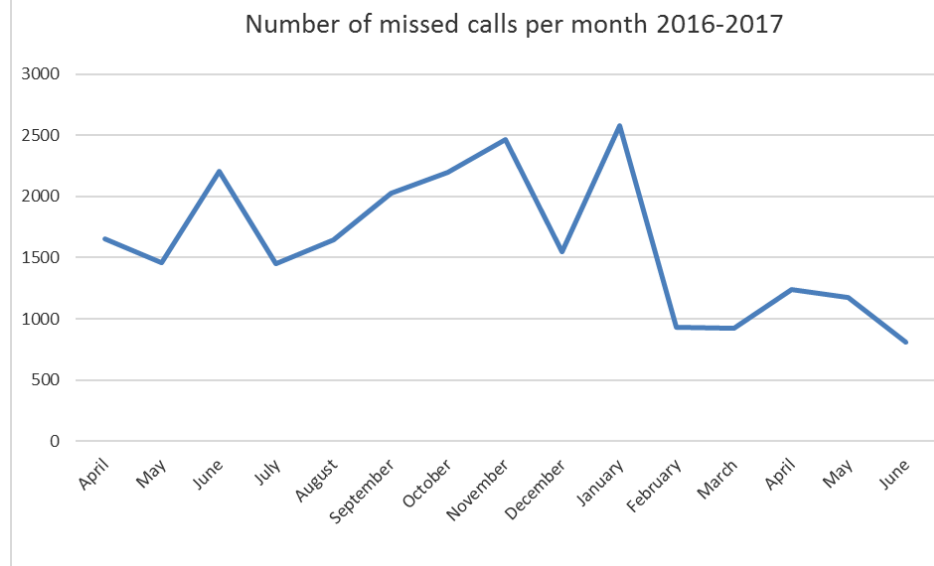
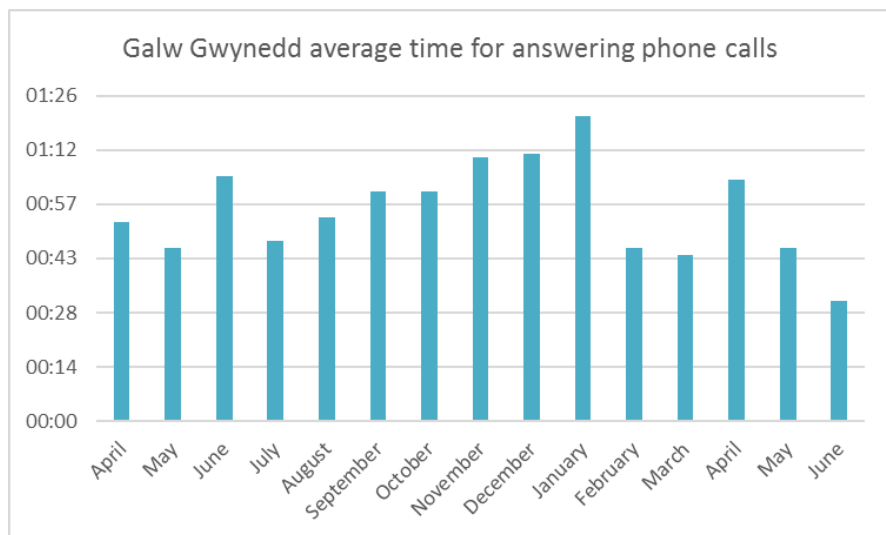


Appendix 1

Corporate Support Measures

Measure - definition	2014-15	2015-16	2016-17	2016-17												
Procurement																
1. Percentage of procurement savings targets within the category management business case which have been completed (Target of £2.3m 2014/15 – 2018/19)	-	-	43% (£1m/£2.3m)	44% (£1.01m/£2.3m)												
<p style="text-align: center;">Local Spend</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>£55.9m</td> <td>£52.6m</td> <td>£46.6m</td> </tr> <tr> <td>£69.5m</td> <td>£69.5m</td> <td>£59.8m</td> </tr> </table> <p style="text-align: center;"> <table border="1"> <tr> <td>(£134m)</td> <td>(£133m)</td> <td>(£119m)</td> </tr> <tr> <td>2014-15</td> <td>2015/16</td> <td>2016/17</td> </tr> </table> </p> <p> — Caff06d - Percentage of Council procurement expenditure that goes to companies within the County — Local Expenditure - Percentage of the Council's procurement expenditure that goes to companies with headquarters or a branch in Gwynedd </p>					£55.9m	£52.6m	£46.6m	£69.5m	£69.5m	£59.8m	(£134m)	(£133m)	(£119m)	2014-15	2015/16	2016/17
£55.9m	£52.6m	£46.6m														
£69.5m	£69.5m	£59.8m														
(£134m)	(£133m)	(£119m)														
2014-15	2015/16	2016/17														
Galw Gwynedd and Siopau Gwynedd																
1. Percentage who gave a score of less than 10 for the service provided when contacting the Council through Galw Gwynedd	-	-	-	28%												
2. Percentage who gave a score of less than 10 for the service provided when contacting the Council by visiting Siop Gwynedd	-	-	-	11%												
3. Number who noted that the waiting time before receiving service in Siop Gwynedd was acceptable/not acceptable	-	-	-	3												
Comments Steps put in place in order to respond to the cases where customers were not happy with the service, or the matter has been passed to the relevant service.																

Appendix 1

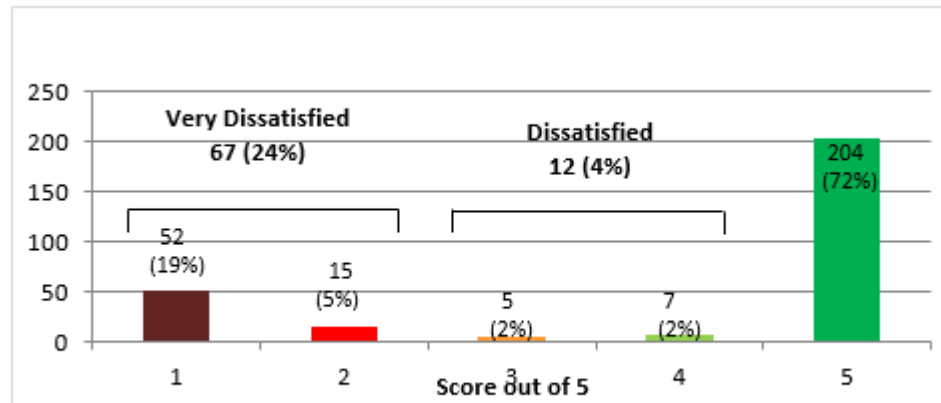


Registration				
1. Percentage of satisfaction questionnaires which rate the Birth, Death and Marriage Registration service as being very good	-	-	-	86.6
Comments				
Action points put in place in order to respond to comments received regarding why the service wasn't very good.				
Health, Safety and Welfare Human Resources Service				
1. Number of RIDDOR incidents (1 st Quarter)	13	16	5	14 (1/4/17-30/6/17)
2. Number of H&S inspections (and the resulting number of lack of compliance cases)	-	-	-	Number of low risk sites: 13 Moderate risk: 6 High risk: 1 Exceptionally high risk:
3. Satisfaction questionnaires (score out of 10)	-	-	-	8.1

Appendix 1

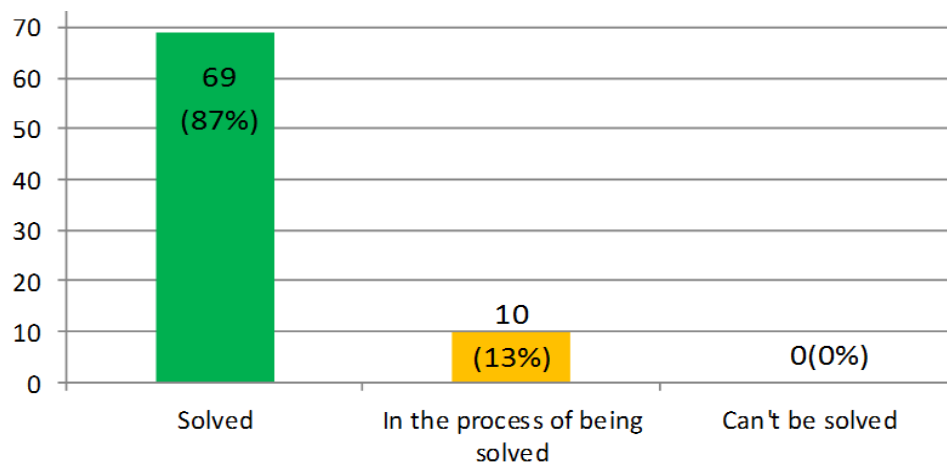
4. Number of Occupational Health interventions that have been targeted based on absence figures (what will be the impact of those interventions in due course?)	-	-	-	-
5. Number of HSE interventions and the number of material deficiencies	-	-	-	-
Translation				
1. User opinion on quality of written translation work	-	-	100%	100%
2. User opinion on quality of simultaneous translation work	-	-	100%	-
Communication and Engagement				

Measure 1 - Number and percentage of users who report that they are dissatisfied or very dissatisfied with the website (01 April 2017 – 30 June 2017)

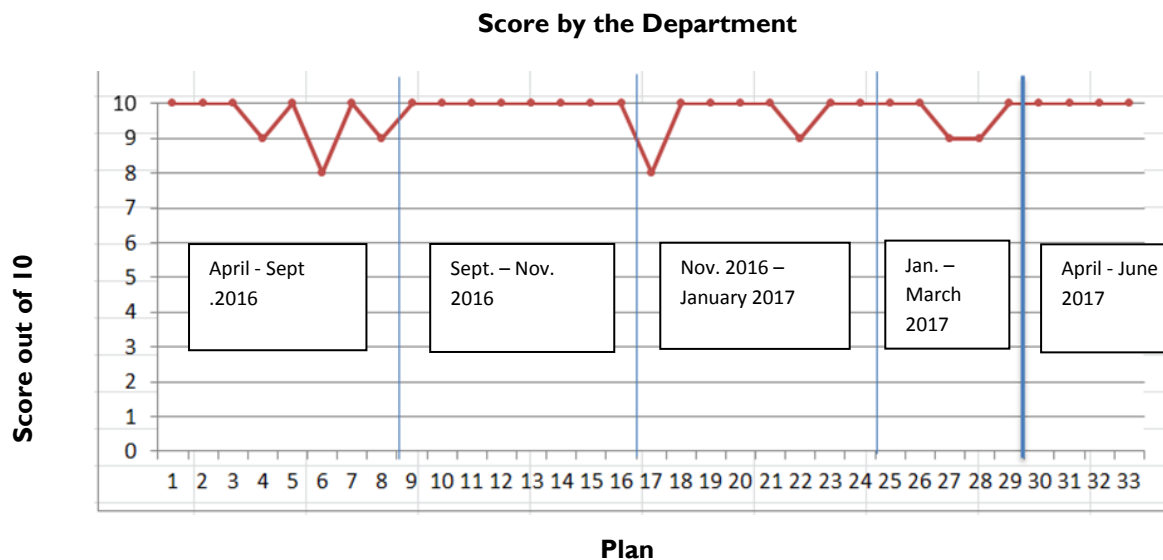


Appendix 1

Measure 2 – How we responded to the comments received (01 April 2017 – 30 June 2017)

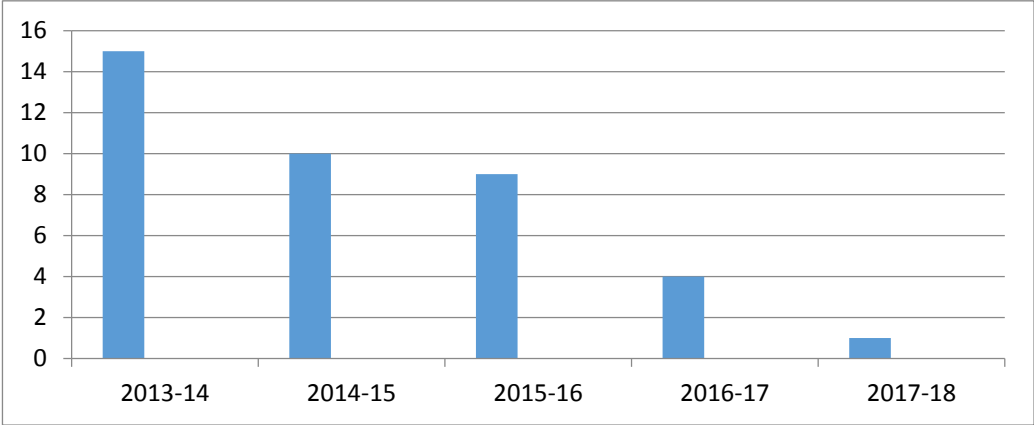


Measure: Communication and Engagement Plans – Score out of 10 received at the end of a particular plan in response to the question “To what extent is the support you received from the Unit helped you to engage effectively with the people of Gwynedd?”



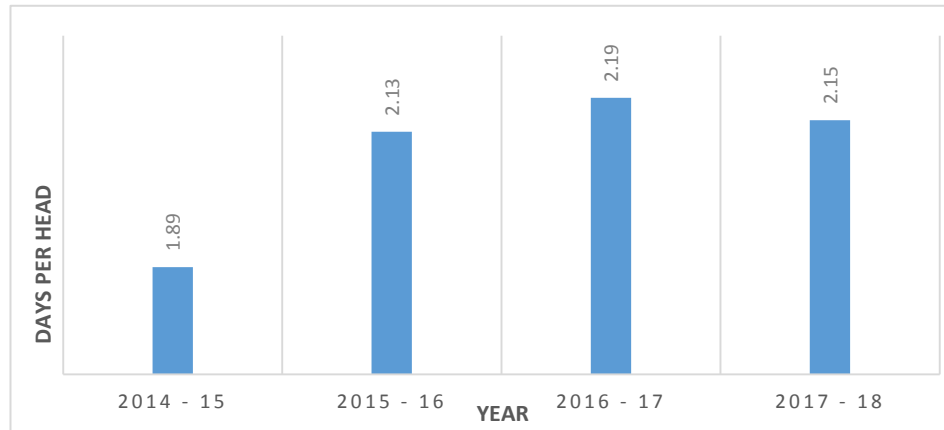
Measure - definition	2014-15	2015-16	2016-17	2016-17
Organisational Development				
I. Number of formal complaints received under the Council’s Corporate Procedure.	-	28	24	12
Information Management				

Appendix 1

1. Questionnaire (records management/data protection/freedom of informaton/records centre) "Have you received the service you wanted?"	-	-	-	100%												
<p>2. Number of information events</p>  <table border="1" data-bbox="526 284 1556 710"> <caption>Number of information events</caption> <thead> <tr> <th>Year</th> <th>Number of events</th> </tr> </thead> <tbody> <tr> <td>2013-14</td> <td>15</td> </tr> <tr> <td>2014-15</td> <td>10</td> </tr> <tr> <td>2015-16</td> <td>9</td> </tr> <tr> <td>2016-17</td> <td>4</td> </tr> <tr> <td>2017-18</td> <td>1</td> </tr> </tbody> </table>					Year	Number of events	2013-14	15	2014-15	10	2015-16	9	2016-17	4	2017-18	1
Year	Number of events															
2013-14	15															
2014-15	10															
2015-16	9															
2016-17	4															
2017-18	1															
3. Performance of answering Freedom of Information requests – percentage answered within 20 working days	91%	86%	87%	91%												
Learning and Development																
1. "Does the Learning and Development provision help you to provide better service to the people of Gwynedd?" (Score /10) "What would raise the score to 10/10?"	-	-	8.3	8.3												
2. Does the Learning and Development provision help your staff to provide better service to the people of Gwynedd?" (Score /10) "What would raise the score to 10/10?"	-	-	8.0	8.6												
3. Does the Learning and Development provision help you as a Member to fulfil your role effectively in order to provide better service to the people of Gwynedd?" (Score /10) "What would raise the score to 10/10?"	-	-	9.8	9.4												
Human Resources Advisory Service																

Appendix 1

1. Sickness absence April to June 2017/18 – comparison with the same period in previous years



2. Number of employment cases referred to the Employment Appeals Committee, and the number of appeals approved by that Committee (i.e. contrary to the employer's original decision).

-	-	-	-
-	-	-	-

3. Opinion of Council managers on the service provided.

Comments

3. Feedback received from individual managers who have given practical action points for the team to implement.

Legal Service Measures

Measure - definition	2014-15	2015-16	2016-17	2017-18
1. Percentage of satisfaction questionnaires from client officers that score the service as 9 or 10/10.	-	-	96%	96%