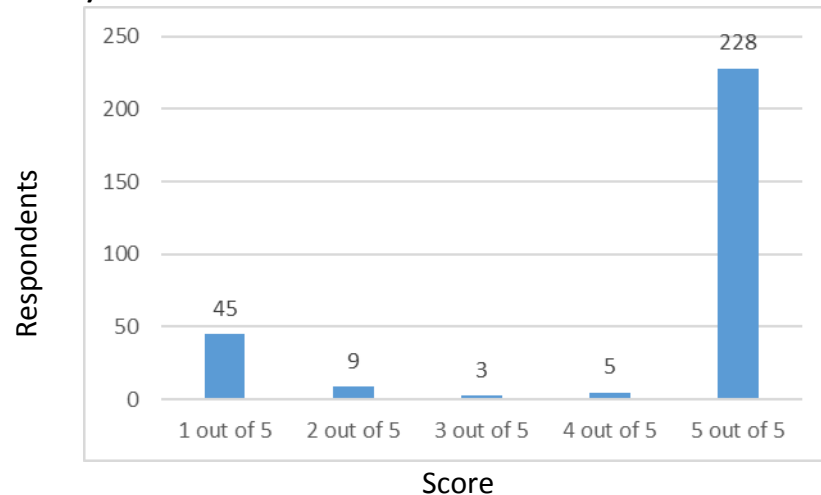


Corporate Support Department and Legal Services Performance Measures: April and May 2019

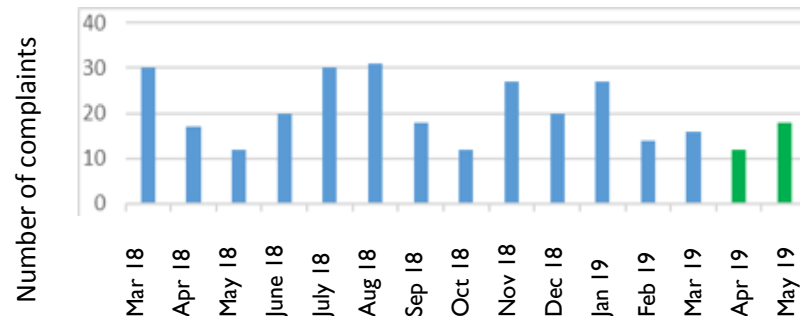
Communication and Engagement Service

Performance Measure 1 – Council’s external website: Number of users reporting that they were unsatisfied with the website (Ebrill a Mai 2019)



- **334,992** individuals used the Council’s website between April and May 2019.
- Only **290 (%)** used the respond tool to comment on the content.
- **228 (79%)** of those who commented were completely satisfied with the website.
- Only **62 (21%)** gave a satisfaction score of less than 5 out of 5, and of these **35** submitted a complaint or a suggestion of how to improve the content.

Performance Measure 2 – Council’s external website: Number of complaints or comments received about the website



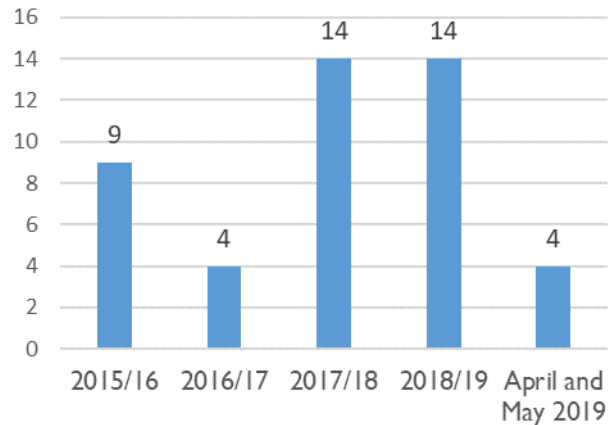
- **34** out of the **35** complaints received in April and May have been addressed.
- **30 (86%)** of the comments or complaints were addressed or solved within 3 working days.

Performance Measure 3 – 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?”.

- A score of 10 out of 10 was awarded to the 4 Plans supported during April and May 2019.
- Feedback forms continue to support the fact that Council Departments believe that the Communication and Engagement Service provide additional value to their plans, and that the support is welcomed.

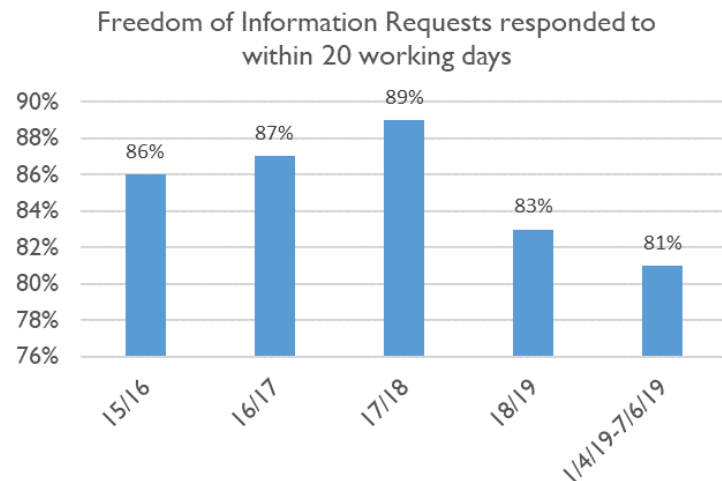
Research and Information Service

Performance Measure 1 – The number of information incidents where information about an individual has been stolen/lost/sent to the wrong address.



There were 4 incidents during this period, and this amount of incidents in 4 months is a cause for concern. A plan is being formed at the moment to ensure that staff act according to our policies.

Performance Measure 2 – Freedom of Information Act – percentage of requests responded to within 20 working days



There has been a small deterioration in performance in April and May compared with previous years in their entirety. There was a problem with the documenting system in 2 Departments, and the figure may be worse because of this. We are currently working to solve this problem.

Performance Measure 3 –Data Protection – percentage of data protection requests answered within one calendar month (requests from individuals to view information held about themselves)

Between 1 April and 7 June 2019

Performance - **79%** (19 requests received)

19 requests were received in the first 10 weeks of the current financial year, compared with 59 over 12 months in 2018/19. Considering this comparable increase, an increase in performance should be praised.

Between 1 April 2018 and 31 March 2019

Performance - **75%** (59 requests received)

Performance Measure 4 –iGwynedd (electronic content management system) questionnaire asking for staff’s opinion of the system

Does the system do what you want it to do? –

First questionnaire after transferring from the old system to iGwynedd -

Yes – 53%

Second questionnaire after receiving further training -

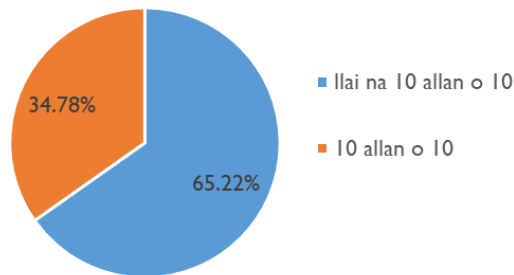
Yes – 100%

A campaign will be held over the summer to ‘walk offices’ and talk with iGwynedd users to gather their opinion about the system, answer any questions, solve problems and offer further training.

Galw Gwynedd, Siop Gwynedd and Registry Service

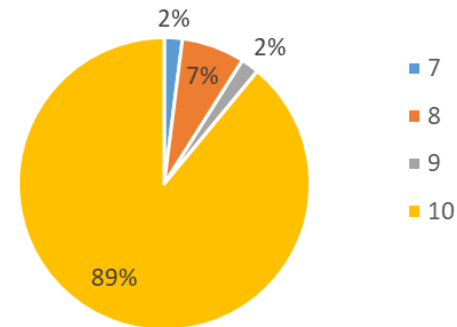
Performance Measure 1 - Galw Gwynedd and Siopau Gwynedd Service - Galw Gwynedd customer satisfaction

Score (out of 10) given in a satisfaction questionnaire of Galw Gwynedd customers

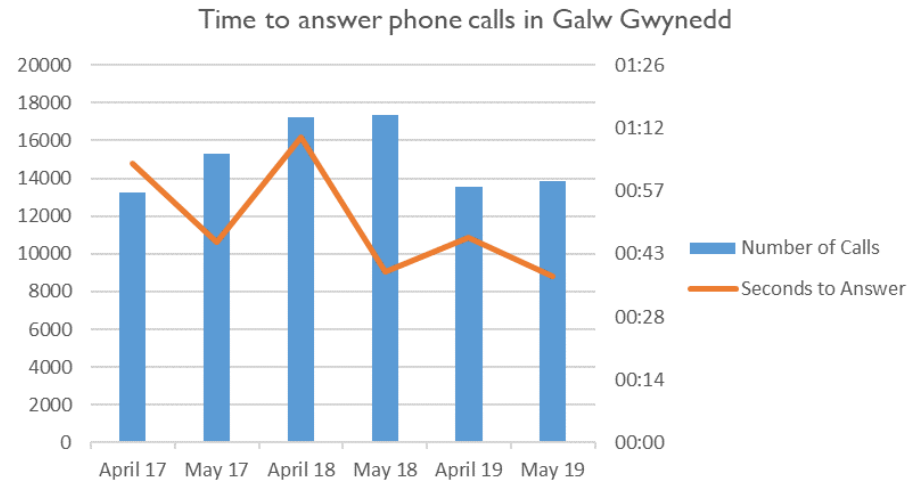


Performance Measure 2 - Galw Gwynedd and Siopau Gwynedd Service – Siopau Gwynedd customer satisfaction

Score (out of 10) given in a satisfaction questionnaire of Siopau Gwynedd customers



Performance Measure 3 - Galw Gwynedd and Siopau Gwynedd Service - Providing a prompt Service in Galw Gwynedd



Learning and Organisational Development Service

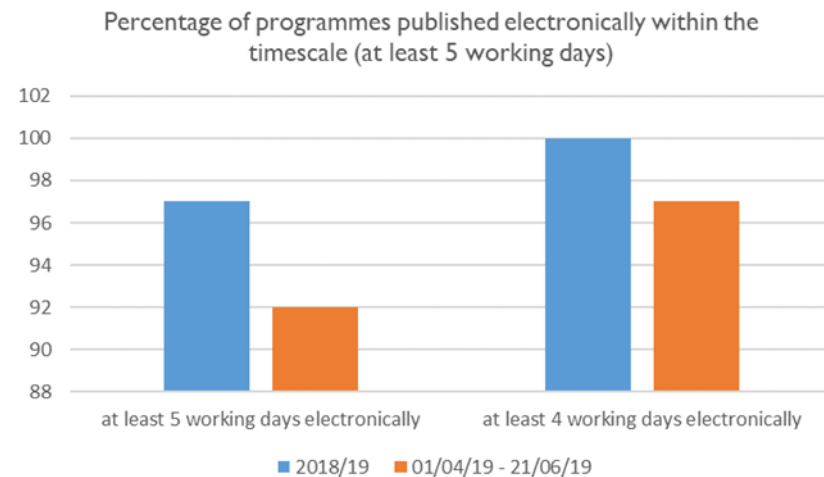
Performance Measure 1 - The number of formal complaints received under the Council's Corporate System

7 formal complaints were received in the period 1 April – 31 May.

5 complaints were received from the Ombudsman - 3 were returned “no investigation”, 1 “no investigation – premature” and 1 still open by the Ombudsman

Democracy and Translation Service

Performance Measure 1 – Percentage of programmes for meetings which have been published electronically within the timescale



Performance Measure 2a – Users' opinion on the quality of written translation work

All 9 responses to the questionnaire scored the service 5/5.

“Thank you for a prompt service, without delay. Appreciated!”
 “Efficient and consistent service, as usual”.

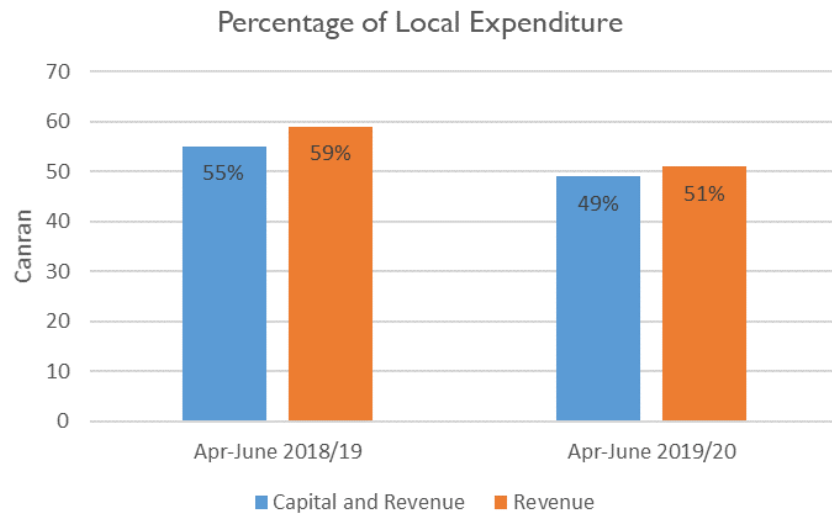
Human Resources Advisory Service

Performance Measure 1 – Number of days of sickness absence per head on average

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

Procurement Service

Performance Measure 1 – Local Expenditure



Performance Measure 2b – Users' opinion on the simultaneous translation work

4 responses were received to the response cards, each oen giving a score of 5/5.

“That was perfect.”
 “Excellent translation – long and complex meeting.”

2018/19	2018/19
1.46	1.24

1 appeal was heard during the period, with the Committee upholding the employer’s original decision.