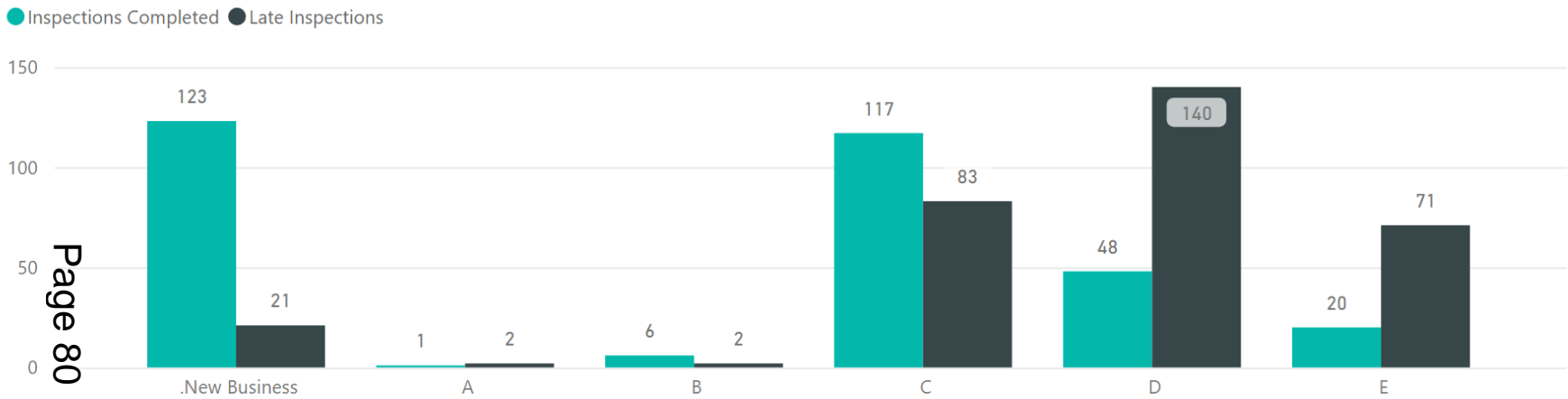
IA2(b) - Percentage of food businesses that have received a Food Hygiene inspection in accordance with the programmed schedule

Purpose of the Service: Ensure that food and drink sold for human consumption that is produced, stored, distributed, handled or consumed in the county is free from any health and safety risk to the consumer and complies with compositional and labelling requirements. Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

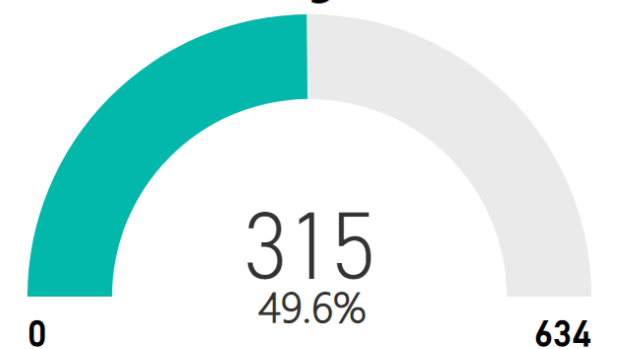
Comments

The observations noted in B & D2 (a) also apply to this measure. In order to make more effective use of officers' time, we strive to conduct hygiene and food standards audits at the same time. Officers will follow the food hygiene programme and complete a food standards audit if one has been programmed within the next 12 months or not previously undertaken. Due to the lack of availability of qualified staff we have decided that the focus of our audit effort over 2025-26 will be high hygiene risk (A-C) food properties, start-ups and high-risk food standards (A) properties. However, this year staff are required to carry out additional duties, (licensing special treatments – skin piercing, tattooing, ear piercing etc. activities). As a result, we have not been able to carry out a significant number of high-risk audits in a timely manner. At the end of the reporting period, 87 hygiene (A-C) high-risk food properties had not received an inspection. These will be prioritised during quarters 3 and 4. We will not meet our food safety inspection targets this year.

Food Hygiene Inspections April 2025 - August 2025



Inspections completed in line with the programme April 2025 - August 2025



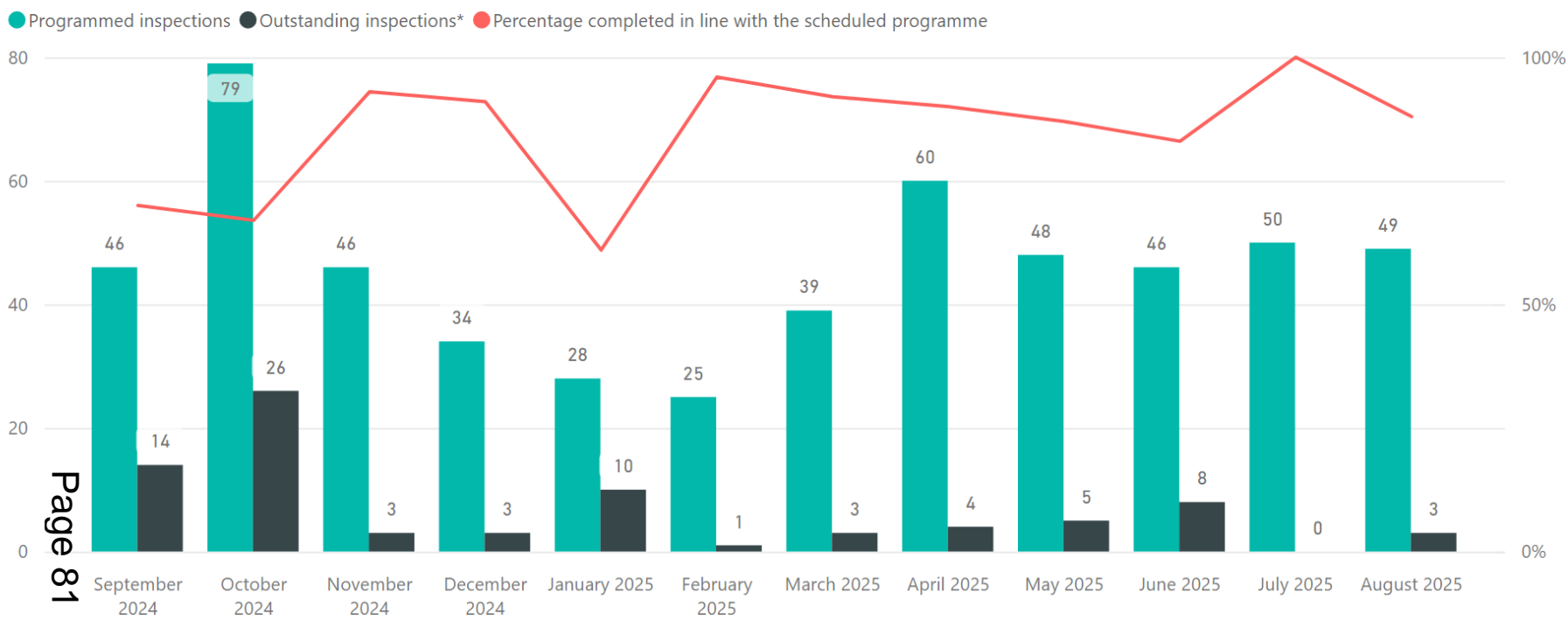
Public Protection - Environmental Health

IA3 - Percentage of properties on a private water supply that have received a water sample inspection and risk assessments in line with the programmed schedule

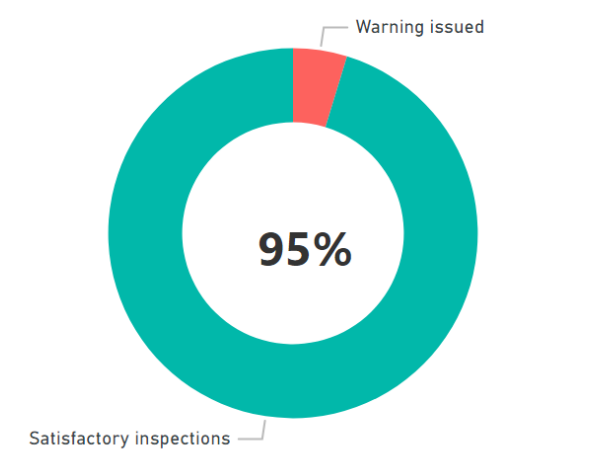
Purpose of the Service: Safeguard public health and well-being from unsafe practices by ensuring that businesses or individuals do not pollute the environment with unpleasant substances or noise.

Comments included on the next page

Private property water sample inspections



Percentage of Satisfactory Inspections April 2025 - August 2025



Public Protection - Environmental Health

IA3 - Percentage of properties on a private water supply that have received a water sample inspection and risk assessments in line with the programmed schedule

Comments

The work is statutory to ensure the safety of drinking water in rural supplies from private sources. We report every 12 calendar months to the Drinking Water Inspectorate which regulates and verifies the work of Local Authorities to ensure that businesses' private supplies such as holiday lets and hotels provide safe clean water to their customers and staff. Also, regular requests are received to sample individual domestic water supplies, and this is on top of the workload reported upon; it is estimated that there are around 2,000 individual domestic private supplies.

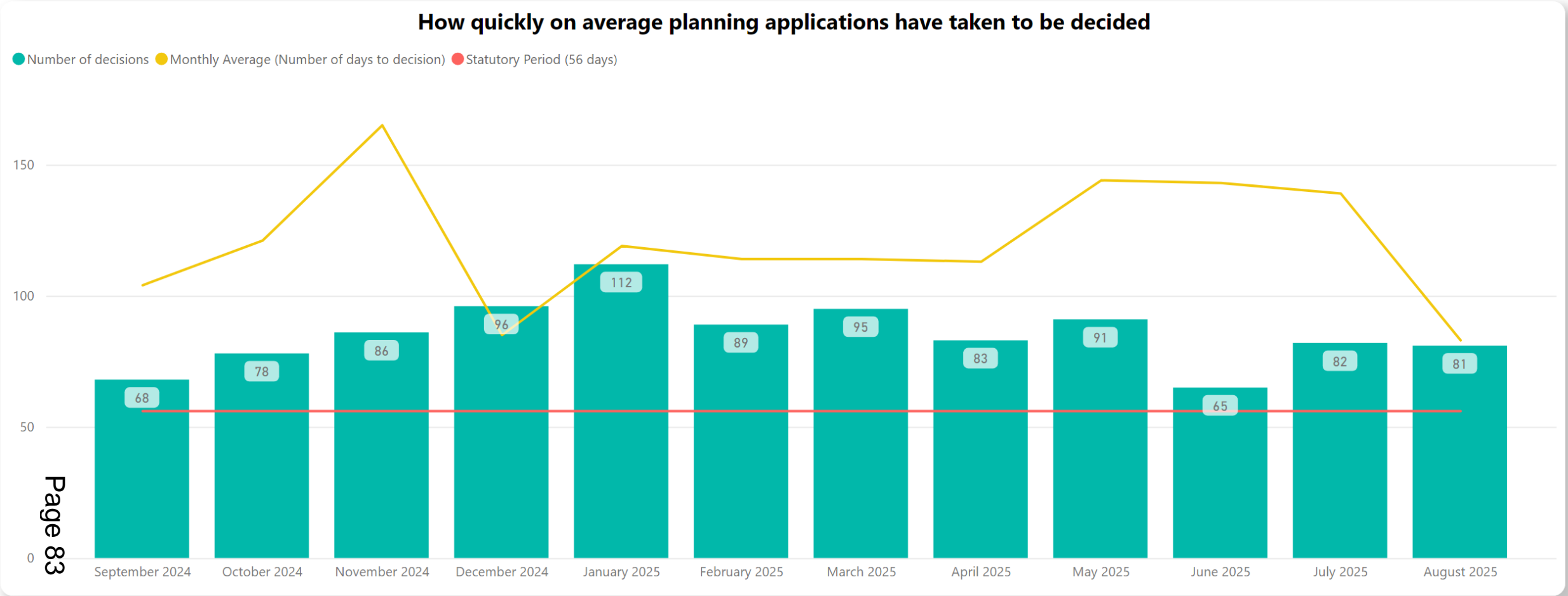
The sampling and risk assessment schedule is statutory, and whilst most of the samples in the 12-month schedule are conducted, we are under-performing substantially on conducting Risk Assessments, which need to be held every 5 years. Officers from the food and health and safety team have been contributing to the temporary sampling programme work. At the end of August there was a backlog of 40 water samples and 295 risk assessments. We want to divert officers from sampling work to carry out risk assessments over the next few months.

Planning

C1 - Average time taken to determine a planning application

Purpose of the Service: Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments included on the next page



Planning

C1 - Average time taken to determine a planning application

Comments

During the most recent period (April 2025 to the end of August 2025), 361 new applications were received and 402 applications were determined. This number is very similar to what was reported on average in the previous period, and therefore the previously reported increase has been reduced and appears to have been a period of only four months.

The number of applications in the system without a decision is around 498, which has decreased again from the 515 previously reported.

The average time taken to determine applications has increased to 124 days (109 days in the previous year). It should be noted that 6 applications were decided in this period (including 2 from the June Committee) that had stood without a decision due to lack of information and response and that the days to decide these applications was over 800 days which has a significant impact on this figure. By removing these 6 applications, the average decision time would be reduced to 105 days.

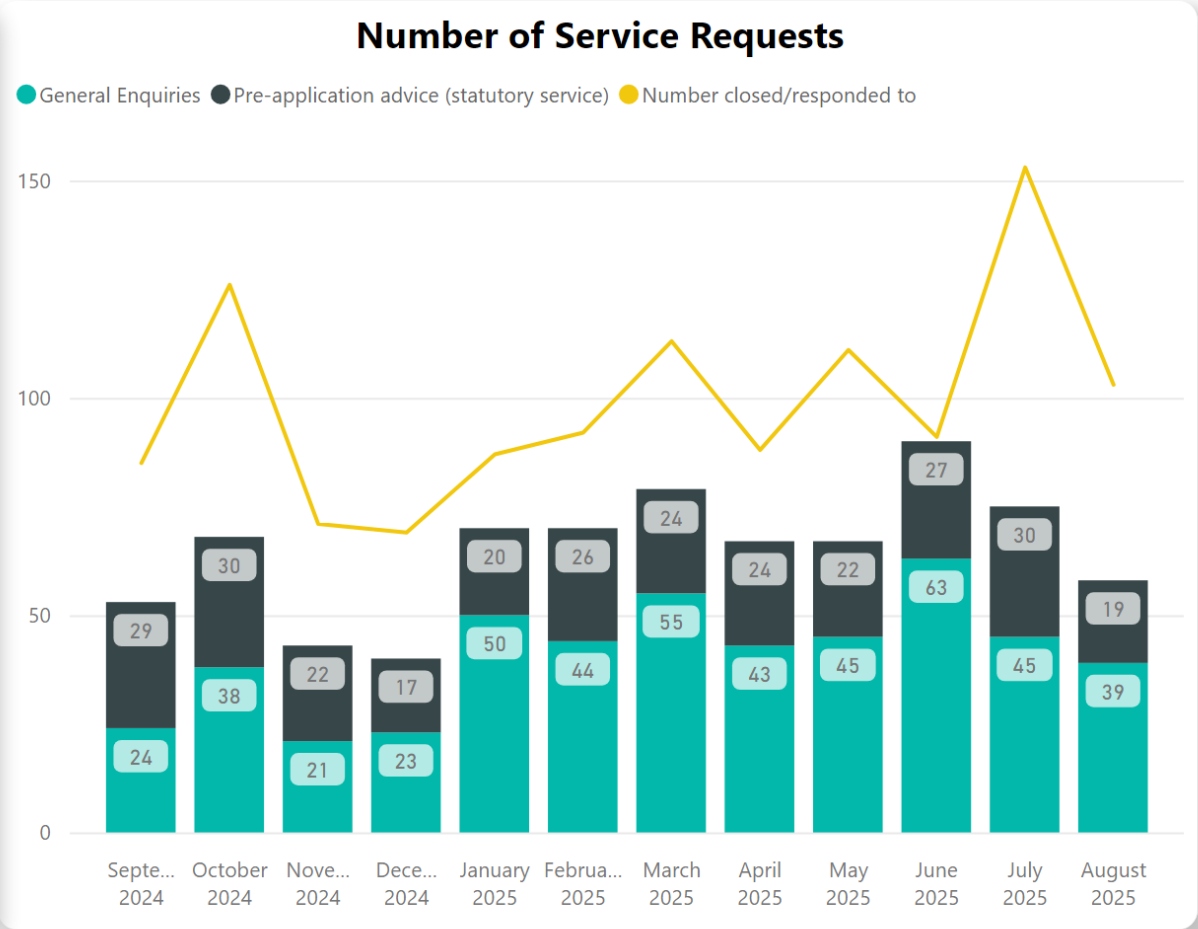
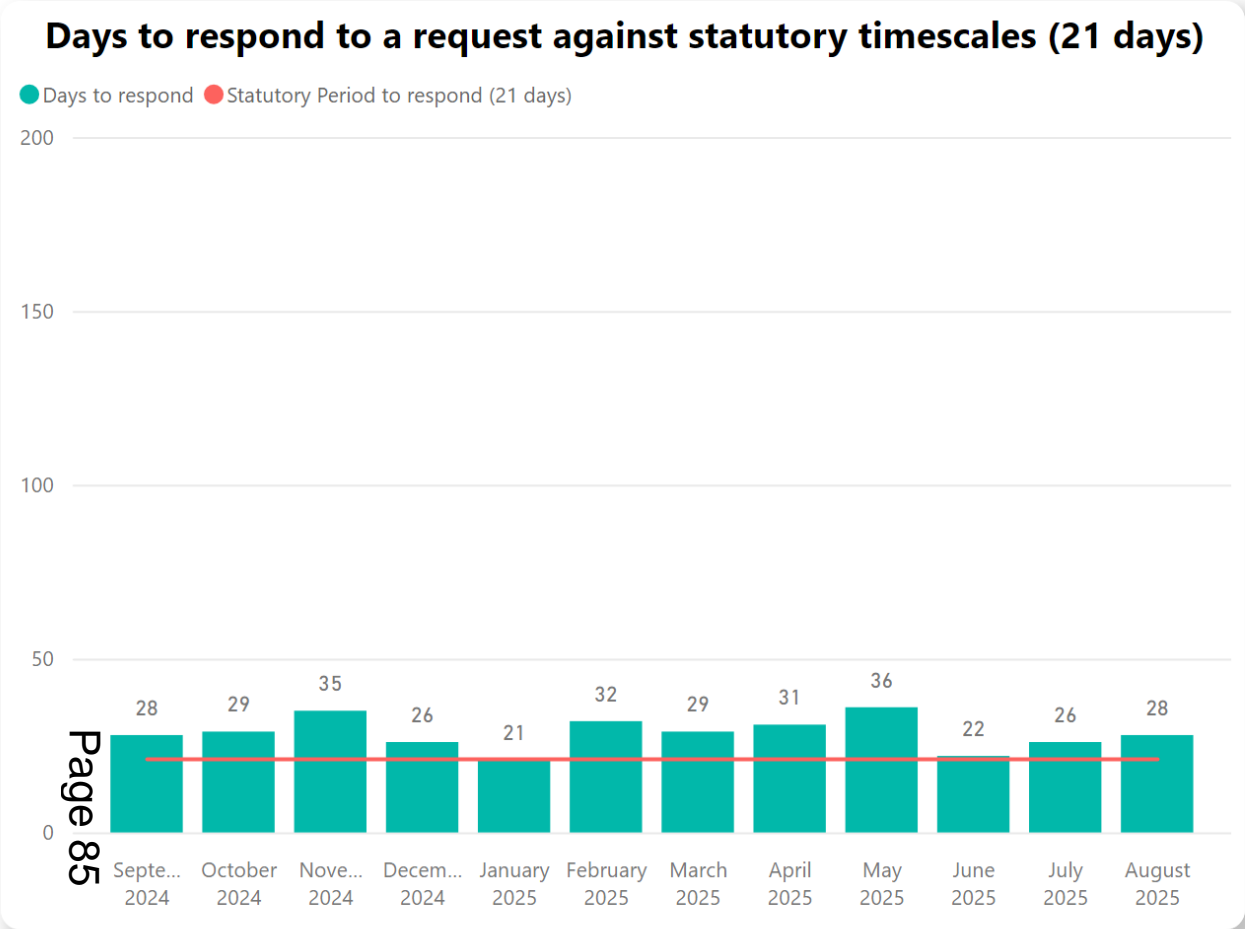
Despite this, 80% of decisions were within the statutory time (either under 56 days or with an agreed time extension) which is consistent with what was reported previously. This highlights that a high number of decisions are made in a timely manner, or with an agreement of time extension with the applicant/agent.

Planning

C2 - Average time taken to close service requests

Purpose of the Service: Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments included on the next page



Planning

C2 - Average time taken to close service requests

Comments

During this period, 357 enquiries and applications for pre-application advice were received and 546 cases were closed (either because they were invalid or a response was provided).

Looking back at the previous period, the workload has increased over this period but is quite stable compared to the same period the previous year.

The number of open enquiries stands at 83, which is slightly more than the 68 reported in the previous period.

Over this period, the average number of days to respond had decreased from 41 to 28 days but given that the increase in the number of applications previously has decreased over the last two periods, the average is now considered to be more stable.

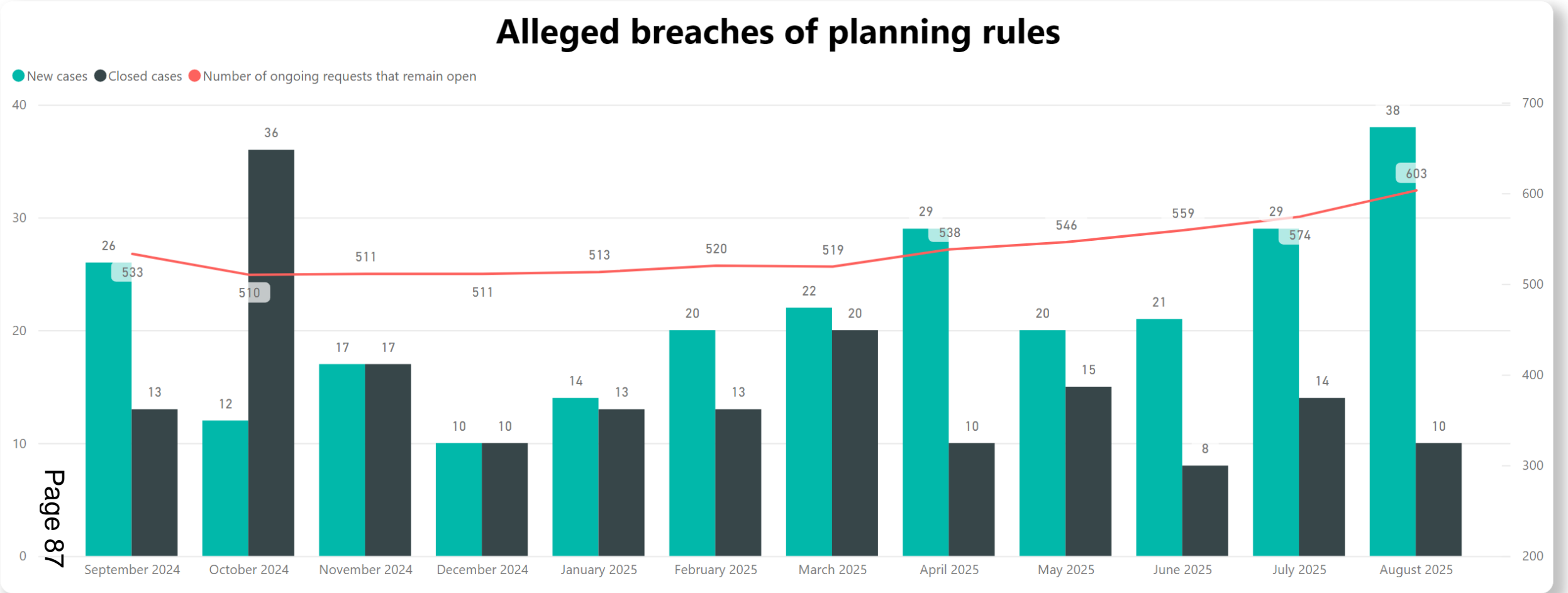
It appears that the number of Article 4 e-mails received has risen over this period. 55 formal enquiries were received, of which 13 were requests for advice before a formal application was submitted. The average response time is 21 days, which indicates a level of good service and that the team continues to cope with the workload.

Planning

C3 - Number of cases of alleged breaches of planning rules closed

Purpose of the Service: Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments included on the next page



Planning

C3 - Number of cases of alleged breaches of planning rules closed

Comments

137 new complaints were opened and 57 cases were closed. The number of open cases has increased because of the increase in the number of new complaints received and with the current arrangements and resources, the average number of cases that can be closed each month has fallen by just over 10. This is as a result of internal changes to staff and the appointment of the Officer who deals with Enforcement cases to a Senior Article 4 Officer. Although the Officer remains within the Enforcement Team, he has been leading on new cases which are relevant to Article 4 which are currently taking more time. This highlights that it is necessary to ensure that the situation where there are open cases does not continue to increase, and that it is necessary to look at the administration arrangement of new cases to ensure that only those that require further action remain open. It is possible that exploring the use of AI for the administration, organisation and prioritisation of cases would be beneficial.

One case of non-compliance with a Section 215 (land) notice has been successfully prosecuted in the courts since the previous report.

One enforcement notice has been issued and the team is continuing to deal with 6 planning appeals against planning notices. Many planning breach and Section 330 notices have been issued where the investigations are ongoing.

The management and monitoring of unpermitted/illuminated signs at our main centres is ongoing, although no further case has been resolved at this stage.

The Article 4 team has 16 cases open which is fewer than the 21 previously reported. Three cases have been closed and seven new cases have been opened. It shows a small increase in the number of new cases which are relevant to Article 4 since the new year. A Section 330 notice has gone out to one other property and 2 Breach of Planning Control Notices (PCNs). There will be a need to wait for the outcome and content of the Section 330 notices and Breach of Planning Notices before deciding on the next steps.

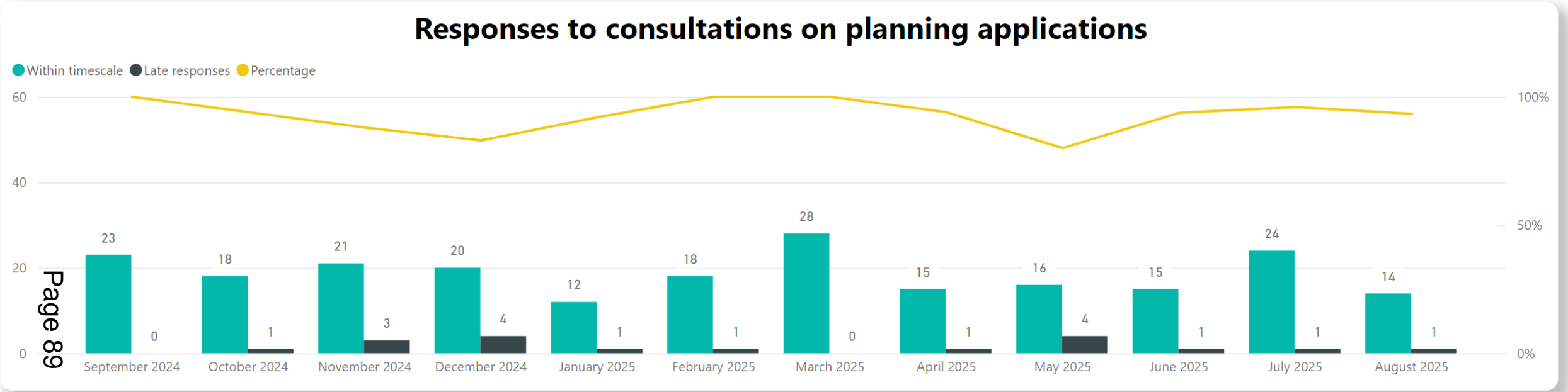
Planning Policy

PC1 - Percentage of responses to consultations on planning applications and pre-application advice provided within the time-frame

Purpose of the Service: Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments

Of the 92 consultations on planning applications and pre-application advice this year, 84 were delivered within time (91%). That's below the average for last year (93%). It is emphasised that the responses that went beyond the timetable were largely due to other work pressures including the work relating to the new Local Development Plan and work relating to the confirmation and implementation of the Article 4 Direction. It should be noted that the figures do not necessarily portray the complete picture every time; some applications, whilst 'completed' for the purposes of this indicator (as planning policy advice has been provided), can lead to lengthy and continued discussions as they are complex applications that require policy input over a period of time.

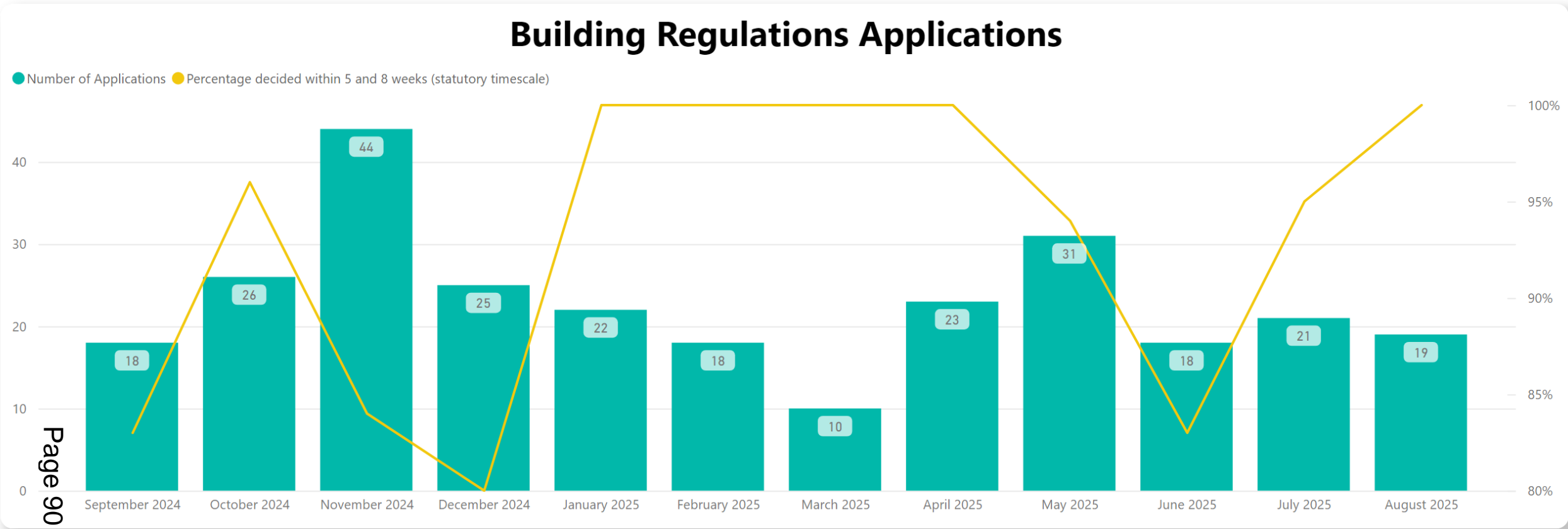


Building Control

RH1 - Percentage of applications determined within a specific time (5 and 8 weeks)

Purpose of the Service: Ensure construction meets reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

Comments included on the next page



Building Control

RH1 - Percentage of applications determined within a specific time (5 and 8 weeks)

Comments

The aim of the Service is to meet the statutory time-frames and achieve the required target for each application. The most recent period has shown good performance in terms of decisions made on applications within the statutory time-frames.

Following the introduction of the Building Safety Act 2022, the service has training plans for 2025/26 to act on the statutory Local Government Building Control competency requirements, as well as Approved Private Inspectors, in terms of competency, where officers need to register with the Building Control Regulator as 'Registered Building Inspectors'. This is a threat to the service and the Council because officers are required to be qualified and registered to be able to practise within the sector, and it is also dependent on the building class that the registration is relevant to (domestic, commercial, high-risk). There will also be additional statutory responsibilities and performance standards to be fulfilled which is a challenge for the Service and the Council, where the Council will be audited by the Welsh Government/Building Safety Regulator to ensure that the Council's Building Control Service is performing to the required standards. This is added pressure on the officers of the Service, who will all need to register and pass relevant examinations so that they have a legal right to do their day-to-day work from 1 October 2024.

The service has Class 2A-F Registered Building Inspectors (Commercial and Domestic), and three Trainee Registered Building Inspectors. There are support and training arrangements, including a workforce plan for the team, in place to move the rest of the staff to register to the necessary level and competency. Officers who do not hold the required registration will need to be supervised by Officers who hold the relevant class registration and this will impose additional legal responsibilities and duties. The Auditor General for Wales published, in relation to building safety and Local Authority Building Management Services in Wales, 'Cracks in the Foundations' – Building Safety in Wales. There are four recommendations for Local Authorities, and there is a need to respond to how Councils intend to implement/satisfy these recommendations to improve the Building Control Services in terms of satisfying the requirements of the Building Safety Act and statutory performance standards. This work is ongoing, and support, guidance and co-operation is being provided by LABC for Local Authorities in Wales. Following the Grenfell inquiry's final report, published on 4 September 2024, the following recommendations were made in the executive summary in relation to Building Control. "Competition for work between approved inspectors and local authority building control departments presented similar conflicts of interest which affects them. As things currently stand, fundamental conflicts of interest will continue to exist and continue to threaten the integrity of the system. Therefore, we recommend that the government appoints an independent panel to consider whether it is in the public interest for building control functions to be carried out by those with a commercial interest in the process." The shortcomings we have identified in local authority building control suggest that all building control functions, including those currently carried out by local authorities, should be exercised nationally. Accordingly, we recommend that the same panel consider whether a national authority should carry out all building control functions." The service and the Department will monitor these developments and hold discussions with the Welsh Government via LABC Cymru.

Building Control

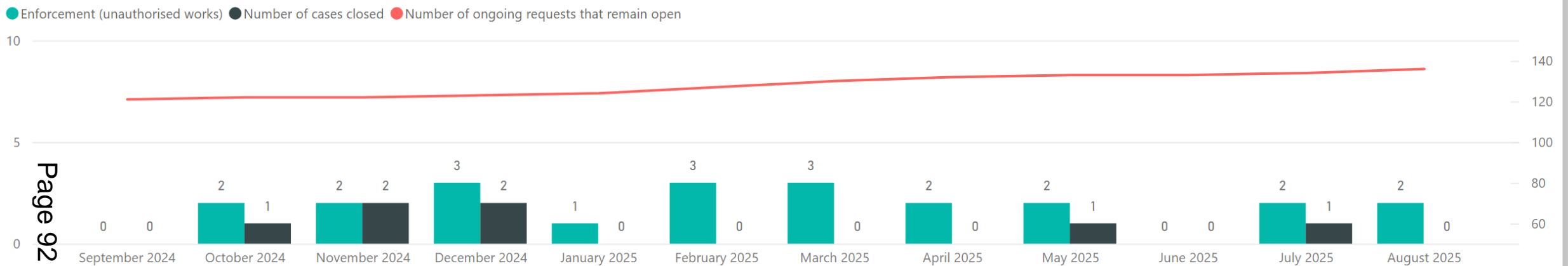
RH2 - Percentage of service requests on enforcement matters [not including dangerous buildings] that have been closed.

Purpose of the Service: Ensure construction meets reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

Comments

Following feedback, we have split this measure and measure RH3 into separate measures in order to provide more clarity. During this period (1/4/25 to 31/3/25), the Service has registered eight cases / applications of unauthorised work, and two cases have been closed. The number of open cases is now 136, which highlights the challenges of dealing with the existing workload whilst balancing the time available for elements of the service which relate to attracting fees and elements without a fee. We are continuing with the intention to introduce further changes to the work-flow arrangements in the back-office system, and to ensure staff training to enable the collection of necessary information in terms of reporting in full on the open files within defined time-frames. In order to assist the Building Control Officers, discussions and arrangements will be made with the technical support unit to provide the required administrative support for the team, e.g. open and close cases in the system. We also need to review the cases being shown as open at present to confirm whether they continue to be open or not – but, unfortunately, delay has been inevitable with this due to sickness.

Enforcement Cases



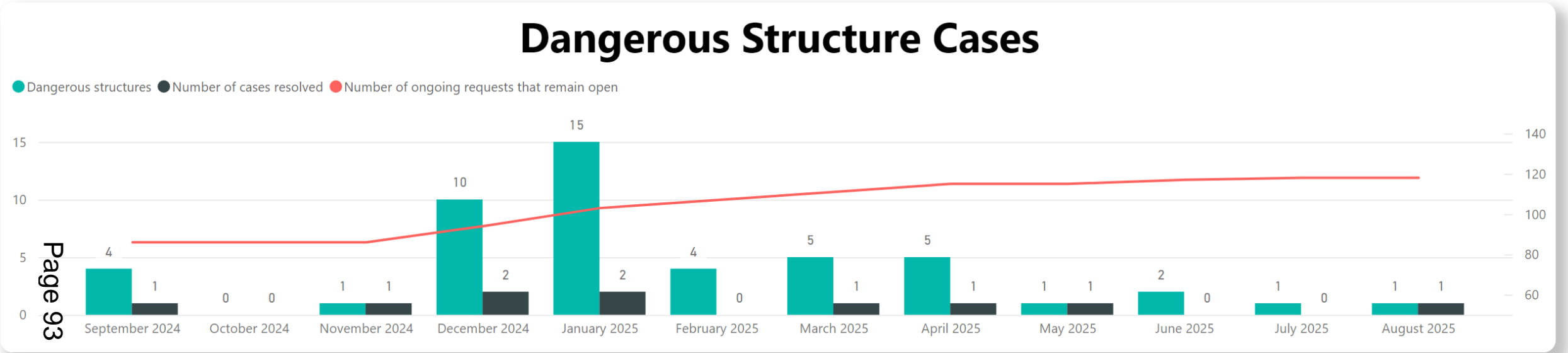
Building Control

RH3 - Number of dangerous structures cases that have been made safe but where there is still a need to complete work

Purpose of the Service: Ensure construction meets reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

Comments

It must be emphasised that dangerous buildings are made safe within 24 hours in order to safeguard the public. In the period since adapting the measures (1/4/25 to 31/8/25), the Service has dealt with 10 cases of dangerous buildings which have been made safe within 24 hours, with three cases closed. The dangerous buildings cases are not closed until the work required on the site has been completed. Therefore, with the 118 cases that remain open, action has been taken by the Service to make the building safe for public safety, but work needs to be completed on the site. It must be noted that cases can remain open when the building has been made safe and work on the site has been completed, in cases where the Service has had to take steps to do work and pay for it, as a result of the legal steps required to reclaim costs. It is also noted that the cases currently shown as open need to be reviewed to confirm whether they continue to be open or not – but, unfortunately, there has been an inevitable delay with this as a result of sickness.



Parking

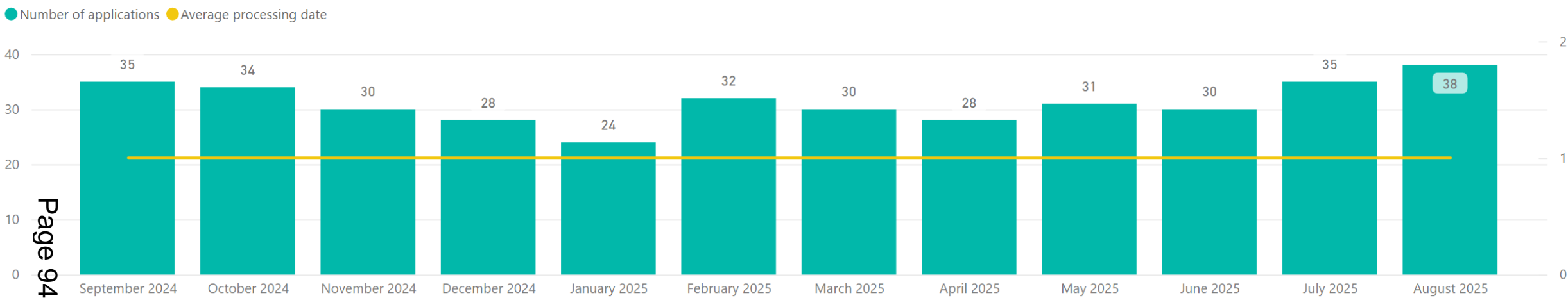
P&GS1 - The average time taken to respond to complaints of illegal parking

Purpose of the Service: Ensure safe management of the highway

Comments

We have a total of nine Parking Enforcement Officers working across the county, and the service is operational over 7 days a week. The service receives complaints every day about all aspects relating to parking. Very often, it is not possible for the service to act due to a lack of powers or parking restrictions. For the purpose of this exercise, the following graph includes complaints from Local Members and/or members of the public about illegally parked vehicles on parking restrictions only – therefore, the officers were able to act. 71% of the locations received a visit within one day, with every location receiving a visit within three days. Every effort is being made to respond to complaints promptly, nevertheless, it is possible that periods of sickness or other absences within the team can cause delay. It was not possible for the Officers to enforce in 12% of locations as the condition of the restrictions did not meet the standard which allows for lawful enforcement. Applications have been transferred to the Council's Highways Department to repaint the road.

Time taken to respond to complaints regarding illegal parking



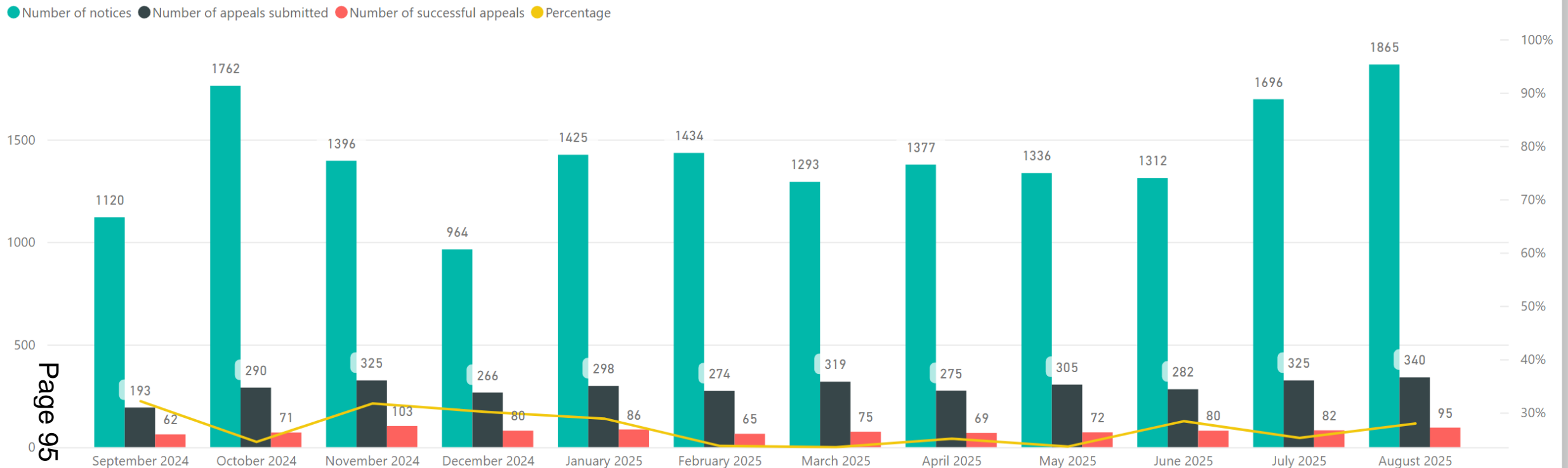
Parking

P&GS2 - Percentage of appeals that have been successful

Purpose of the Service: Ensure safe management of the highway

Comments included on the next page

Percentage of successful appeals



Parking

P&GS2 - Percentage of appeals that have been successful

Comments

Fines are issued for vehicles that park in breach of the on-street and off-street (car parks) restrictions. The service takes pride in the ability to deal with everyone in a consistent, fair and transparent manner. Every motorist who receives a fine is entitled to submit an appeal, should they feel that any unfairness or error has occurred.

Of the total 7,586 tickets issued by the Council, 1,527 appeals were lodged (April – August 2025), 398 of these, representing 26% of the appeals, were revoked. 5.2% of all tickets issued during the financial year to date have been revoked.

Apart from in extreme situations, the majority of successful appeals are from individuals who have bought a ticket in the car park but have not paid and displayed for various reasons, e.g. the ticket has fallen from sight or a customer has inputted one wrong digit by using the Pay by Phone app, or blue badge holders have misunderstood the terms. Every appeal is considered in full and if robust evidence reinforces the claim that a genuine mistake has occurred, the fine is revoked. In relation to the number of appeals transferred to the independent adjudicators for consideration, it is noted that only one case was submitted during the specific period in question, and that the outcome of this case was favourable to the Council.

We have amended the measure to include the total number of Penalty Charge Notices (PCNs) issued in order to provide wider context rather than focussing solely on those that had been appealed successfully as was the case in the past. We have also amended to note the total PCNs to show if they are 'on street' and 'off street' - see next measure.

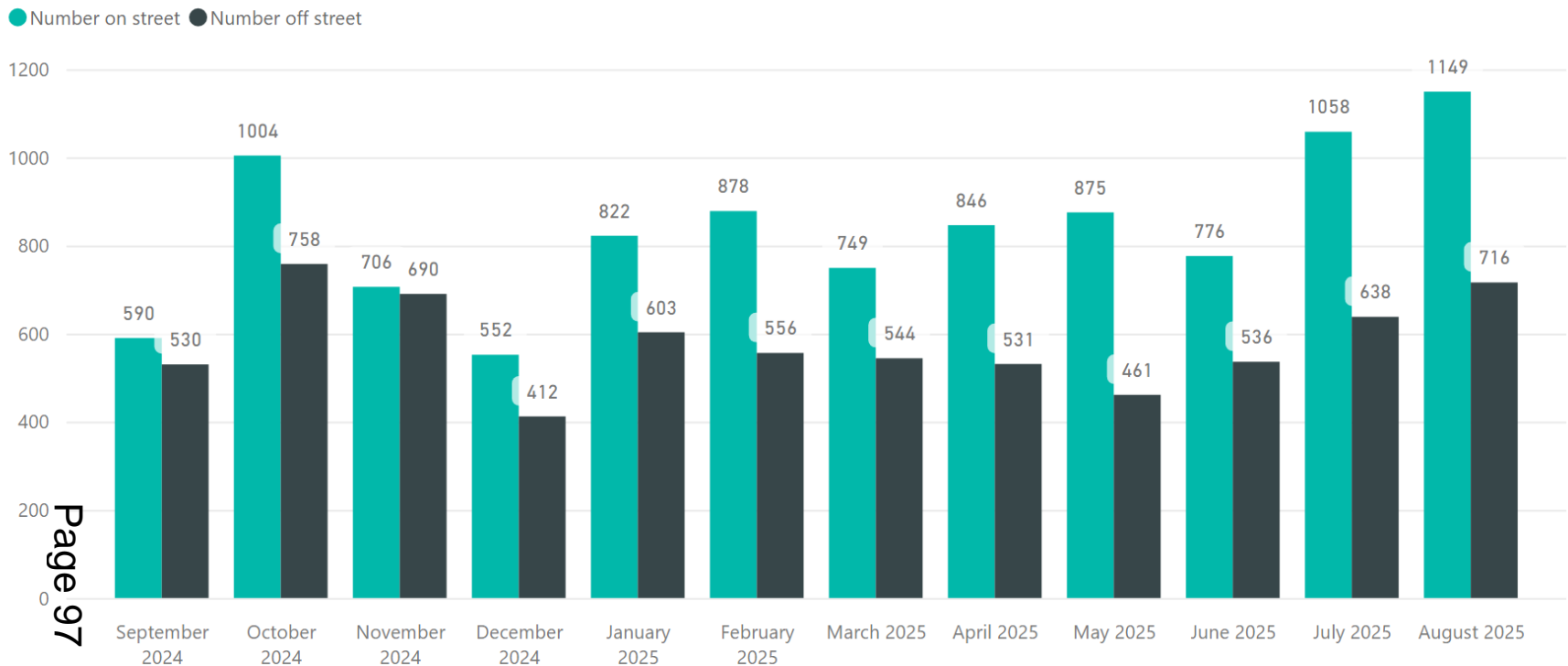
Parking

P&GS3 - Number of on/off street notices

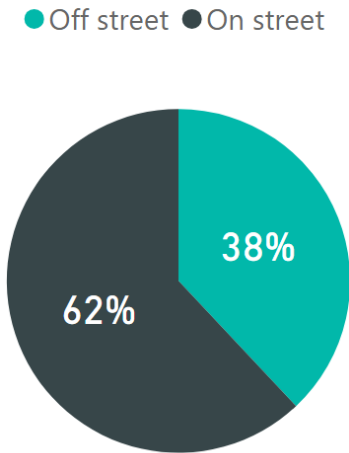
Purpose of the Service: Ensure safe management of the highway

Comments included on the next page

Number of notices on street/off street



Percentage on street/off street



Parking

P&GS3 - Number of on/off street notices

Comments

A special effort is made by the Council's Parking Enforcement Officers to ensure that there is an appropriate level of monitoring the roads network to ensure that the traffic flow moves unimpeded. They take appropriate enforcement steps against motorists who choose to park illegally on sections of the highway, including parking spaces where parking is permitted on the street for specific periods. The officers also make a valuable contribution to the maintenance of our pay and display machines, which are an important source of income to the Council. The graph highlights that 62% of the Fixed Penalty Notices issued to motorists between April 2024 and August 2025 were for parking offences on the highway, e.g. parking where there are parking restrictions such as single yellow lines, double lines, clearways, white lines to protect accesses, restricted stay parking bays or misuse of disabled parking bays.

Streetworks

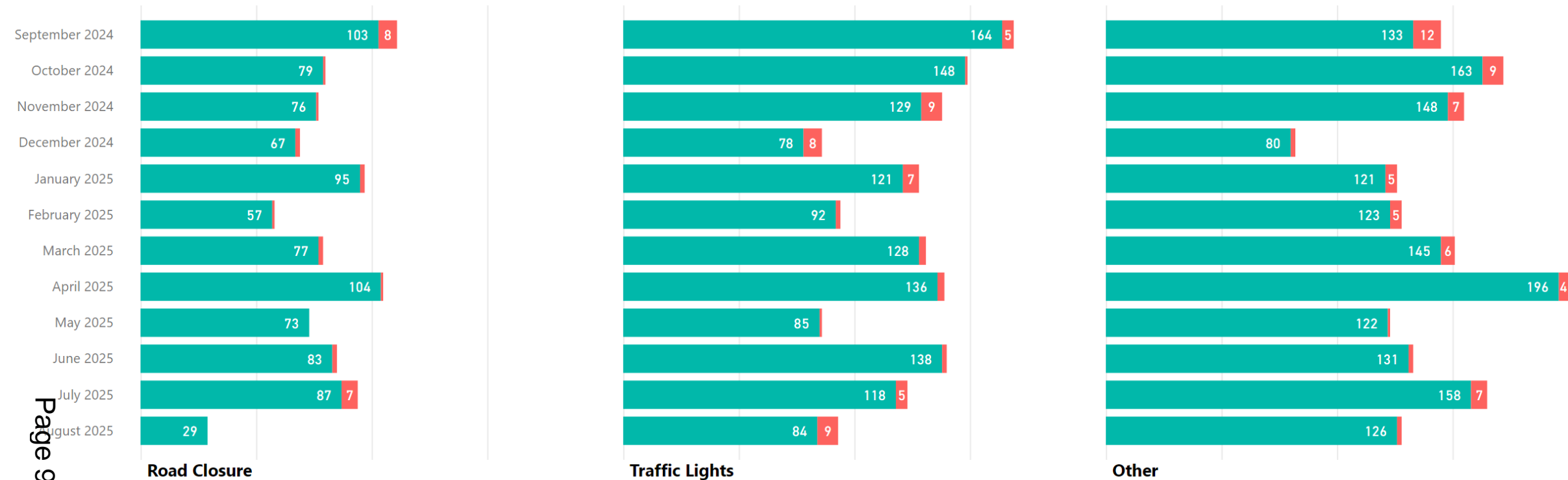
P&GS4 - Number of works on the highway that have gone over the original timescale

Purpose of the Service: Ensure safe management of the highway

Comments included on the next page

Works on the highway that have gone over original timescale

Number of works Number of works over the original timescale



Streetworks

P&GS4 - Number of works on the highway that have gone over the original timescale

Comments

The work carried out on our streets or roads is a part of daily life, and although it causes disruption to members of the public from time to time, such work is key in order to provide and maintain utility and transport services. The service's street inspectors are responsible for coordinating and monitoring all activities carried out on the public highway network by statutory undertakers or contractors and strive to avoid situations where areas are disturbed for long periods as a result of works. A set of specific conditions are imposed to manage this, and in some circumstances there is no option for an undertaker to extend the period. Although most of the activities are achieved within the original timetable, it is not uncommon to run over time on occasions, for various reasons, e.g. encountering something unexpected after starting to dig-up the road, delays due to staffing problems, relying on other companies, unable to obtain the appropriate tools or equipment. The above graph includes the data held about the percentages of works that ran behind the original schedule during the fixed period. There was a reduction in the number of works permitted on the highway during August, due to the national embargo period during the summer holidays.

*There may be rare occurrences where companies have decided to undertake works without informing the Streetworks Service – the data does not include such situations."

Traffic, Projects and Footpaths

T&P1 - Number of requests that have received a response

Purpose of the Service: Manage and coordinate a safe and purposeful road network along with developing and implementing transportation projects

Comments

Main Traffic Issues Identified:

- Complaints about Speeding:

A significant number of complaints have been received regarding speeding, particularly in 20mph areas. This remains an obvious concern among residents.

- Requests for Speed Reduction Measures:

There has been an increase in the number of requests to reduce speeds on roads beyond the 20mph and 30mph areas, reflecting wider concerns about traffic safety.

- Parking Prohibitions:

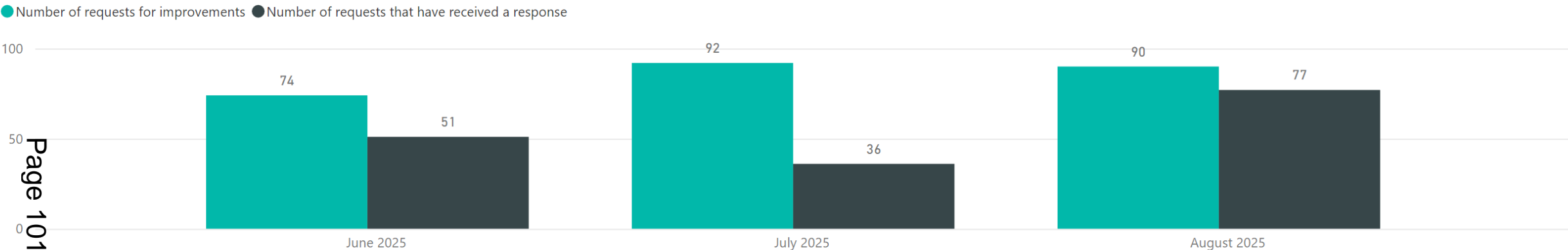
The number of requests for parking bans has decreased compared to previous years.

- Unanswered enquiries: There was a high number of unanswered enquiries during July, but the situation has improved significantly by August.

- Public Information: We are looking at ways to reduce the number of enquiries by improving the information available on our website, particularly in relation to traffic issues that come to our attention on a regular basis.

*A new measure effective from June 2025.

Number of requests that have received a response



Traffic, Projects and Footpaths

T&P2 - Number of improvements introduced to structures on the county's footpaths networks

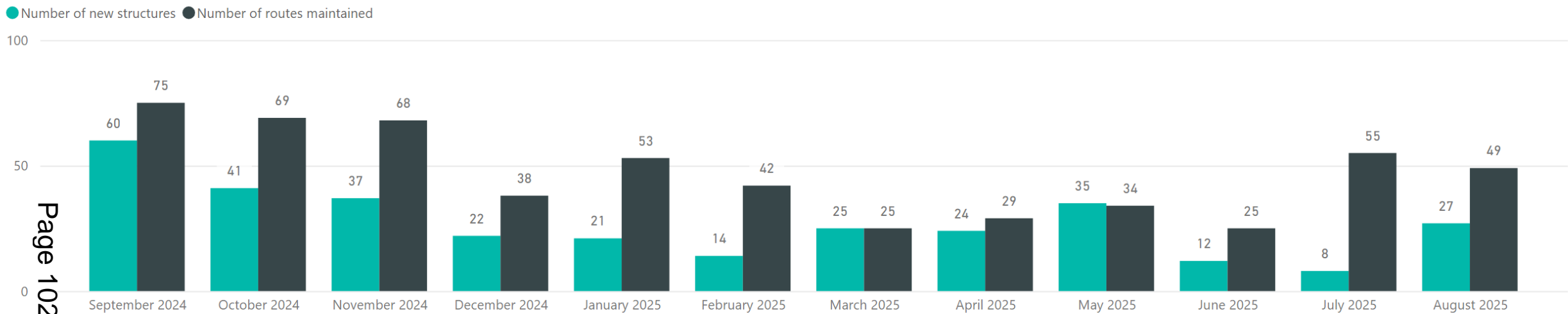
Purpose of the Service: Maintain and manage access networks

Comments

This measure has been operational since April 2024, with the intention of showcasing the work being carried out to maintain and improve the public rights of way. The new structures being inputted on paths include improvements such as new gates (to replace stiles) and signs to facilitate use. In addition, the number of operations to maintain paths is reported, these are separate actions, as well as maintenance work such as cutting surface growth, improving the condition of a surface, etc. These measures have been in place for over a year and the statistics continue to show variance from month to month on the two measures. Unfortunately there have been problems with data collection software during the period in question so there is a possibility that this may have affected the data but we are confident that the issue has now been resolved.

Work is also underway to add another measure that will report on the number of users on routes. It is hoped to be able to start reporting on this soon.

Number of improvements made to structures on the county's path network



Public Transportation

TC1 - Percentage of local bus journeys that arrive on time (up to 1 minute early or 5 minutes late)

Purpose of the Service: Provide quality public transport to the residents of Gwynedd in a cost-effective and sustainable way

Comments

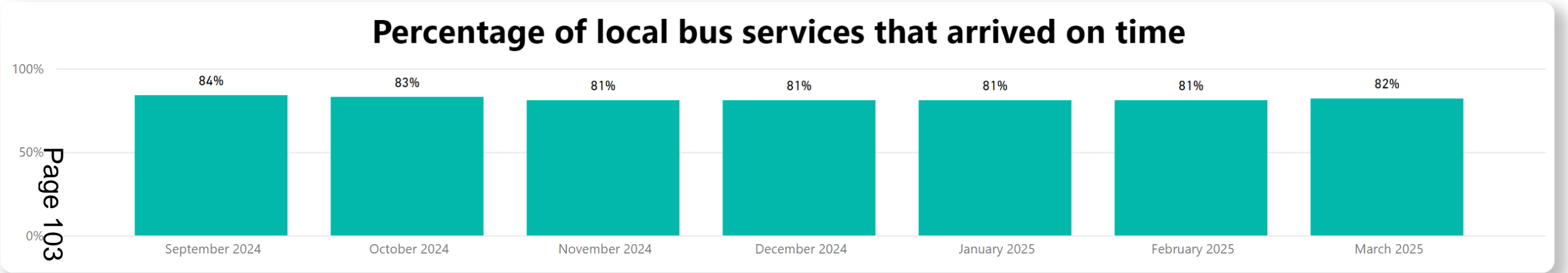
Cyngor Gwynedd through close collaboration with Transport for Wales, has been reviewing the public bus network in Gwynedd. This has been done on an area-by-area basis and the work has been completed further.

The intention of the review was to:

- Optimise resources to make the travel opportunities more attractive to the public (which includes potential new customers as well as those already travelling in an effort to make services environmentally positive and financially sustainable)
- Easy-to-understand timetables
- Provide a fairer ticketing approach across Gwynedd

This has led, overall, to positive feedback and an increase in passenger numbers which bodes well for the viability and sustainability of the services moving forward. This is in a climate where bus passenger numbers across Wales have been steady or falling, with rationalisation and reduction of bus service levels implemented in other areas of the country. One part of the work was to look at timetables and ensure that there is sufficient time for the buses to travel along the route.

Due to a contractual change in the company that holds bus time data, there is currently no access to the punctuality times. As there is no agreement between the operators and the Government to share this data, the Council does not currently have access to the punctuality data. We continue to press for access to the data as this is important evidence for us to measure the performance of local bus services.



Public Transportation

TC2- Percentage of travellers that use concessionary ticket/pay

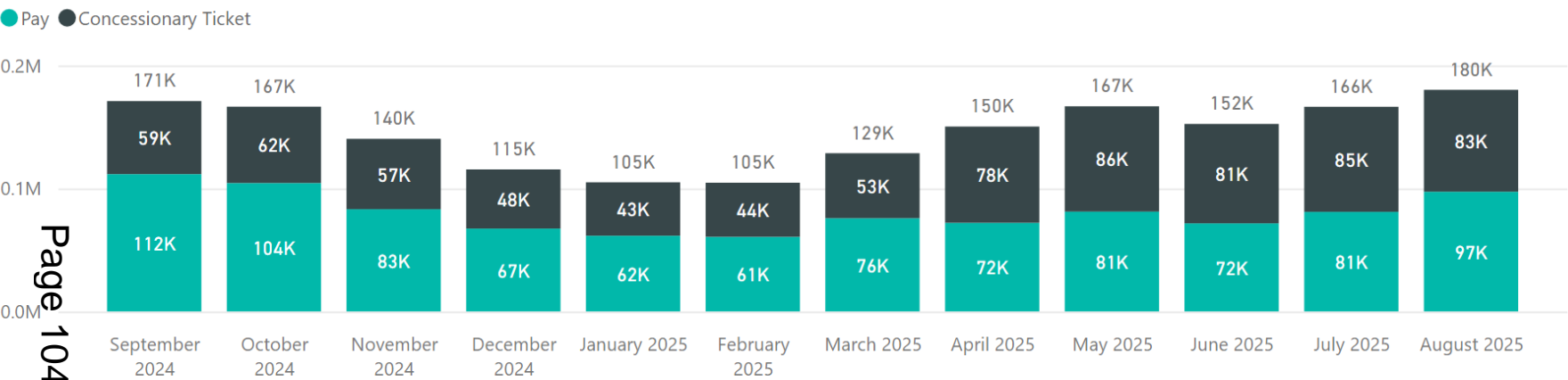
Purpose of the Service: Provide quality public transport to the residents of Gwynedd in a cost-effective and sustainable way

Comments

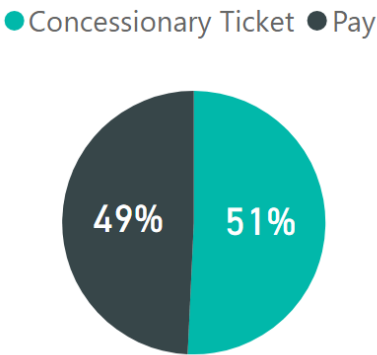
There are a number of factors influencing the use of bus services in general. When comparing month to month this can include several weekends in any one month and also the weather – especially during weekends, bank holidays and other peak periods. The number of learners who pay to travel on public buses is also changing and having an influence. The profile of the number of paying passengers and the number using a travel ticket is also changing. Moving further away from the COVID era, more travel ticket holders may be returning to travel on the buses more regularly.

Figures for services run on behalf of Cyngor Gwynedd with a share of grant funding show positive performance and an increase in journey numbers in the past year. Compared to August of last year, the Sherpa bus services have seen an increase of over 15% of journeys with a total of 83,393 during August 2025. The new G23 service running on the Barmouth – Harlech – Porthmadog route has also shown a 12% increase, with 9,059 of journeys in August 2025.

Number of travellers that use concessionary ticket/pay



Percentage of travellers that use concessionary ticket/pay



Business - Back Office

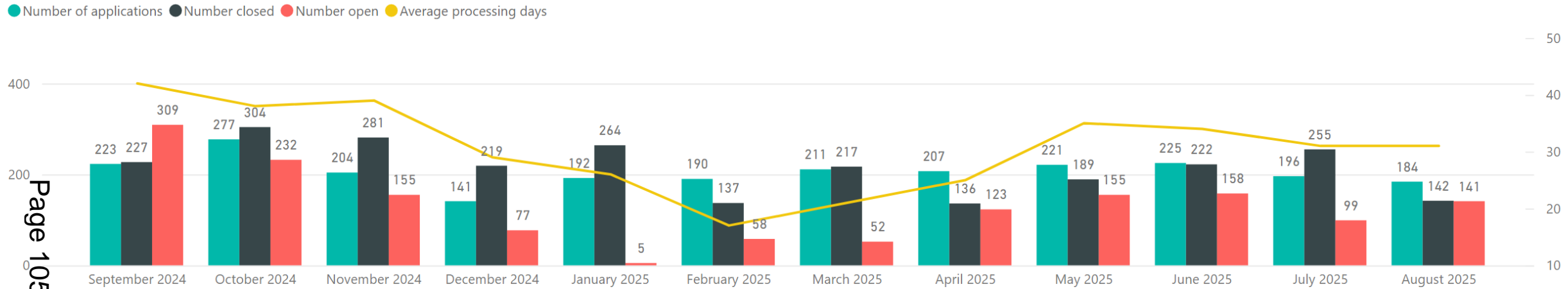
B1 - Average time taken to process Land Charges applications

Purpose of the Service: Provide searches information for anyone wishing to purchase property or land within the Local Authority area.

Comments

The Land Charges team has seen encouraging progress, with the average time to process applications stabilising following a challenging period. We acknowledge that the situation has been challenging with searches taking longer than we would have wished for our customers in the past. This was due to an increase in demand for the service, as well as work relating to the transfer of data to a national office system, with Gwynedd among the first Councils in Wales. In addition, to complete searches, there is a need to contact and receive a response from a number of services and other Council departments, and subject to the location of the search, with the Eryri National Park Authority also, which all have their own specific challenges. However, we anticipate a potential slippage for a period due to capacity issues related to long-term absences. The transition to the national system will go live February 2026, and there is some uncertainty about the exact knock-on effects of that. We will review the situation regularly and use a resource within the Business Unit to assist the Land Charges Unit where possible and when required.

Land Charges Applications



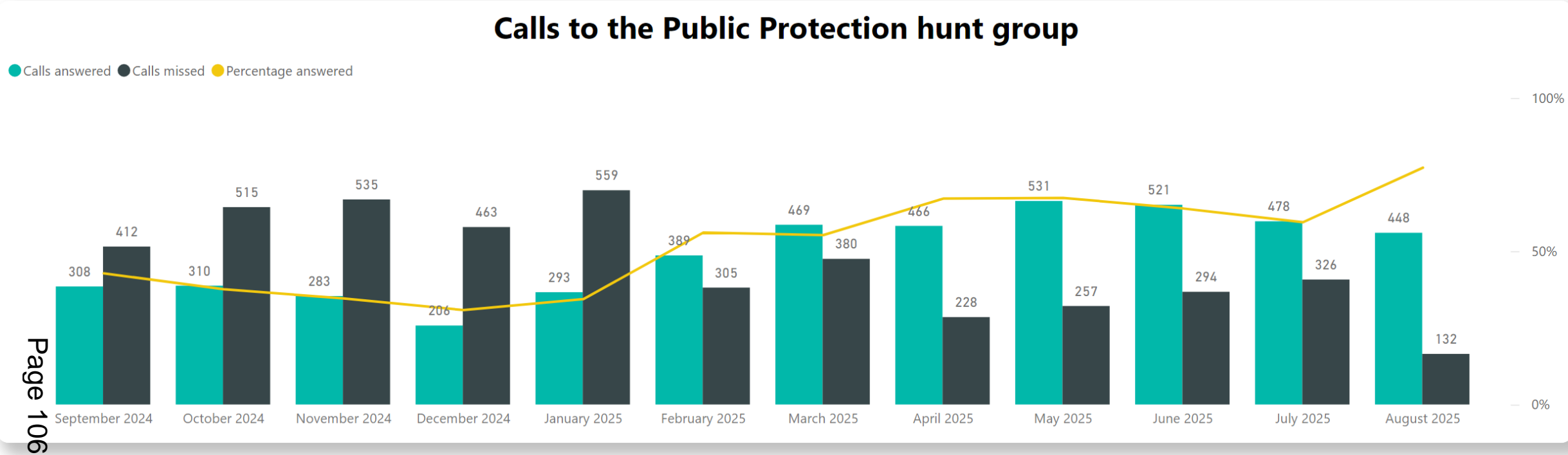
Business - Back Office

B2 - Percentage of calls receiving a response

Purpose of the Service: Support Public Protection officers by providing a front-line service to customer enquiries

Comments

A slippage has been seen in the percentage answered during the first half of 2024/25, as we have been acting on and implementing a savings scheme to reduce the team's structure from 4 to 3 and the third officer has now obtained a new job, which means that the team has been down to two members, and one at times, due to absence. We successfully appointed a new member to the team at the beginning of February 2025, and this has had a positive impact on our call response percentage since then, with a further training period provided.



Finance Monitoring

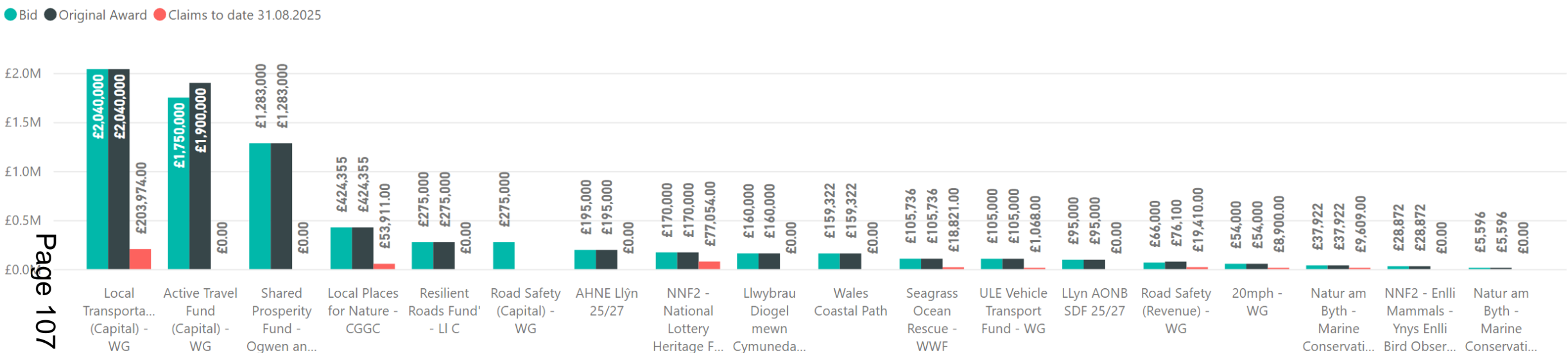
MC - Total Financial Bids Compared to Successful Bids (Managerial Data)

Purpose of the Service: Support services across the Department on procurement processes' finance monitoring matters and buy-wise and IT systems

Comments

One of the aspects in which the Department excels is attracting grants for improvement schemes on our network of roads, footpaths and the multi-use 'active travel' network, reactive work to protect wildlife and landscapes, improving Rights of Way, developing and maintaining coastal paths, improving the quality and condition of AONB areas; lonydd glas network; Pen Llŷn a'r Sarnau Special Area of Conservation; Marine ecosystems; and the Llŷn Landscape. The Department has traditionally succeeded to attract grants for schemes such as road and bridge improvements; cycle paths and safe routes within our communities, maintaining and developing footpaths, cycle paths and bridleways, as well as conserving and safeguarding species and landscapes.

Financial Bids Compared to Successful Bids 2025-2026



(HD) Safeguarding Training Performance: Environment Department

There is a series of mandatory training that is a corporate priority that Council staff are required to complete.

As a Department, regular messages are shared with our officers to highlight the importance of completing the mandatory training.

In line with the request of the Safeguarding Strategic Panel, the following outlines the latest in the performance of the Environment Department office staff in relation to '**Violence Against Women, Domestic Abuse and Sexual Violence**' (VAWDASV) and '**Safeguarding**' training.

99% of the Department's office staff have completed the Violence and Abuse Against Women (VAWDASV) training with one of the two individuals yet to complete currently absent from work.

94% of the Department's office staff have completed the Safeguarding training, with two of the 11 members of staff who have not completed to date, currently absent from work.

We will continue to encourage the remaining staff to prioritise completing the training as soon as possible.

Due to the nature of the work of some of the Department's Services, frontline staff do not have access to a computer as part of their job in order to be able to complete training through the training portal.

This mainly applies to the Waste Collection and Treatment workforce. We are currently discussing the best way to ensure that these 214 individuals are able to receive the required training. It is likely that the training will need to be provided face-to-face, and we are awaiting further guidance from HR regarding the next steps.



MEETING	COMMUNITIES SCRUTINY COMMITTEE
DATE	6 November 2025
TITLE	Communities Scrutiny Committee Forward Programme
PURPOSE OF THE REPORT	To adopt an amended work programme for 2025/26
AUTHOR	Bethan Adams, Scrutiny Advisor

1. The Committee's Forward Programme for 2025/26 was adopted at the Committee's meeting on 18 September 2025.
2. The item 'Review of the Climate and Nature Emergency Plan' was programmed for this meeting. A request was received to move the item to the Committee's meeting on 22 January 2026 as further work is required before the item is submitted to the Committee.
3. A request was also received from a member of the public to scrutinise issues relating to funding matters related to the Plan. The Chair and Vice-Chair have considered the request and have concluded that as funding issues are part of the review, that it would be timely to consider the matters raised at the same time. An invitation to the Committee's meeting is extended to the individual in order to give them the opportunity to elaborate on their request if they wish.
4. Reprogramming the item would enable timely scrutiny before the Cabinet makes a decision. If the Committee reprogrammes the item in accordance with the above, four items will be programmed for the Committee's meeting on 22 January 2026.
5. See attached as an appendix to the report, the amended work programme for 2025/26.
6. **The Communities Scrutiny Committee is asked to adopt the amended work programme for 2025/26.**

COMMUNITIES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME 2025/26

Date	Items	Reason for scrutiny
5/6/25	<ul style="list-style-type: none"> Performance Report of the Cabinet Member for the Environment Performance Report of the Cabinet Member for Highways, Engineering and Gwynedd Consultancy 	Scrutiny of the performance of Council departments
18/9/25	<ul style="list-style-type: none"> Climate and Nature Emergency Plan: 2024/25 Annual Report Salt Bins and Gritting Arrangements 	The Council Plan 2023-28 - A Green Gwynedd Follow-up following scrutiny at the 28 September 2022 meeting
6/11/25	<ul style="list-style-type: none"> Performance Report of the Cabinet Member for Highways, Engineering and Gwynedd Consultancy Performance Report of the Cabinet Member for the Environment 	Scrutiny of the performance of Council departments
22/1/26	<ul style="list-style-type: none"> Review of the Climate and Nature Emergency Plan Implementation of Article 4 Direction New Local Development Plan - Strategic Options, Vision and Objectives Active Travel 	Pre-scrutiny / Council Plan 2023-28 - A Green Gwynedd Council Plan 2023-28 - A Homely Gwynedd A role to scrutinise the Local Development Plan / Council Plan 2023-28 - A Green Gwynedd The Council Plan 2023-28 - A Green Gwynedd
19/3/26	<ul style="list-style-type: none"> Annual Update by the Gwynedd and Anglesey Community Safety Partnership Gwynedd and Anglesey Public Services Board Progress Report Waste Collection and Recycling Services Public Footpaths 	The Committee's role as a Crime and Disorder Committee The Committee's role to scrutinise the Public Services Board's work The Council Plan 2023-28 - A Green Gwynedd Assurance in relation to implementation