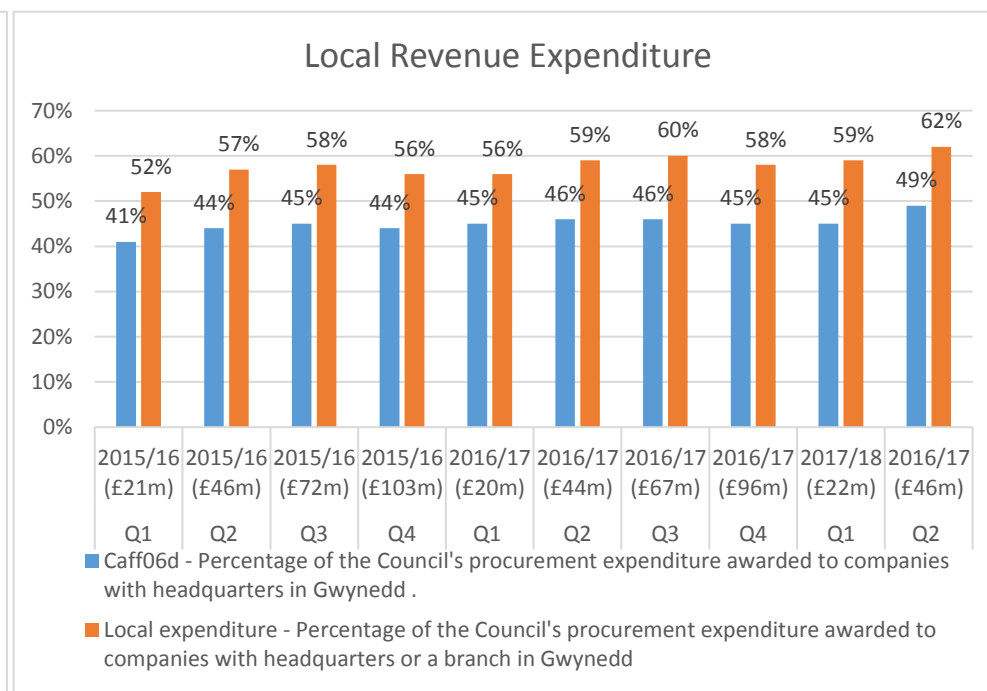
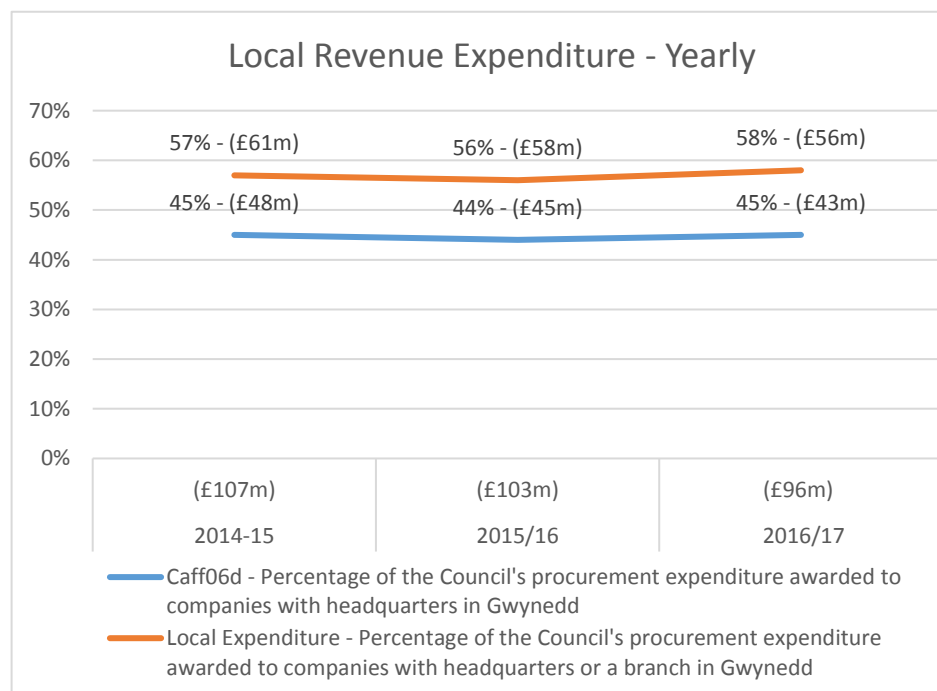


## Appendix 1 Corporate Support Measures

Measure – definition	2014-15	2015-16	2016-17	2016-17
<b>Procurement</b>				
1. The percentage of procurement savings target for the business case management category that have been completed (Target of £2.3m over the 2014/15 - 2018/19 period)	-	-	<b>44%</b> <b>(£1.01m/£2.3m)</b>	<b>150%</b> <b>(£3.5m/£2.3m)</b>
2. (a) Percentage of the Council's procurement expenditure awarded to companies with headquarters in Gwynedd. (b) Percentage of the Council's procurement expenditure awarded to companies with headquarters or a branch in Gwynedd.				

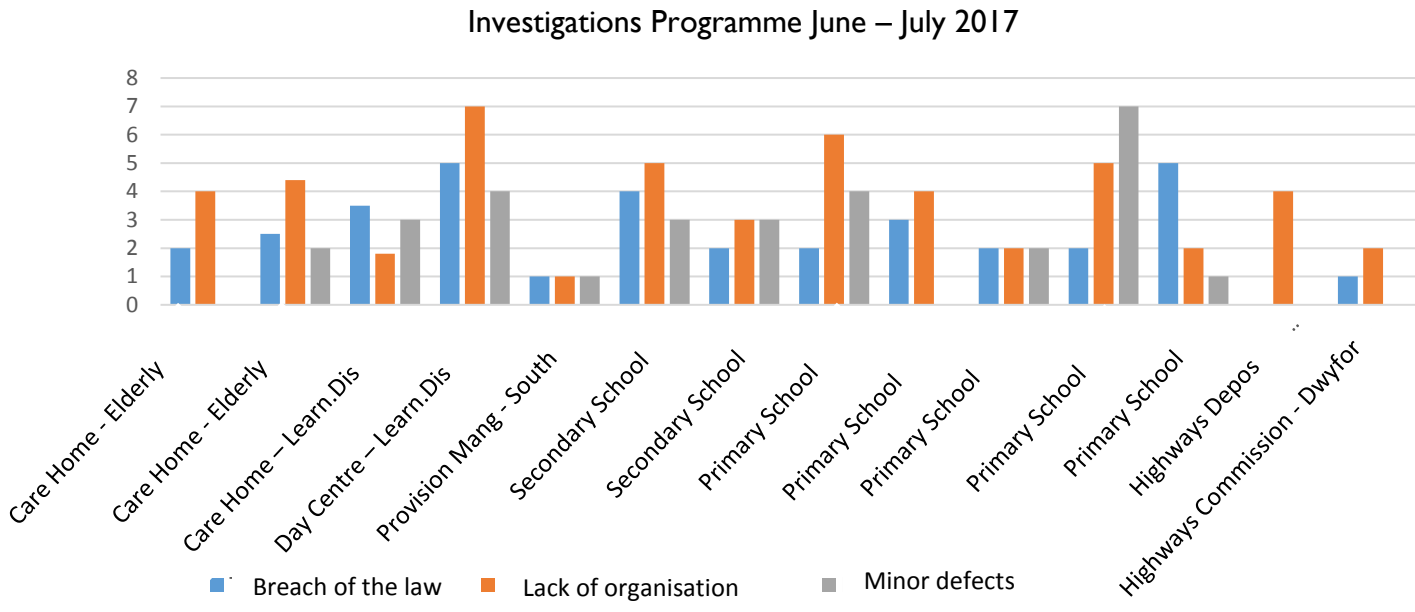


## Appendix 1

<b>Galw Gwynedd and Siopau Gwynedd</b>				<b>01/04/17 – 30/06/17</b>	<b>01/07/17 – 30/09/17</b>																																										
1.	Percentage who noted a score of less than 10 for with the service provided when contacting the Council by calling <b>Galw Gwynedd</b> .	-	-	28%	25%																																										
2.	Percentage and score of less than 10 for with the service provided when contacting the Council by attending <b>Siop Gwynedd</b> .	-	-	11%	11%																																										
<p><b>Number of Calls Answered and Missed per month 2017/18</b></p> <table border="1"> <caption>Data for Number of Calls Answered and Missed per month 2017/18</caption> <thead> <tr> <th>Month</th> <th>Calls Answered</th> <th>Calls Missed</th> </tr> </thead> <tbody> <tr><td>October</td><td>15,288</td><td>2,194</td></tr> <tr><td>November</td><td>16,232</td><td>2,461</td></tr> <tr><td>December</td><td>12,538</td><td>1,550</td></tr> <tr><td>January</td><td>15,970</td><td>2,581</td></tr> <tr><td>February</td><td>12,974</td><td>931</td></tr> <tr><td>March</td><td>15,957</td><td>920</td></tr> <tr><td>April</td><td>13,235</td><td>1,241</td></tr> <tr><td>May</td><td>15,316</td><td>1,175</td></tr> <tr><td>June</td><td>15,109</td><td>814</td></tr> <tr><td>July</td><td>14,668</td><td>792</td></tr> <tr><td>August</td><td>15,744</td><td>768</td></tr> <tr><td>September</td><td>16,074</td><td>907</td></tr> <tr><td>October</td><td>15,161</td><td>551</td></tr> </tbody> </table>						Month	Calls Answered	Calls Missed	October	15,288	2,194	November	16,232	2,461	December	12,538	1,550	January	15,970	2,581	February	12,974	931	March	15,957	920	April	13,235	1,241	May	15,316	1,175	June	15,109	814	July	14,668	792	August	15,744	768	September	16,074	907	October	15,161	551
Month	Calls Answered	Calls Missed																																													
October	15,288	2,194																																													
November	16,232	2,461																																													
December	12,538	1,550																																													
January	15,970	2,581																																													
February	12,974	931																																													
March	15,957	920																																													
April	13,235	1,241																																													
May	15,316	1,175																																													
June	15,109	814																																													
July	14,668	792																																													
August	15,744	768																																													
September	16,074	907																																													
October	15,161	551																																													
<b>Registration</b>				<b>01/04/17 – 30/06/17</b>	<b>01/07/17 – 31/10/17</b>																																										
1.	Percentage of satisfaction questionnaires that score the Births, Marriages and Deaths Registration Service as very good (a score of 10/10).	-	-	86.6%	85.0%																																										
<b>Health, Safety and Well-being</b>																																															

# Appendix 1

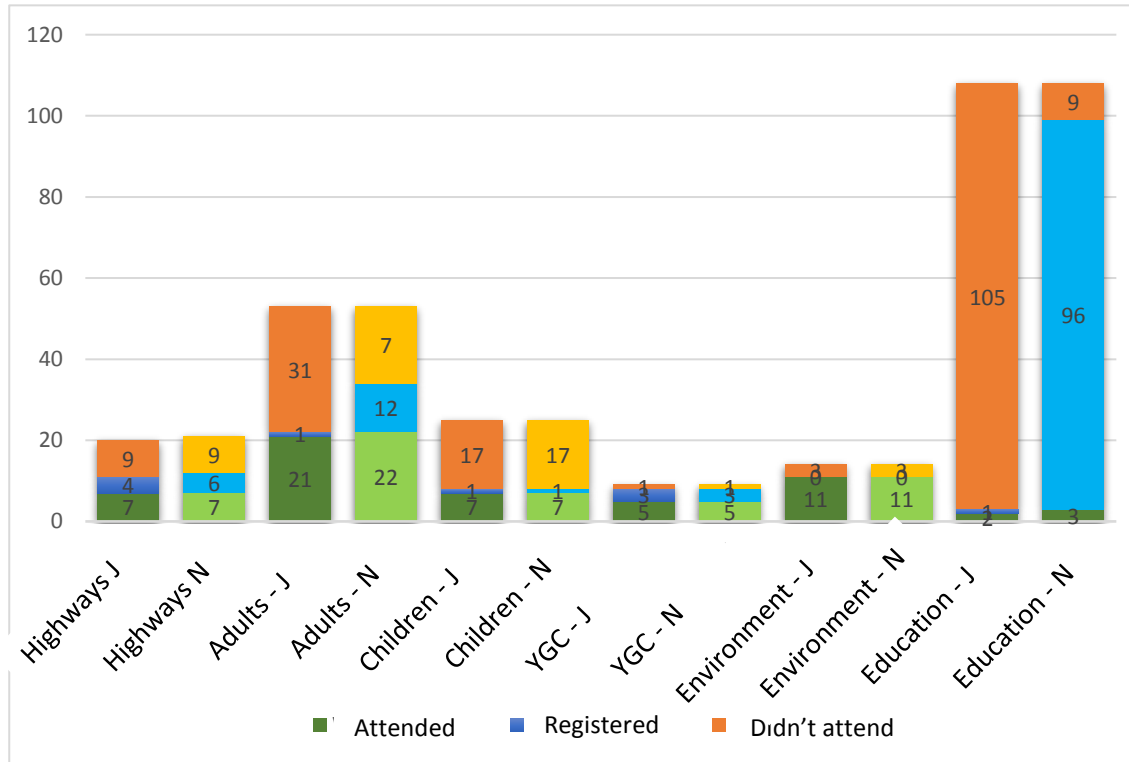
## I. Number of shortcomings that have been identified in programmed investigations



## Appendix 1

### 2. Number of managers that manage high risks that have gained a health and safety qualification

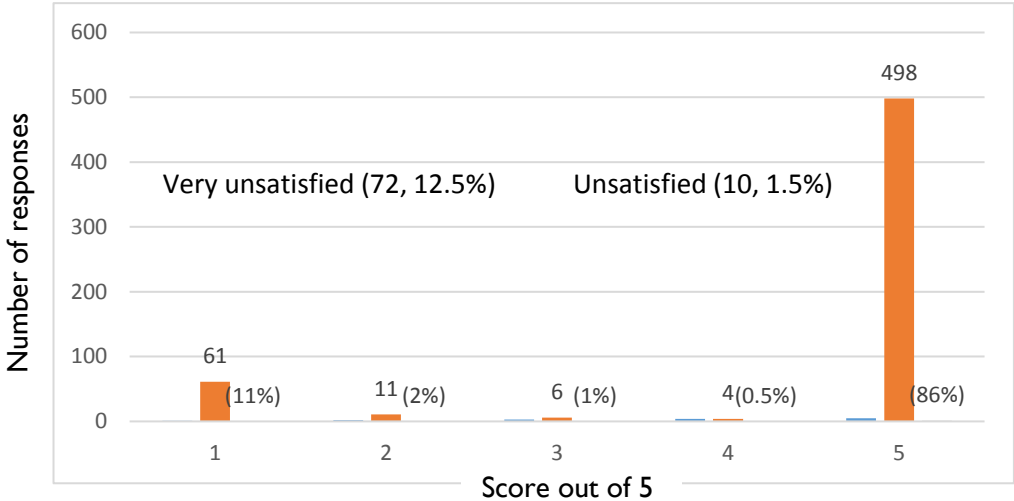
In the chart below, the 'J' columns portray the situation at the end of July 2017, and the 'N' columns portray the situation in mid-November 2017.



Translation			01/04/17	31/07/17 – 27/11/17
1. Users' opinion on the quality of written translation work	-	-	100%	100%
2. Users' opinion on the simultaneous translation work	-	-	100%	No update available
<b>Communication and Engagement</b>				

# Appendix 1

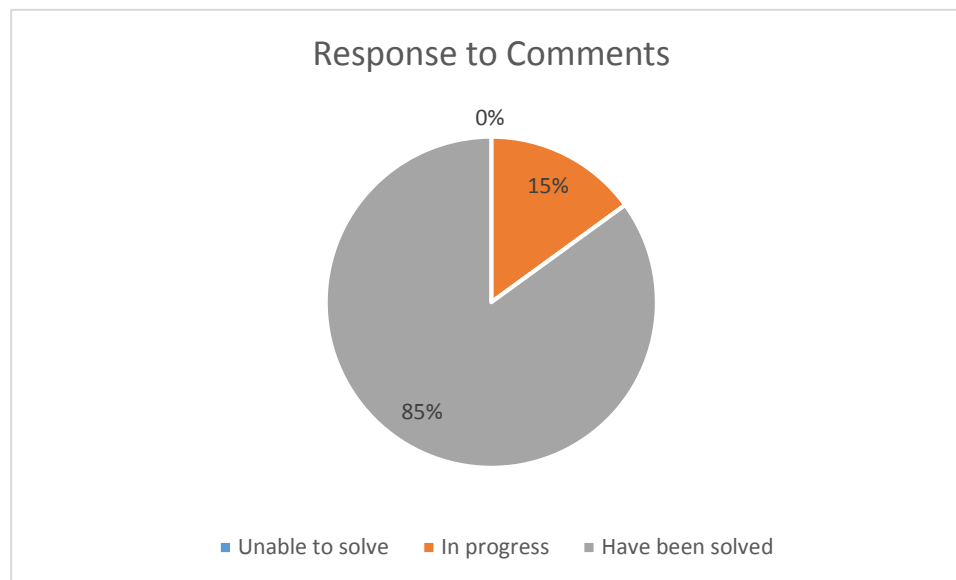
**Measure I** Number and percentage of users reporting that they were unsatisfied or very unsatisfied with the website (01 April 2017 - 30 June 2018) (Score out of 5)



Between 01 April 2017 - 30 June 2017, the comparative figure for the number of people who were 'unsatisfied' or 'very unsatisfied' with the website was 28%, therefore the number has halved.

## Appendix 1

**Measure 2** How we have responded to the observations noted (01 April 2017 - 30 June 2017)

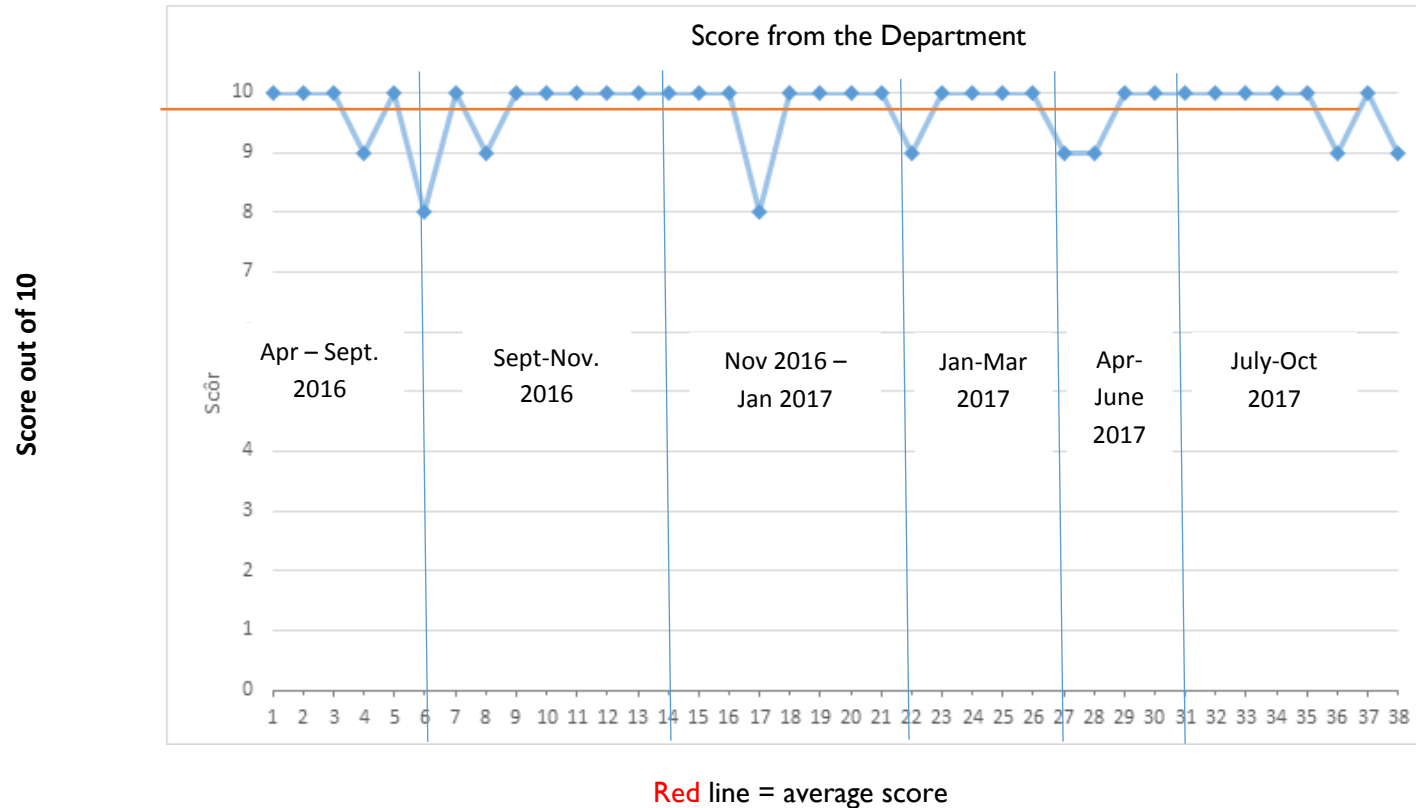


79% of the observations or complaints received were solved within 24 hours.

Between 01 April 2017 - 30 June 2017, the comparative figure for the number of complaints in the process of being solved was 13%.

## Appendix 1

**Measure:** Communication and Engagement Plans - Score out of 10 received at the end of a specific plan in response to the question “To what extent has the support you have received from the Unit assisted you to engage effectively with the people of Gwynedd?”



Measure - definition	2015-16	2016-17	01/04/17 – 31/05/17	01/06/17 – 30/09/17
<b>Organisational Development</b>				
I. The number of formal complaints received under the Council's Corporate System	28	24	12	18
<b>Observations –</b>	18 formal complaints were received and 8 of these were successfully solved to the complainant's satisfaction. 10 complainants decided to take their complaints to the Ombudsman, and nine of the complaints were determined as "no investigation". We are awaiting a decision on the tenth complaint			

## Appendix 1

<b>Information Management</b>			<b>01/04/17 – 21/07/17</b>	<b>22/07/17 – 13/11/17</b>												
1. Questionnaire (record management/data protection/freedom of information/records centre) <i>'Have you received the service you wanted?'</i>	-	-	100%	100%												
2. The number of information incidents (where information about an individual has been stolen/lost/sent to the wrong address) <div data-bbox="616 467 1644 895" style="text-align: center; margin: 10px 0;"> <table border="1" style="margin: 0 auto; border-collapse: collapse;"> <caption>Number of Information Incidents</caption> <thead> <tr> <th>Year</th> <th>Number of Incidents</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>9</td> </tr> </tbody> </table> </div>					Year	Number of Incidents	2013-14	15	2014-15	10	2015-16	9	2016-17	4	2017-18	9
Year	Number of Incidents															
2013-14	15															
2014-15	10															
2015-16	9															
2016-17	4															
2017-18	9															
	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>22/07/17 – 13/11/17</b>												
3. Freedom of Information Requests Response Performance – percentage responded to within 20 working days	91%	86%	87%	89%												
<b>Learning and Development</b>			<b>2016/17</b>	<b>01/04/17 – 10/11/17</b>												
1. "Does the learning and development provision help you provide a better service to the people of Gwynedd?" (Score /10) <i>"What would make it 10/10?"</i>	-	-	8.3	8.3												
2. "Does the learning and development provision help your staff provide a better service to the people of Gwynedd?" (Score /10) <i>"What would make it 10/10?"</i>	-	-	8.0	8.5												

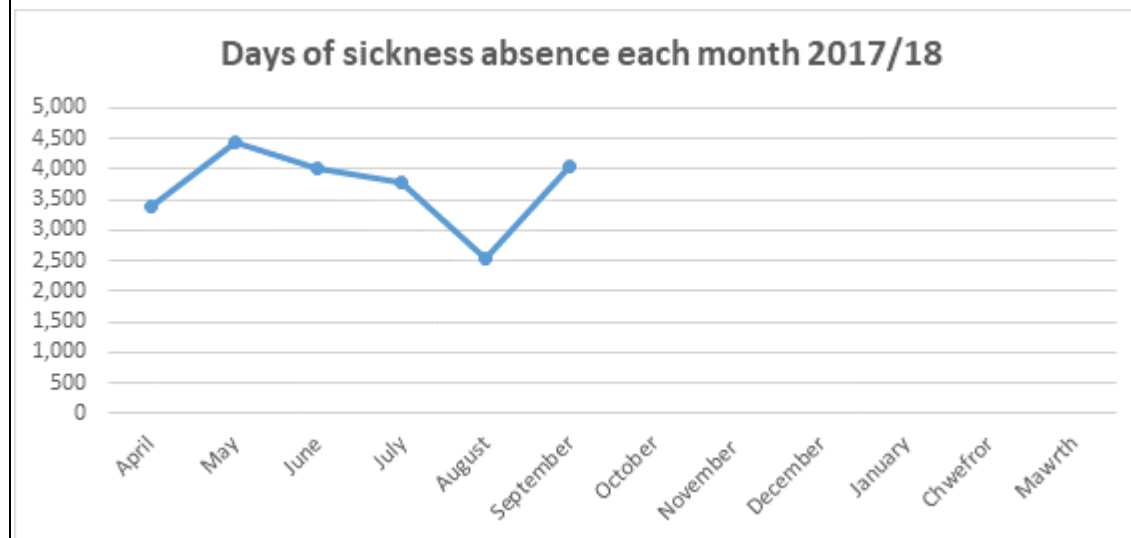


## Appendix 1

3. "Does the learning and development provision help you as a Member to fulfil your role effectively, in order for you to be able to provide a better service for the people of Gwynedd?" (Score /10) "What would make it 10/10?"	-	-	9.8	9.3
--	---	---	-----	-----

### Human Resources

1. Number of days of sickness absence per head on average



Information from April up to the end of September 2017  
(average number of days per head)

2015-16	2016 - 17	2017 - 18
3.78	4.00	3.85

2. Number of employment cases referred to the Employment Appeals Committee, and the number of resolutions that are contrary to the employer's original decision.

#### Observations –

One appeal case was held, with the committee in agreement with the appellant on one element of the matter, but refused another element.

### Legal Service Measure

Measure - definition	April – October 2017
1. Percentage of satisfaction questionnaires from client officers that scored the service as 10/10.	85%