

\* = Lower figure is an improvement

## Appendix 2 - Measures

### Achievement Measures Councillor Ioan Thomas

Ref.	Achievement measure	2013-14	2014-15	2015-16	Latest information
<b>Homelessness - TAI002</b>	Time taken to achieve what's important (Number of days)	145.85	84.94	69.08	78
<b>Homelessness - TAI003</b>	Length of stay in temporary accommodation (Number of days)	113.78	75.82	126.02	131
<b>Housing Strat6</b>	- Number of affordable units secured for Gwynedd.	70	144	48	21
<b>Libraries LCL001b</b>	- Number of visits to public libraries during the year per 1,000 of the population	5,301	4,199	Data not available yet	Data not available yet
<b>Libraries LLYF12</b>	Percentage of library users (adults) who note that they found the information that they needed	85	91	Data not available yet	Data not available yet
<b>Libraries LLYF08b</b>	Percentage who have benefitted from the Information Literacy sessions	-	-	Data not available yet	Data not available yet
<b>Customer Care CYSCW01</b>	Percentage of phone calls answered by Galw Gwynedd in seconds	-	0.40	0.42	1.10
<b>Customer care CYSW04</b>	Percentage of calls not being answered by Galw Gwynedd	-	5%	8%	15.16%
<b>Customer care CYSCW05</b>	Percentage of service requests being resolved at the first point of contact in Galw Gwynedd	-	37%	40%	35.99%
<b>Customer care CYSCW06</b>	Percentage of requests for a service that are addressed immediately by Siop Gwynedd	-	79%	81%	83.02%
<b>Customer care CYSCW5b</b>	Percentage noted that the customer care received by Galw Gwynedd was very good or good	-	-	98%	-

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<b>Customer care CYSCW6B</b>	Percentage noted that the customer care received by Siop Gwynedd was very good or good	-	-	99%	100%
<b>Customer care DCCof04</b>	Percentage of satisfaction questionnaires that score the Births, Marriages and Deaths Registration Service as good or better.	-	100%	96%	Annual
<b>Customer Care DCCof05</b>	Percentage of births registered within 42 days	-	97%	98%	98%
<b>Customer Care DCCof06</b>	Percentage of customers who are offered a death registration appointment within the expected period (two days)	-	97%	95%	97%
<b>Customer Care DCCof07</b>	Percentage of deaths registered within five days	-	93%	97%	5%
<b>Information Management Service</b>	Number of information incidents (since 1 April)	-	-	-	3
<b>Information Management Service</b>	The opinion of staff about our service Response to calls for assistance in terms of iGwynedd Did you receive the service you wanted?	-	-	-	86%
	Advisory service (record management, data protection, Freedom of Information)	-	-	-	100%
<b>Website Team</b>	% of users reporting that they are dissatisfied/very dissatisfied with the website	-	-	-	0.01% (number 93)
<b>Website Team</b>	% who did not find what they were looking for				0.01% (number 87)

Homelessness - TAI003 and TAI002 - It is believed that there is a combination of reasons for the decline in performance such as some individuals having lengthy stays in temporary accommodation, recent legislative changes, changes in welfare benefits, higher than usual staff sickness and a general increase in the demand on the system. It is noted that it could be misleading to compare directly with 2013/14 and 2014/15 as all 'cases' were not included in the figures for these years. I.e. the pilot during those years was comparatively small and collected the data in the form of the measure in question.

Tai - PSR/004 - This figure is measured accumulatively and it is, therefore, anticipated that the percentage will increase over the course of the year.