

PERFORMANCE REPORT OF THE CABINET MEMBER FOR CORPORATE SUPPORT - PERFORMANCE DATA

PERFORMANCE PERIOD: APRIL – JULY 2018

Communication and Engagement Service

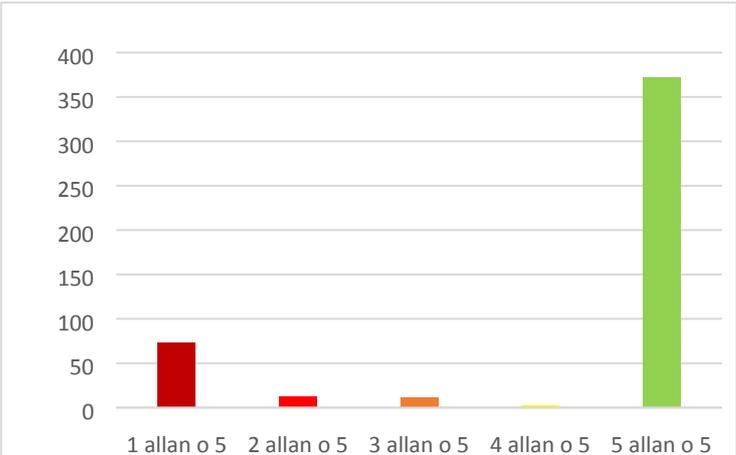
Purpose of the Service (Council's External Website):

To enable the public to use self-services on Gwynedd Council's website 24 hours a day, 7 days a week.

Performance Measure 1:

Number and percentage of users reporting that they are dissatisfied/very dissatisfied with the website (01 April 2018 – 30 June 2018)

- Total visits to the website during the period: **499,576**
- Number that chose to express an opinion:
470 (0.09%)
- Total that noted a score of less than 5:
98 out of 470 (21%)
- Total that noted a score of 5/5:
372 out of 470 (79%)
- Change since last time:
Percentage noting a score of 5/5 increased +1%



The story behind the performance:

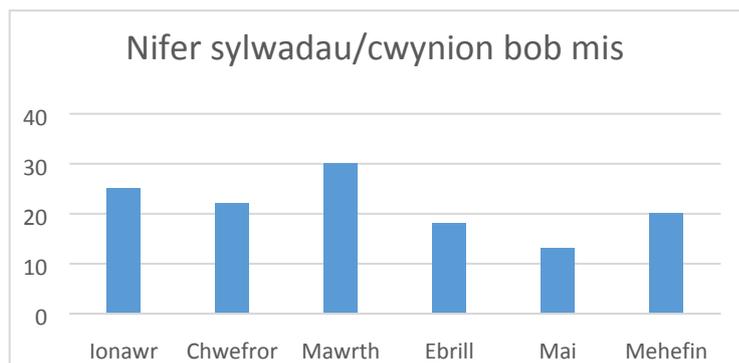
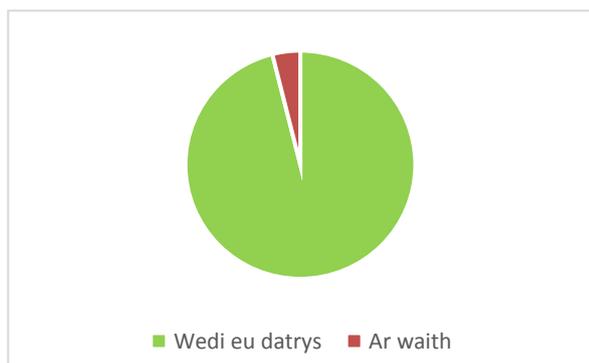
Only a small number took advantage of the feedback tool included on each page to express an opinion on the website.

Of these, only 98 stated that they were dissatisfied/very dissatisfied with the website by noting a score that was lower than 5/5. 51 of these chose to submit a complaint or comment.

Performance Measure 2:

How we have responded to the complaints and comments received (1 April 2018 – 30 June 2018):

- Total number of complaints received during the period: **51**
- Total number of complaints resolved : **49**
- Total number of complaints that continue to be “open”: **2**
- 33 (65%) of the comments / complaints were closed within three working days and 44 (86%) within seven working days



NATURE OF THE COMPLAINT/COMMENT/REQUEST	NUMBER	NOTES
Searching for information not already on the website	18	e.g. opening hours of cemeteries / further information about the council tax premium etc. Have worked with the individual services to provide the information on the website
Having difficulty finding information	9	Added links to assist to highlight the information, and added meta data to the pages to improve the search facility
Searching for an officer's phone number/e-mail address	7	A number of these referred to the Planning Service... only Galw Gwynedd's number and a self-service contact link are promoted
Incorrect / out-of-date information	6	A number of these referred to the fact that Storiell's timetable had not been updated. Arrangements in place requesting services to check their details
A technical problem / broken link	5	Difficulty with one bus timetable during the period
Other	6	Various / "one offs"

The story behind the performance:

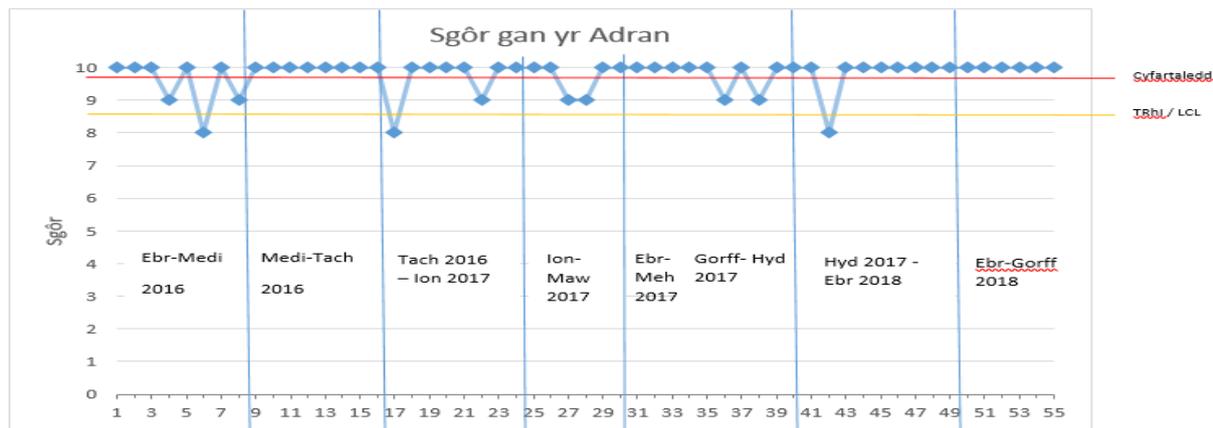
- In response to these complaints, the team has focused on resolving the problem “once and for all” .
- Due to staffing changes and the decision to abolish one post from the Unit, there has been some slippage in time taken to resolve complaints during the last three months. Although it is not a significant slippage, alternative arrangements have been put in place to bridge the gap.
- Both unresolved comments/complaints refer to the need to improve how information about car parks is presented on the website. The Unit is collaborating with the Technical IT Team and the Parking Service to respond to these comments.

Purpose of the Service (External Communication):

To enable the Council to share information and hold a two-way dialogue with the people of Gwynedd

Performance Measure 1:

Communication and Engagement Plans - Score out of 10 received at the end of a specific scheme 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?"



The story behind the performance

- A 10/10 score was received for the six schemes that were supported between April and June.
- The feedback forms highlight the fact that the Council's services are of the opinion that the Unit adds value to their schemes, and that the new support is welcomed in relation to visual communication, expertise in creating video clips and the increasing use of social websites to communicate key messages.
- In relation to the Communication Unit's opinion on the collaboration, we note:
 - that individual services' awareness of the need to prepare and plan for the communication and engagement element of their work continues to increase;
 - services do not always appreciate the fact that their committee reports are of wider interest, and that consideration should be given to prepare pro-actively for this;
 - there is scope for improvement in relation to ensuring that the Unit has a clear brief for the support available to produce documents that are visually appealing, promotional videos etc.

Support Service

Purpose of the Service / Unit:

To provide a flexible and accurate Administrative Service in order to release Council staff's time to serve the people of Gwynedd.

Performance Measure 1:

Contact applicants to seek feedback on the experience of applying for a post with the Council and identify whether there are any barriers which have created unnecessary problems

“Are you totally satisfied with the Service you received from the Support service?”

100% of the feedback was **completely** satisfied with the service.

The story behind the performance

Applicants are completely satisfied with the method of submitting an online application form.

Performance Measure 2:

Contact relevant Managers within the Council to seek feedback on the service and identify the barriers they may experience which create problems for them while serving the people of Gwynedd

“Are you totally satisfied with the Service you received from the Support service?”

68% of the feedback was **completely** satisfied with the service.

The story behind the performance

Circumstances arose which meant that staff members did not follow all the steps to complete the task correctly.

We have already identified a change in our working method to raise the standard and consistency of the work; however, a “dip” occurred because of a training and transformation period in our work tasks that has reflected upon the performance during this period (quarter 1).

Democratic Services

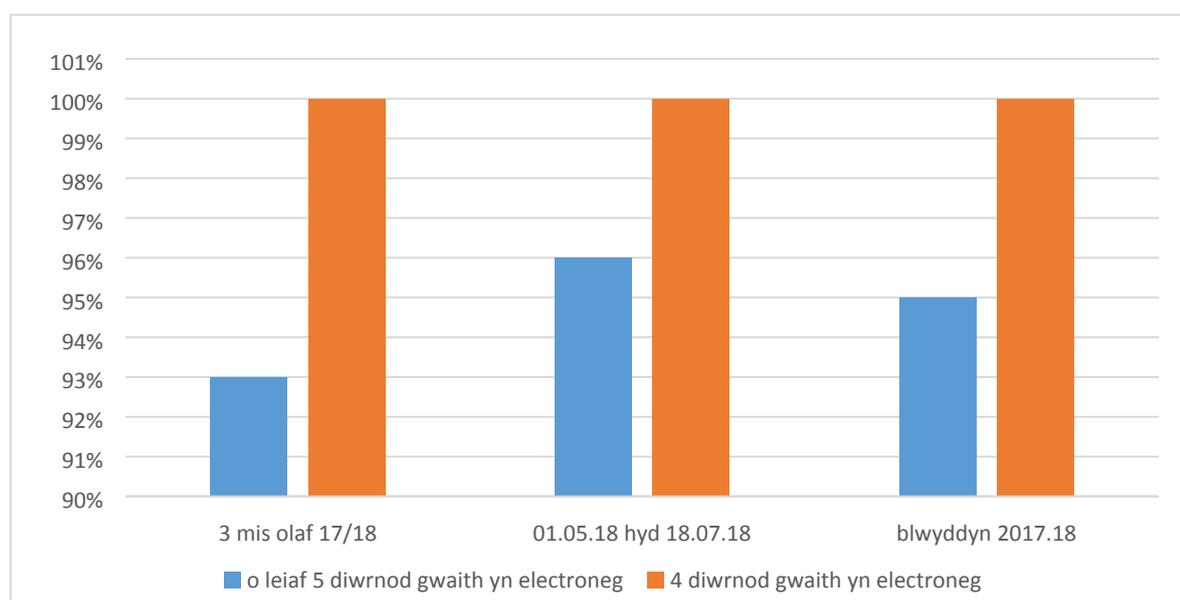
Purpose of the Service / Unit:

Support Councillors in order that they can make decisions and act in the interests of the residents of Gwynedd.

Enable clear arrangements and democratic accountability.

Performance Measure :

Percentage of committee agendas published electronically within time



The story behind the performance:

The above measure calculates the percentage of committee agenda published at least 5 working days prior to the committee for the Council's main committees. It indicates how promptly Gwynedd residents can see the documents that will be discussed.

The performance is high with 96% issued electronically at least 5 working days prior to the date of the committee for the start of 18/19.

Health, Safety and Well-being Service

Purpose of the Service / Unit:

Provide timely advice to the Council's officers, elected members and school governors on how to protect the health, safety and well-being of the staff and people of Gwynedd, and monitor quality.

Performance Measure 1:

A number of shortcomings discovered during programmed inspections.

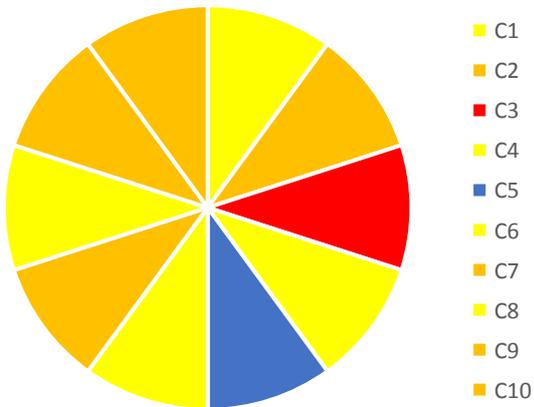
This continues to be a measure, however, a request was received at the previous performance challenge meeting to carry out a desk-top exercise to provide an overview to the Cabinet Member of the standards in each Department as the Health and Safety Advisers see things. This was due to the fact that the cycle to inspect each Service would take 5 years to complete, and there was a wish to obtain an overview of the situation sooner than that.

The Health and Safety Advisers have been allocated to work with specific Departments as the main point of contact. Every Adviser therefore has a much better overview and feel than others about how the Departments with which they are collaborating are performing on health and safety. The Advisers were asked ten standard questions about the specific Departments that they work with and the results are shown below in the form of coloured charts in the form of traffic lights, where red shows the greatest gaps. The questions have been drawn up so that they not only measure statutory compliance, but also provide a taster of the Department's position in terms of the managerial model from being relatively self-sufficient in terms of risk management, and drawing in the Adviser on significant matters only.

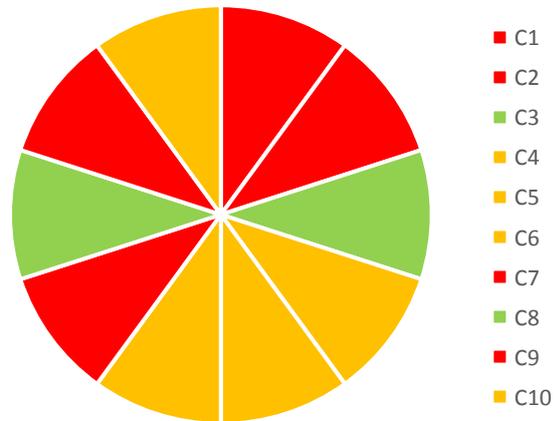
The ten questions relate to:

- C1. The number of accidents
- C2. Reporting on near misses
- C3. Arrangements and regular H&S forums
- C4. Training for managers
- C5. The ability to conduct a suitable and sufficient risk assessment independently of the central H&S team
- C6. Are there high risks when there are gaps in their management?
- C7. Projects and Transformation
- C8. Positive attitude and acting on recommendations
- C9. Variety in standards within the Department's Services
- C10. Staff training needs - identified?

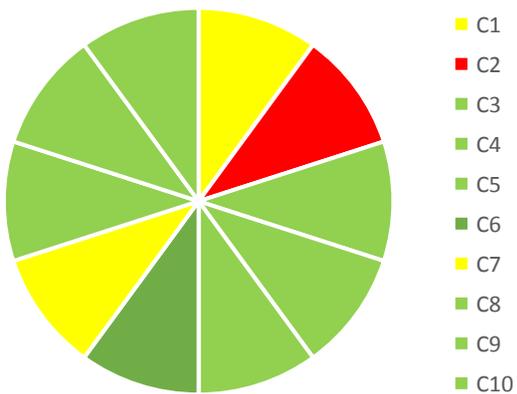
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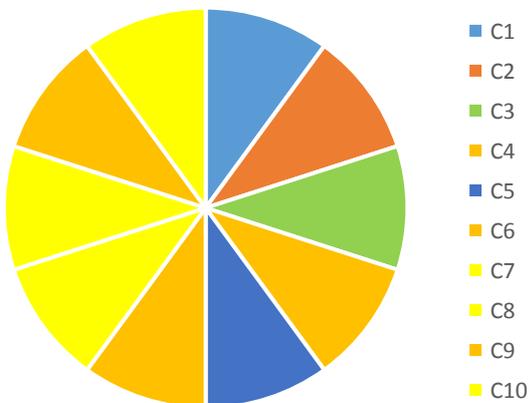
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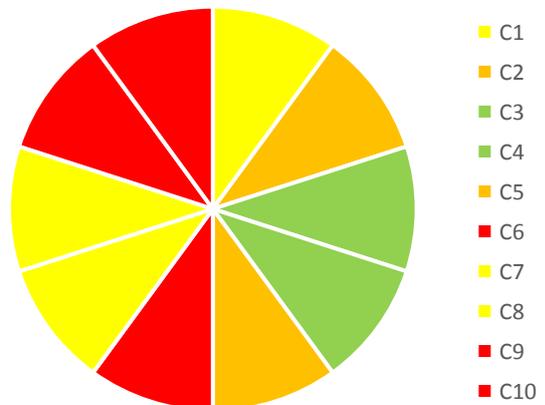
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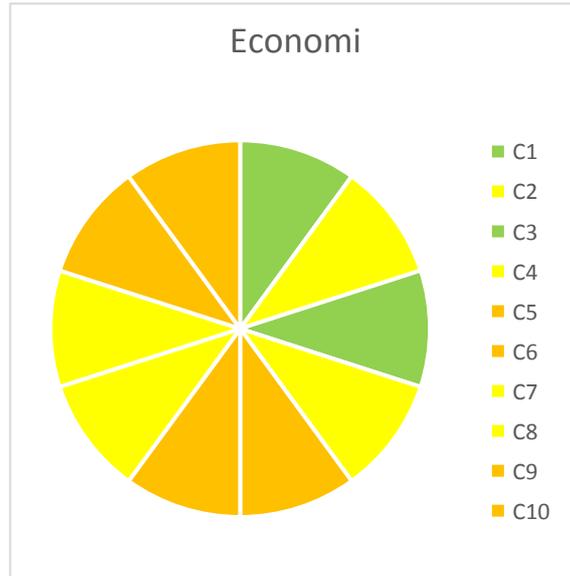


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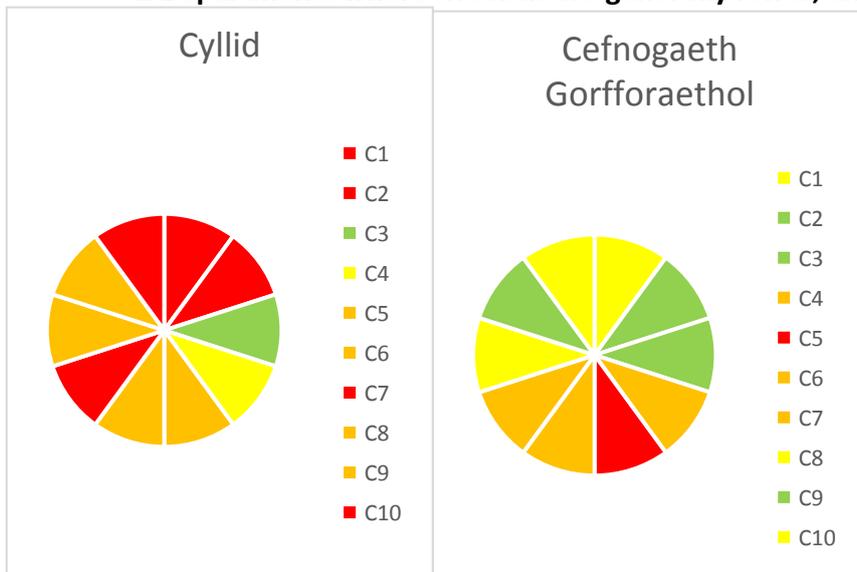


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2 Departments where the risks are generally lower, except for some Services



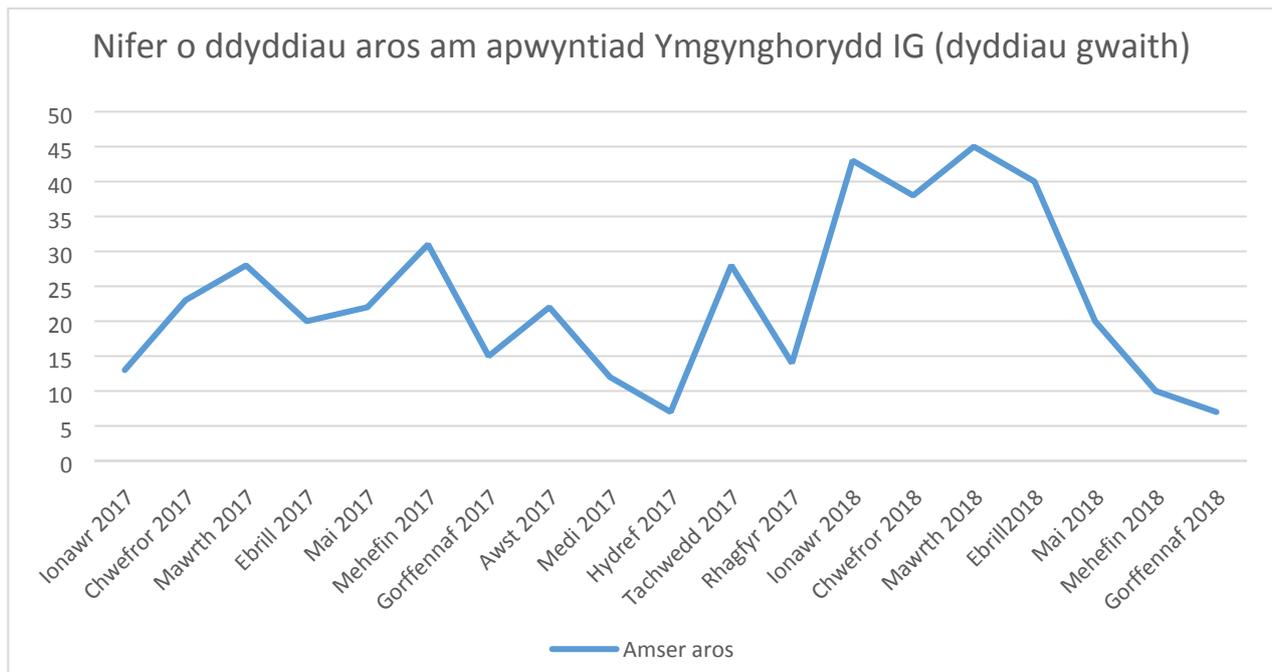
The story behind the performance

The story behind the above is that influencing skills have taken us far along the right path and that significant progress has been made in some Departments specifically, with some Departments now far ahead of others.

Performance Measure 2

Number of working days waiting for a H&S consultation

It was reported in April that the waiting time for an occupational health appointment was the longest it had ever been. Due to new appointments to the Unit and a change in the way of working, the waiting time is now longer than what it had been since the beginning of 2017.



The story behind the performance

The Occupational Health Unit has changed its work arrangements in an attempt to address the substantial waiting time to see an Adviser. This includes having to scrutinise every referral in order to identify the most suitable intervention. It is acknowledged that this would not always be a consultation.

It should also be noted that the number of referrals to Medra has reduced following a significant leap in the statistics at the beginning of the year. The figures are now back to normal.

Galw Gwynedd, Siopau Gwynedd and Registration Service

Registration Service

Purpose of the Service / Unit:

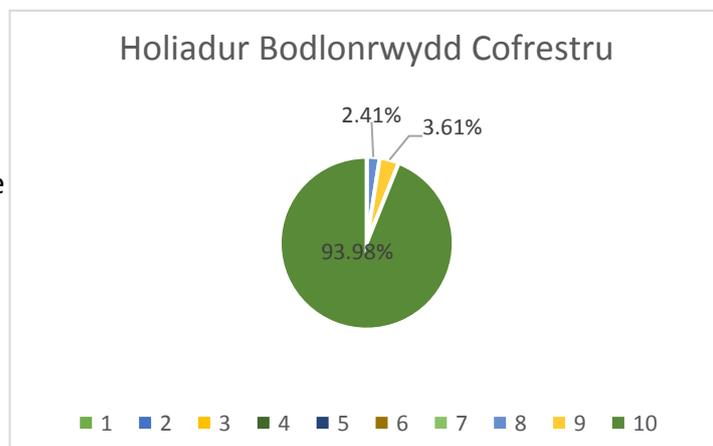
"Enable the public to register events in line with the requirements of the act, and provide copies of certificates"

Performance Measure 1:

Percentage of satisfaction questionnaires that score the Births, Marriages and Deaths Registration Service as good or better.

The story behind the performance

The only comments provided in the questionnaires about the registration service is that the interview room is too hot.



Galw Gwynedd and Siopau Gwynedd Service (Customer Contact)

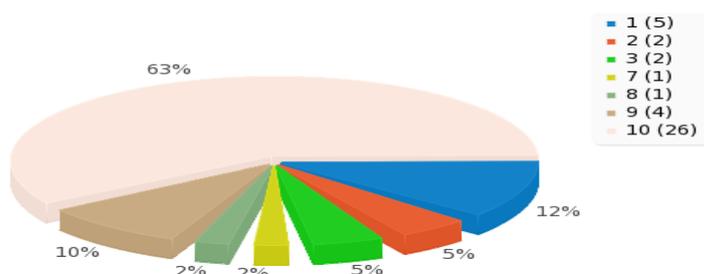
Purpose of the Service / Unit:

"Provide prompt and accurate assistance for customers to access Council services by providing answers, guidance and service"

Performance Measure 1:

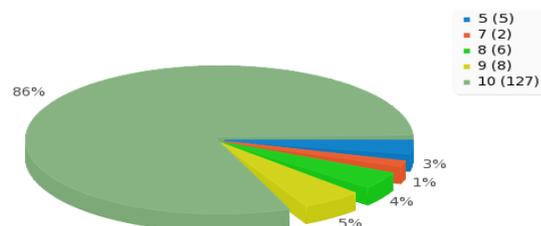
Galw Gwynedd Customer Satisfaction

Percentage and score of less than 10 noted with the service provided when contacting the Council by calling Galw Gwynedd



Performance Measure 2: Siopau Gwynedd Customer Satisfaction

Percentage and score of less than 10 noted with the service provided when contacting the Council through Siopau Gwynedd



The story behind the performance

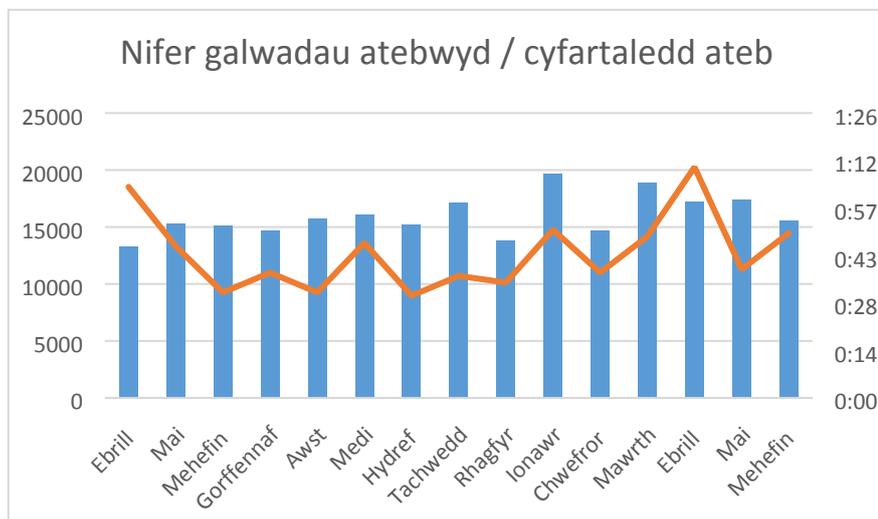
Over the past quarter, 86% have given Siopau Gwynedd a score of 10 and 14% scored them less, the majority of the customers who have noted a score of less than 10 report a shortcoming that is beyond our control, but we collaborate with other Services to resolve these problems.

Performance Measure 3 - Providing a Timely Service at Galw Gwynedd

Our accumulative performance for quarter 1 when answering calls is 0:53 seconds, with 6.28% of calls being missed. We have established a procedure so that we review our performance daily / weekly rather than on a monthly basis only, so that we can adapt our staffing arrangements as needed.

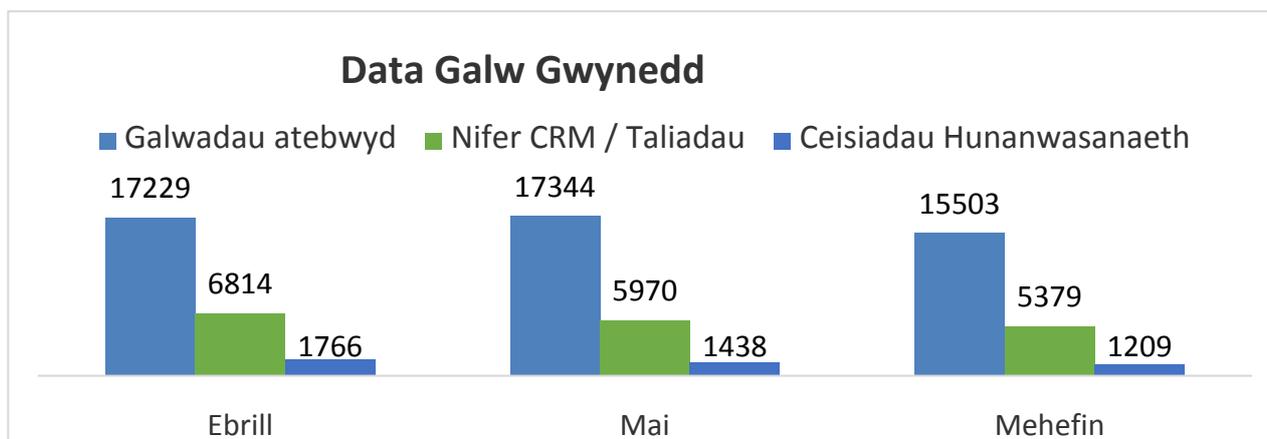
An increase has been seen in the number coming in to the Council through Galw Gwynedd over the final quarter of 2017/18 and April 2018/19. Galw Gwynedd staff have suggested that the increase is due to calls

to the Council Tax Service, with the Council Tax Manager reporting that they have receive approximately 6000 more calls due to enquiries about the Council Tax premium. Due to the increase in the number of calls, this has affected our ability to answer calls within a reasonable time, and to miss more calls than usual as well.



Performance Measure 4 - Providing Answers / Service at Galw Gwynedd

Galw Gwynedd provides a service to 36.27% of the customers who contact Galw Gwynedd, against 42.39% last year. The percentage has dropped, and over the coming years, it is expected for us to see a further reduction as customers choose to contact us through their self-service account.

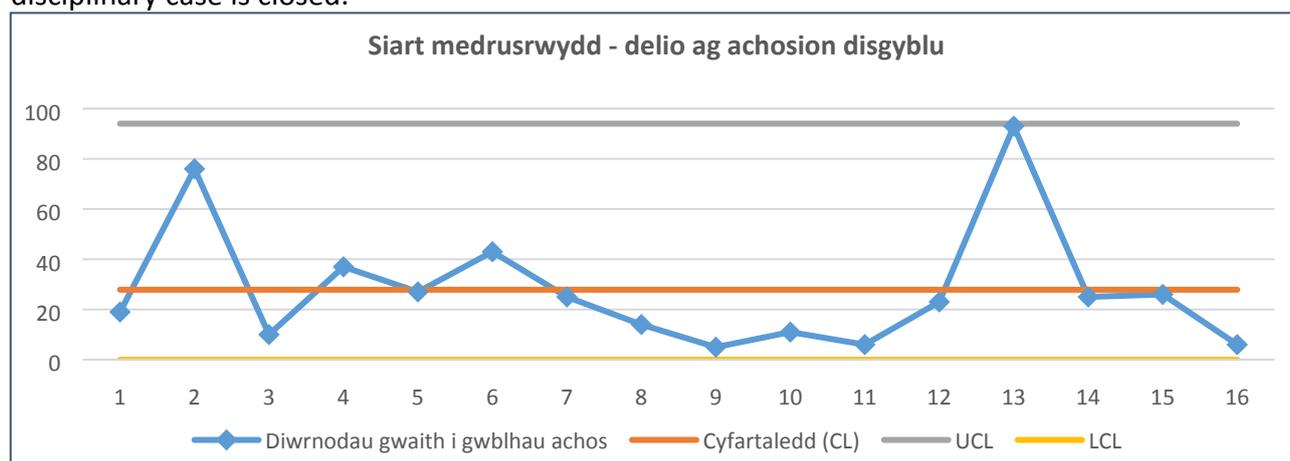


Human Resources Advisory Service

Purpose of the Service:

The Service is responsible for providing timely and good quality advice on employment matters. It also leads the work of reviewing and developing the local work conditions, and thus promote good employment principles.

Performance Measure 1: Disciplinary cases 2017 / 18 - number of working days passed before a disciplinary case is closed.



The story behind the performance:

The chart shows that the Council's performance varies greatly when dealing with disciplinary cases. Dealing with a disciplinary matter can pose a risk to the Council; dealing with a case incorrectly can lead to financial costs, long-term problems in terms of teams' morale, and it could harm the Council's reputation as an employer. We are of the opinion that we initially need to attempt the average time it takes to deal with cases.

Performance Measure 2: Number of employment appeals submitted to the Employment Appeals Committee, and the number of Committee decisions that go against the employer's decision.

Three appeal cases have been undertaken since the beginning of April, with the Committee going against the employer's decision in two of those cases.

The story behind the performance:

No specific concern arises from these decisions. As a general comment, four individuals have already registered appeals against the employer's decision (three cases have been held to date). Only three appeals were registered throughout 2017/18. The need to attempt to deal with appeals quickly is important in the eyes of the employment tribunals; there will be a need to monitor the Committee's ability to deal with appeals in a timely way if the case-load becomes heavy.

Performance measure 3: Number of days of sickness absence per head on average

Note: The following shows the figure up to 31 May. A verbal update will be provided on 1 August.

2017/18	2018/19
1.35	1.46

The story behind the performance:

Although there has been a slight increase in the absence levels, it is too early on in the year to come to firm conclusions on the reasons for that.

Translation Unit

Purpose

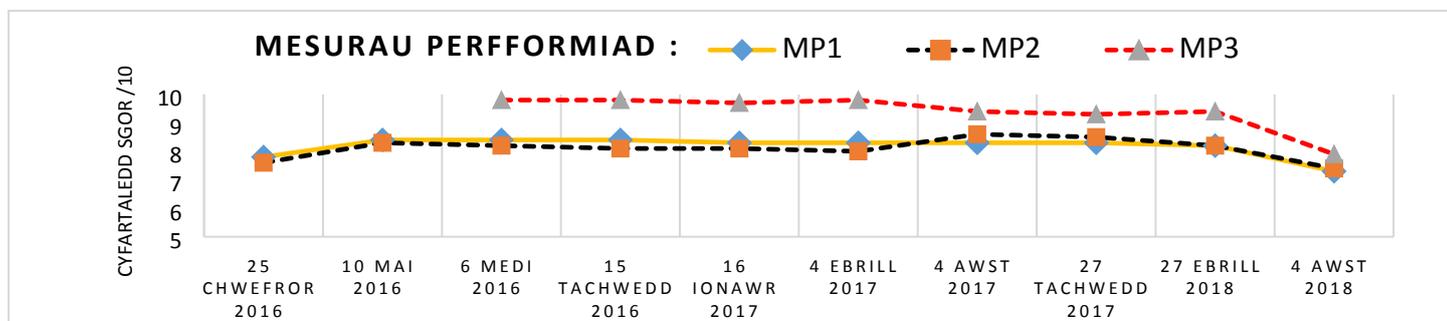
Providing written and oral Welsh and English translations to staff, members and residents

Measure - Definition	2014-15	Direction of Ambition	Latest Information	Comments (Narrative including the story)
Users' opinion on the quality of written translation work	100%	Maintain	100%	We have now received 64 responses to the questionnaires with all providing the highest possible score of 5. Positive comments were received, as follows (as well as those submitted at the previous meetings): <i>"Have recently sent 3 documents and have received a very swift response. An excellent service. Thank you."</i>
Users' opinion on the quality of simultaneous translation work	100%	Maintain	86% (6/7)	We have received seven responses to the feedback cards regarding Simultaneous Translation at meetings in this quarter (in addition to the nine reported previously). All but one gave the highest possible score of 5. One score of four was given, and the explanation for that can be seen in the comment below: <i>"Clear and concise translation. Good calm voice. Would consider 2 translators if meeting over 1.5 hours (or I would have scored 5)"</i> <i>"Very good and clear translation!"</i>

Learning and Development Service:

Purpose of the Service:

Offer a consultative service and provide an appropriate Learning and Development programme that enables Council staff and members to provide a service that meets the needs of the people of Gwynedd



The story behind the performance

The average score (/10) displays a general measure of performance. It remains relatively consistent over time.

- Score for August 2018 (April - July Period): **MP1: 7.3** **MP2: 7.4** **MP3: 7.9**

As the sample is relatively small, the individual scores have had a substantial impact on the average score:

- Two members of staff gave a score of '1' (MP1) for similar reasons:**
 - "More courses of relevance to front-line staff are needed"
 - "It would be beneficial if the service available would be relevant to all, not just the line manager"
- The scores of '5' and '6' have been given by Managers (**MP2**) due to capacity/lack of time to attend
- The scores of '2', '4' and '5' have been given by Members (**MP3**) who have not taken advantage of the training programme

The team believes that there is a genuine need to vary and improve the method of gathering evidence (phone calls and e-mails) in order to obtain more useful feedback for improvement (particularly from individuals who have not taken advantage of developmental opportunities). To this end:

Organisational Development Service

Purpose of the Service / Unit:

Encourage and promote a culture that allows staff to be at their best.

Performance Measure 1: Complaints and Service Improvement

Number of formal complaints received under the Council's Corporate Procedure, Quarter 1 2018

The story behind the performance

Twelve formal complaints were received during the quarter under the following categories:- 9 Errors/Incorrect actions by the Council; 1 Behaviour of an Officer; 1 Unhappy with a Decision and 1 Lack of Response/Action. Eight complaints were received from the Ombudsman - 7 came back as No Investigation, 1 Enquiry at present. Also two from the previous quarter were received back. 1 No Investigation and 1 21 Report.

Information Management Service

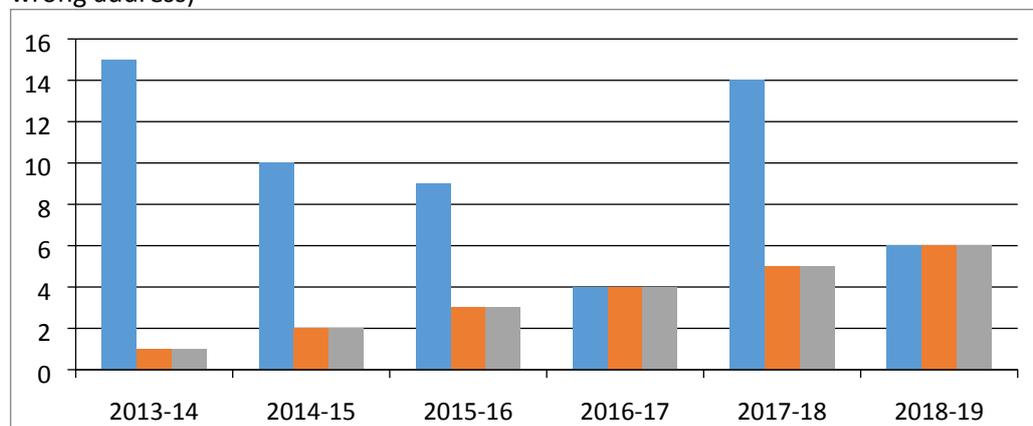
Purpose of the Service:

Help every member of staff to manage information on paper or electronically by:

- Providing an electronic filing system that is easy to use
- Offering advice on how to keep personal information secure
- Ensuring that the Council adheres to the Freedom of Information Act 2000
- Storing paper temporarily in purposeful storage

Performance Measure 1:

Number of information breaches (where information about an individual has been stolen/lost/sent to the wrong address)



The story behind the performance

The number of breaches has remained on the same level, unfortunately. Two incidents occurred where personal e-mail addresses were disclosed to others in mailing lists - GwE bulletin and an e-mail to governors. One incident occurred where a (completed) housing options team application form was sent to the wrong person. A tax arrears letter was sent to the wrong person. An e-mail discussing the benefits status of the residents of a gypsy site was sent to the wrong address. A birth certificate was sent to the wrong address.

Performance Measure 2: Freedom of Information Act

Freedom of Information Requests Response Performance – percentage responded to within 20 working days between 1 April 2018 - 17 July 2018



Performance 88% (382 requests received)

Performance in previous years:

2015-16	86%
2016-17	87%

Performance measure 3: Data Protection

Data Protection Requests Response Performance – percentage responded to within 40 calendar days or one calendar month (requests from individuals to see information about themselves) between 1 April 2018 - 17 July 2018



Performance 75% (12 requests)

The story behind the performance

During the reporting period, changes were made to the rules of the new data protection act (from 25 May) and so there was a reduction in the timetable for response and our inability to charge a fee. We must wait and see over the year what impact this will have on performance. Requests being late due to lack of resources.

Procurement Service

Purpose of the Service / Unit:

"Enables the Council to focus on value for money and keeping the benefit local"

Performance Measure 1: Procurement Savings

The total procurement savings schemes has now reached £3.55m since the 2014/15 period against the target of £2.3m.

The Category Teams collaborate with the services to develop and implement new schemes in an attempt to save money, the teams have acknowledged the following savings schemes to date.

- **Environment Team = £263,152**
- **Corporate Team = £124,100**
- **People Team = *Expenditure of £2.7m being reviewed but has not committed to a measure of improvement.***

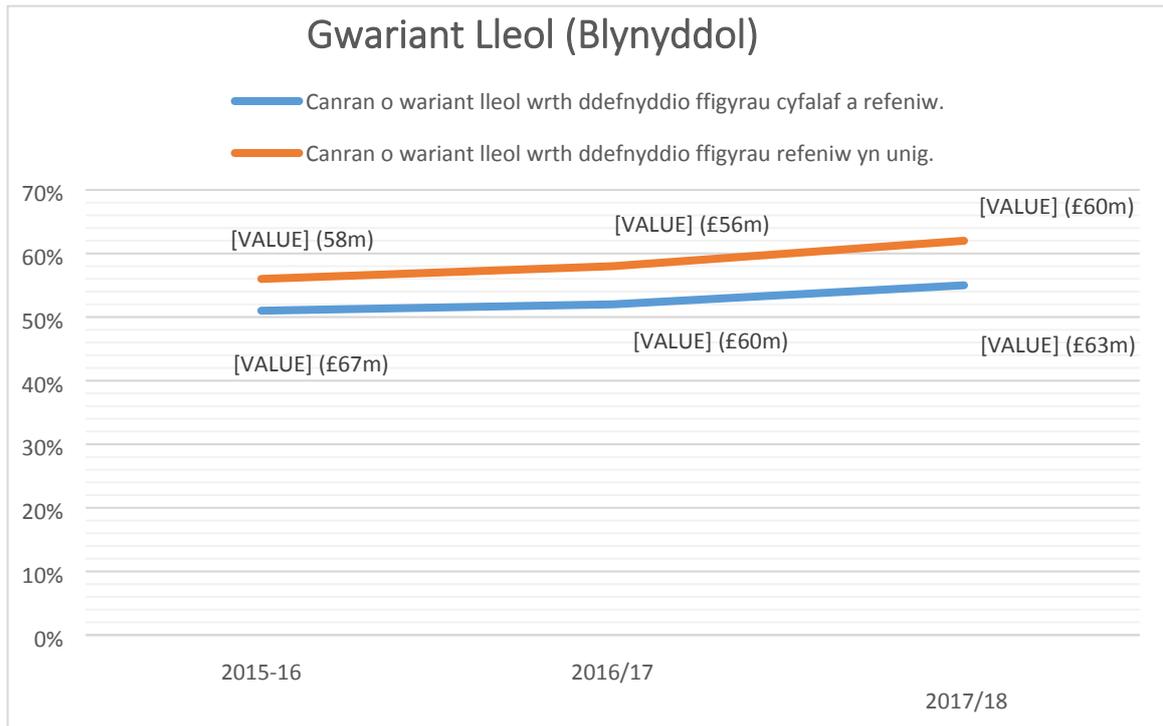
The story behind the performance

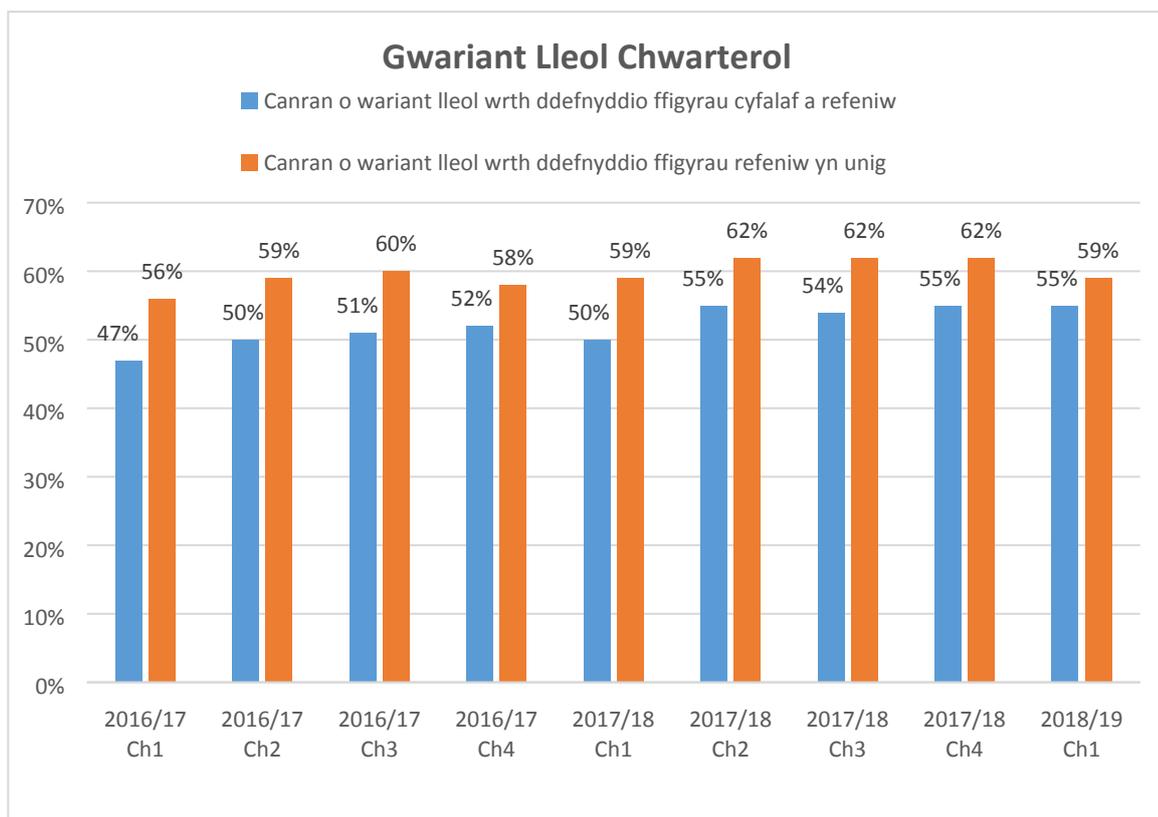
The work and time pressures on officers in some cases means that we do not have an opportunity to review the fields in detail. Instead, contracts are renewed and re-procured. Nevertheless, the improvements and changes made have ensured value for money and opportunities for the local market.

The understanding and the cooperation between the teams and the services is improving, but due to the nature of some contracts and the preparation work, some of the procurement schemes are taking time to complete.

The Category Teams are also awaiting confirmation of the Council's savings schemes. Although the Category Teams are expected to introduce their own savings or improvements programme, the service's priorities and the location where efficiency savings or cuts are likely to fall will have an impact and will influence where they will focus their efforts.

Performance Measure 2: Local Expenditure





The story behind the performance

Quarterly Local Expenditure - Quarter 1 Comparison between 2017/18 and 2018/19

We can see that the local percentage has remained static at 59% compared with the same quarter in the previous year. Although the percentage is static, there has been an increase and a reduction in a number of different categories.

There will be an increase in the fields of Domiciliary Care, Construction Maintenance and Third Sector Expenditure, but a reduction will be seen in the fields of Residential Care, Public Transport and Highway Maintenance.

There are no specific reasons for the small shifts beyond the market's ability to respond competitively or that the service's requirements are beyond the ability of the local market, e.g. specialist care that is unavailable within the County.

The revenue and capital measure has increased 5% compared with the same quarter of the previous year. This is mainly because expenditure on capital construction projects, where the local market is not competitive, has reduced substantially. Between 2017/18 and 2018/19, we saw our expenditure drop by over £1.2m.