





## Performance Measures

## Highways and Municipal Department

Service	Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	Annual Performance July - October 2017	Trend
Highways	<b>THS/011a</b> Percentage of main roads (class A) which are in a poor condition	4.40	3.50	3.1	3.5	Yearly Report	
Highways	<b>THS/011b</b> Percentage of roads (class B) which are in a poor condition	4.70	3.70	3.4	3.9	Yearly Report	
Highways	<b>THS/011c</b> Percentage of roads (class C) which are in a poor condition	14.70	14.2	15.8	15.2	Yearly Report	
Highways	<b>THS/009</b> Number of calendar days taken on average during the year to repair all faults in street lamps	2.70	3.50	2.76	2.52	(3.40 - Gwynedd Council and Scottish Power Combined Average)	
Highways	<b>PB8</b> Percentage of incidents of dangerous damage to roads and pavements which were repaired or made safe within 24 hours of the time that they were reported	97.20	97.00	97.8	98	97	
Highways	<b>PB9</b> Percentage of safety inspections completed within the specified time	98.30	98.00	99	99	99	
Street Services	<b>STS/005a</b> Measure of the Cleanliness and Appearance of Streets	73.5	70.65	76.26	75.7	71.95	
Street Services	<b>STS/005b</b> Percentage of highways and relevant land inspected which have high or acceptable hygiene standards	93.5	94.3	96.7	96.55	94.10	
Street Services	<b>STS/006</b> Percentage of cases of fly tipping on relevant land which is cleared within five working days of the time that they are reported	97.3	96.5	96.50	97.90	96.60	
Street Services	<b>PB15</b> Percentage of graffiti/posters which hide traffic signs and cause dangers, cleaned/ cleared within 24 hours of the time that they are reported	100	100	100.00	100	100	
Street Services	<b>PB16</b> Percentage of racist/delinquent graffiti/posters on Council property, cleaned/cleared within 5 working days of the time that they are reported	100	100	100.00	100	100	

## Appendix 1

Waste and Recycling	<b>WMT/004</b> Percentage of urban waste sent to landfill	45.94	43.33	34.34	30.62	31.78	
Waste and Recycling	<b>WMT/009</b> Percentage of urban waste collected by the Local Authority and prepared for reuse, recycling or composting	54.3	55.25	58.7	61.08	60	
Waste and Recycling	<b>PB51</b> Percentage of commercial recycling/composting levels	30.79	35.45	41.44	40.5	40	
Waste and Recycling	<b>PB60</b> Maximum tonnage of landfilled biodegradable waste (landfill allowance)	19,650.00	18,603.00	15,329.00	16,989.00	91.00%	

## Consultancy Department

Service	Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	2017-18 Outlook
Consultancy Department	Profit against the target	£120,000	£21,000	-£34,000	£66,000	£9,465

Service	Heading	2016-17 Annual Performance	April - October 2017-18
Consultancy Department	<b>BC-1</b> Customer satisfaction survey, the average figure given by clients for their building control service (Figure given out of a maximum satisfaction score of 10)	9.3	9.6
Consultancy Department	<b>BC-2</b> Percentage of full plans application approved / conditionally approved (first decision)	92.2	95.7
Consultancy Department	<b>BC-3</b> Average number of days taken to check full plans application (first decision)	19.0	13.0
Consultancy Department	<b>BC-4</b> Response time to attend dangerous structures, from notification (hours)	1.8	2