

# APPENDIX 2

## (Environment Cabinet Member's Performance Report)

### **Performance indicators for the Environment Department's Services**

The day to day work of the Department

# Performance measurement references

Waste and Recycling	
G&A1	Gwynedd's Recycling Performance
G&A2	Tonnage of Residual Waste
G&A3	Missed Collection Enquiries
G&A4	Average Sickness
Public Protection - Trading Standards and Licencing	
SM1	Percentage of high risk businesses that have had an inspection in accordance with the programme
SM2	Percentage of criminal lawr violations that have been identified by the service that have been resolved
SM3	Average time taken to process a taxi licence application
Public Protection – Environmental Health	
IA1	Percentage of Food Businesses that meet Food Hygiene Standards [score 3 or higher]
IA2(a) IA2(b)	Percentage of Food Businesses that have had a Food Standards Inspection in accordance with the programme Percentage of Food Businesses that have had a Food Hygiene Inspection in accordance with the programme
IA3	Number of private water Properties that have received a water sample inspection and risk assessments in accordance with the programme for the year
Planning	
C1	Average time taken to decide a planning application
C2	Average time taken to close service requests
C3	Time taken to close alleged breaches of planning rules
Planning Policy	
PC1	Percentage of responses to consultation on planning applications and pre-applications advice provided on time

Building Control	
RH1	Percentage of applications decided within a given time [5 or 8 weeks]
RH2	Number of enforcement cases [not including dangerous structures] that have been closed within a certain time
RH3	Number of dangerous structures cases that have been made safe but where there is still a need to complete work
Parking and Streetworks	
P&GS1	Time taken to respond to complaints of illegal parking
P&GS2	Percentage of successful appeals
P&GS3	Number of notices on/off street
P&GS4	Number of works on the highway that have gone over the original timescale
Traffic, Projects and Footpaths	
T&P1	Number of requests that have received a response
T&P2	Number of improvements made to structures on the county's path network
Public Transportation	
TC1	Percentage of local bus services that arrive on times
TC2	Percentage of travellers that use concessionary ticket/pay
Business – Back Office	
B1	Average time taken to process land charges applications
B2	Percentage of calls that were answered
Finance Monitoring	
MC	Total financial bids compared to successful bids
Mandatory Training	
HD	Safeguarding training performance

# Waste and Recycling

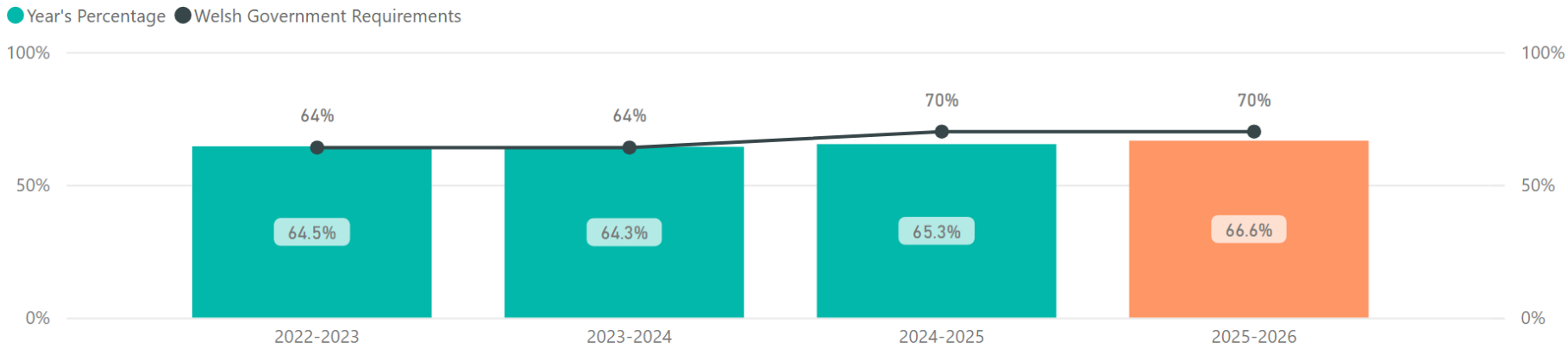
## G&A1 - Gwynedd Recycling Performance

**Purpose of the Service:** Carry out local and cross-county campaigns to promote, educate and assist residents to reduce the waste produced, encouraging more recycling.

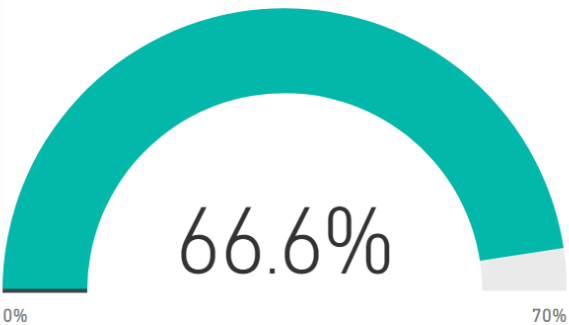
### Comments

Cyngor Gwynedd has been successful in meeting the Welsh Government's recycling targets annually up to 2023-24. However, in 2024-25, the statutory target rose from 64% to 70%, creating a significant challenge for the Council. Cyngor Gwynedd's recycling percentage for 2024-25 was 65.3%; which poses a risk of a financial penalty from the Government. Although the final plans have not yet been adopted, the Council has developed a Waste Strategy, which is the subject of public consultation. The Strategy includes a number of plans that will seek to increase the recycling percentage, such as reviewing the frequency of waste collections and improving education and engagement with residents. The team is actively conducting campaigns in a number of areas and schools, and contribute towards events that promote recycling, as well as activities that support residents to recycle more effectively. Whilst the team is small in terms of resources – with just four members of staff – discussions are underway to explore opportunities to strengthen their impact by collaborating with partner agencies such as Adra, and to consider how additional enforcement powers could support and reinforce the work currently being carried out.

### Gwynedd Recycling Performance



### Recycling Performance Against National requirements (to date)



# Waste and Recycling

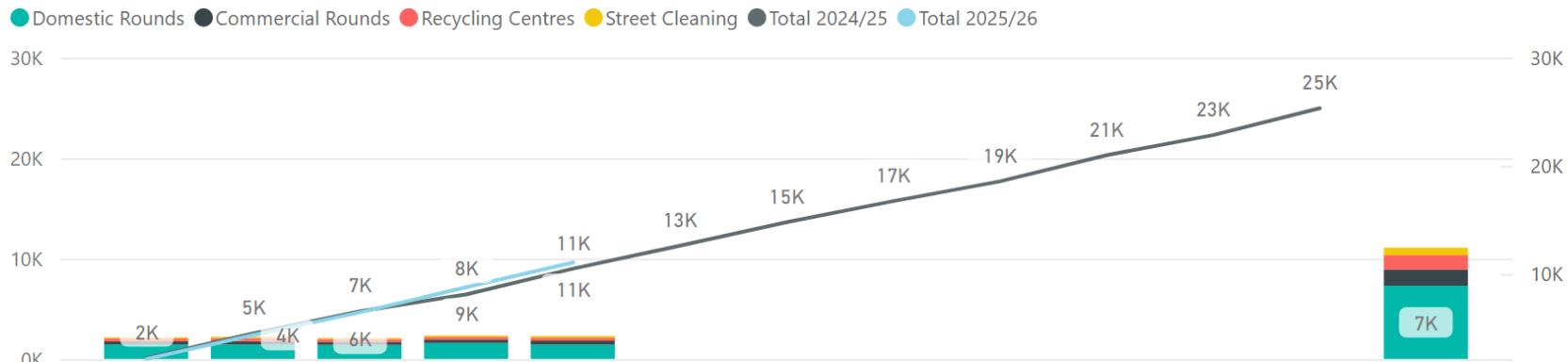
## G&A2 - Residual Waste Tonnage

**Purpose of the Service:** Reduce the residual waste collected, maximising the materials to be recycled / reused.

### Comments

This reports on the total residual waste being collected and sent to the Parc Adfer Energy from Waste site. It is vital that we continue to encourage and educate the residents of Gwynedd to reduce residual waste levels, as too many recyclables continue to appear in this stream. Reducing the content of the green bin is a strategic step towards meeting the statutory recycling target, reducing the cost associated with the carbon tax that will be introduced in 2028, and offers an opportunity to rethink the frequency of collections in a realistic manner. The trend line shows that no significant change is expected in the tonnage of waste shipped to Parc Adfer this year from Gwynedd. While reducing the waste sent to Parc Adfer is the strategic aim, it is vital that we understand the data in detail and assess the impact on the recycling rate (G&A1). Reaching the 70% recycling target will require a significant change: a reduction of around 12% in residual waste, along with a 12% increase in the recycling rate. Some plans are underway to reduce some waste streams, including the opening of black bags at the Recycling Centres – a step that will be implemented in October. However, further steps will need to be considered, such as reducing the capacity of the green bin and increasing the proportion of businesses participating in recycling. It must also be recognised that there are some aspects beyond our direct control, such as the content of street bins.

### Residual Waste Tonnage



**Every household in Gwynedd produces 260kg of residual waste each year**



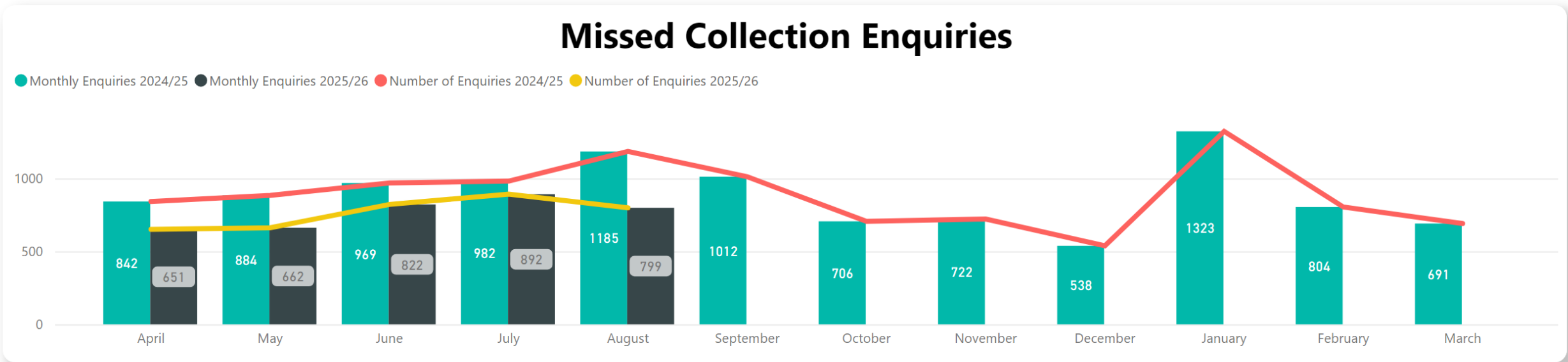
# Waste and Recycling

## G&A3 - 'Missed Collection' Enquiries

**Purpose of the Service:** Collect waste and recycling from 64,000 homes in the county, in line with the agreed timetable

### Comments

During the period 2023–24 and 2024–25, there was a significant reduction of over 8,200 complaints – equivalent to 44%. In addition, data for the first five months of 2025–26 shows a further 20% reduction compared to the previous year. Statistical analysis suggests that the number of enquiries could drop to around 500 per month before the end of the year, reflecting continued improvement in the service. A newly adopted system offers the ability to more accurately monitor actual missed collections against cases where the bin has not been put out by residents; complaints analysis by type, enabling the use of artificial intelligence (AI) to respond efficiently to certain types of complaints. We are confident that these actions will enable a further reduction in the number of complaints, avoiding a plateau at the current level and sustaining continuous improvement in the quality of service.



# Waste and Recycling

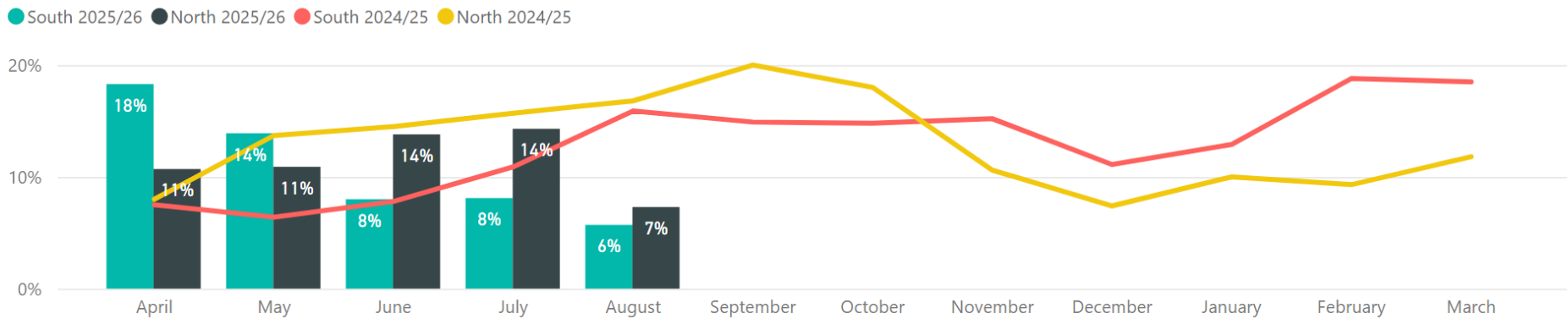
## G&A4 - Average percentage of absences

**Purpose of the Service:** Collect waste and recycling from 64,000 homes in the county, in line with the agreed timetable

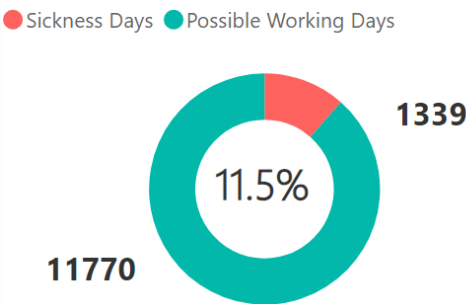
### Comments

The measure highlights the sickness rates among waste collection staff. Effective sickness management has the potential to improve performance, reduce missed collections, and manage costs – which is one of the Department's main objectives in seeking to improve the quality of service. It should be noted that the nature of the work is very physical, and as a result, the threshold for being "fit to work" is higher than that found in other areas of work within the Council. As such, positive steps have been taken to incorporate the corporate absence policy arrangements, including the provision of bespoke training for team leaders to empower them to tackle high levels of sickness. While each sickness statistic represents an individual personal story, it is essential to demonstrate that the Department is acting proactively to support the well-being of its staff, while maintaining service standards. The sickness levels by August in both areas are very encouraging. Most sickness cases are short-term and given that these staff do not have the same options as office staff to work from home in cases of mild illness (e.g. cold), the impact on sickness records is more pronounced. Currently, only three members of staff are on long-term leave. Sadly, it is noted that two of them will not be returning to their jobs, while the third hopes to return to less physical duties soon.

### Average percentage of absences



### Sickness Days April 2025 - August 2025



# Public Protection - Trading Standards and Licensing

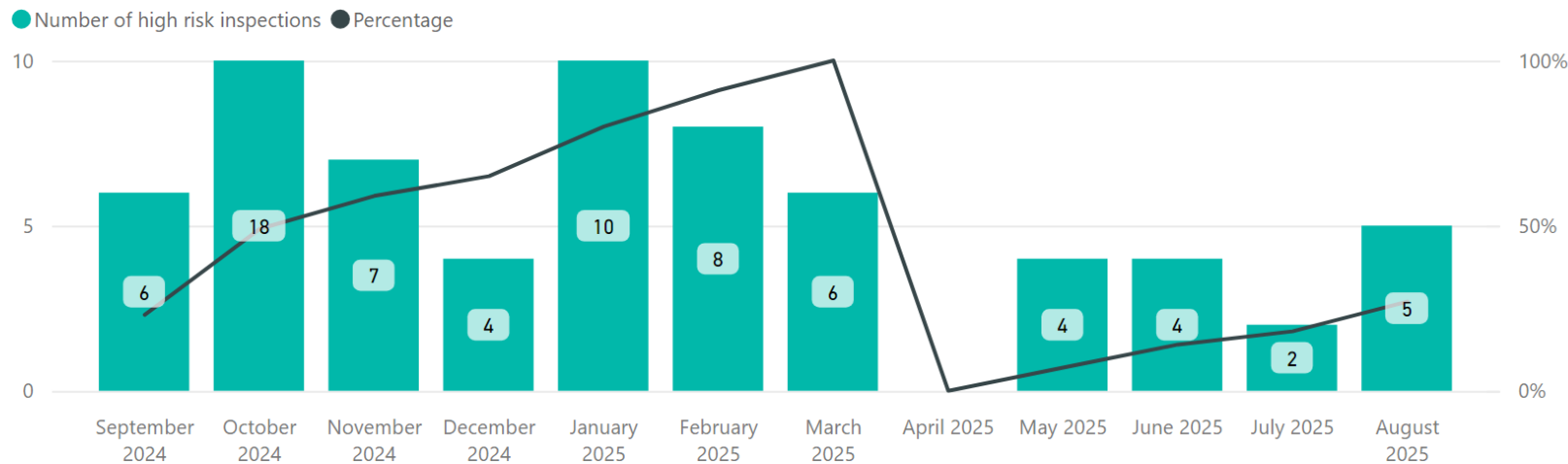
## SM1 - Percentage of high-risk businesses inspected in line with the programme

**Purpose of the Service:** Protect public health and well-being from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain systems and comply with the legal requirements that apply to their business. Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals

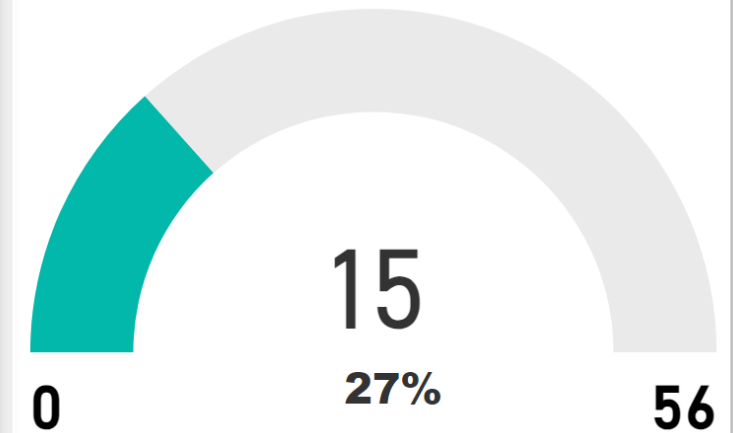
### Comments

56 'high risk' category premises have been identified across the service for 2025-26. These are premises/businesses that are identified as high risk due to the complexity/risk of business activity, or that there is a history and concern of non-compliance with Trading Standards Regulations over a period of time. The percentage of inspections that are completed will be low until October as there is no purpose in inspecting the 19 properties that are licensed to store fireworks until they receive the stock and store the fireworks on the property. The remaining 37 properties fall to the Animal Health team, and are therefore farm inspections. Several farm inspections will be held back until the animals are collected in from the land - this enables us to have a detailed look at the stock and ensure that there are suitable facilities for the animals - there will be an increase in the number of inspections from October/November onwards.

### High Risk Inspections



### Inspections in line with the programme April 2025 - August 2025

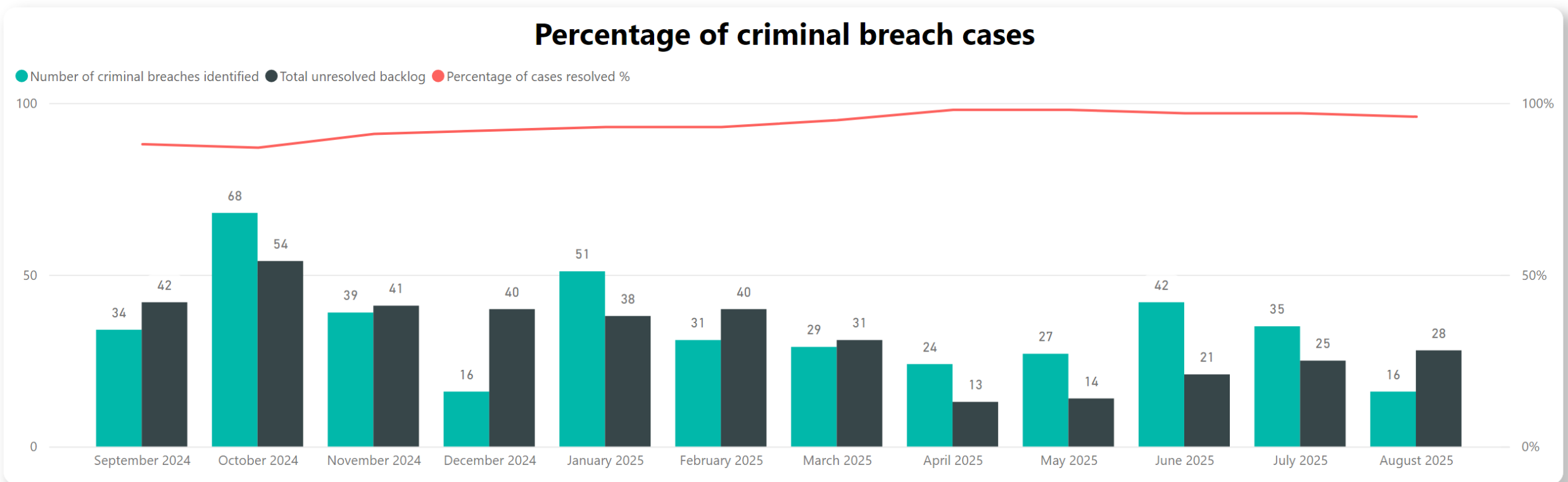


# Public Protection - Trading Standards and Licensing

## SM2 - Percentage of criminal breach cases identified by the Service, which have been resolved

**Purpose of the Service:** Protect public health and well-being from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain systems and comply with the legal requirements that apply to their business. Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals.

Comments included on the next page





# Public Protection - Trading Standards and Licensing

## SM2 - Percentage of criminal breach cases identified by the Service, which have been resolved

### Comments

Criminal breach cases are identified through a combination of reports/concerns/complaints brought to the attention of the service by members of the public and businesses, as well as proactive work identified by the service as a part of business inspections. The measure also considers the total back-log of non-compliance that remain open since the measure became operational (01/04/2024), and the service is working on them in an attempt to resolve them.

Criminal breaches are considered as a 'breach of any criminal legislation that Gwynedd Trading Standards Officers have been authorised to enforce'. This does not include civil law violation issues.

Since April, the Animal Health and Welfare team has continued with the work of responding to requests for a service relating to animal health and welfare issues as well as carrying out scheduled inspections of collection centres, livestock markets and scheduled inspections relating to animal feed hygiene and safety. Following an investigation into a case of neglect, a farmer pleaded guilty to charges relating to Animal Health and Welfare at Caernarfon Magistrates' Court in August 2025. Due to the severity of the offence, the case has been referred to the Crown Court for sentencing (October '25).

The Consumer Protection team continues to prioritise work by responding to intelligence relating to the sale of illegal goods across the county – mainly tobacco and e-cigarettes. But over the summer officers had to respond urgently after receiving several intelligences relating to fake Labubu dolls being sold in several shops in the County. The team seized 439 of these dolls because there were obvious dangers that the dolls contained small pieces that came loose easily and could cause harm to a child. Concerns about these dolls were highlighted to the public through the Council's social media accounts. In addition, the team has continued the multi-agency work that has been going on in Bangor (led by the Police) – mainly carrying out joint inspections into shops that have been identified as being linked to anti-social problems in the city, with a view to seizing illegal goods that fall within our area of work.

# Public Protection - Trading Standards and Licensing

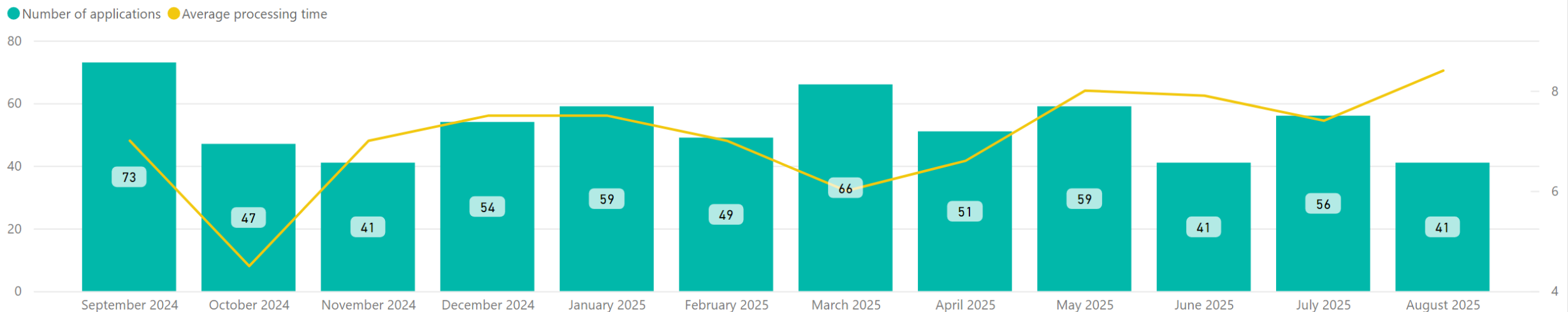
## SM3 - The average time taken to process an application for a taxi licence

**Purpose of the Service:** Ensure that licensed activities involving taxis, alcohol, gambling, and entertainment are provided in a way that protects the public and supports businesses.

### Comments

The number of applications the service receives, and the average processing time since April is fairly consistent, and is consistent with historical data and patterns. It is noted, however, that the number of applications in August fell while the average processing days increased. As an explanation, the processing of temporary event applications increases during this period, but one member of the team has also been away from work for a period of time with illness.

### Taxi licensing applications and processing times



# Public Protection - Environmental Health

## IA1- Percentage of food businesses meeting Food Hygiene Standards [score of 3 or higher]

**Purpose of the Service:** Ensure that food and drink sold for human consumption that is produced, stored, distributed, handled or consumed in the county is free from any health and safety risk to the consumer and complies with composition and labelling requirements. Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

### Comments

As at 31/8/25, 2,092 food businesses were registered with Cyngor Gwynedd. Of these, 2,064 (98.66%) met a satisfactory or higher food hygiene standard and 28 did not meet the standard (1.34%).

Every premises that does not meet satisfactory food hygiene standards receives a re-visit within 3 months of the original inspection in order to ensure that standards have improved.

In order to draw attention to this field and to encourage the public to check the scores of businesses, the Service is collaborating with the Communication Service to support national campaigns, led by the Food Standards Agency.

The food hygiene score of Gwynedd food businesses can be viewed by following this link:

**<https://ratings.food.gov.uk/cy/search-a-local-authority-area>**

**Percentage of food  
businesses with a score of  
3 or higher**

**99%**

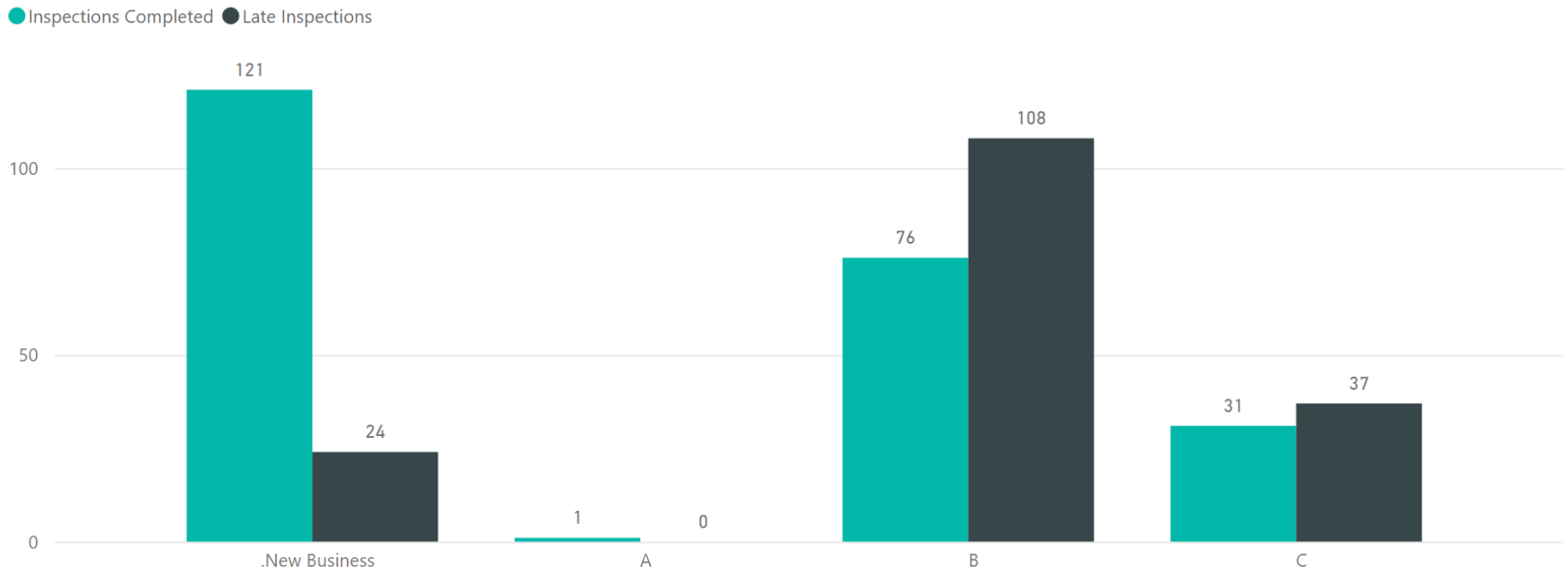
# Public Protection - Environmental Health

## IA2(a) - Percentage of food businesses that have received a Food Standards inspection in accordance with the programmed schedule

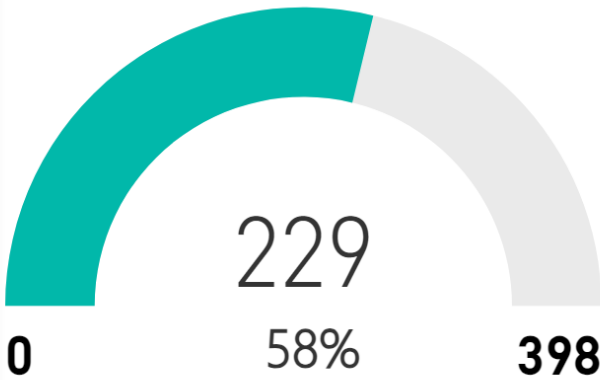
**Purpose of the Service:** Ensure that food and drink sold for human consumption that is produced, stored, distributed, handled or consumed in the county is free from any health and safety risk to the consumer and complies with compositional and labelling requirements. Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

Comments included on the next page

### Food Standards Inspections April 2025 - August 2025



### Inspections completed in line with the programme April 2025 - August 2025



# Public Protection - Environmental Health

## IA2(a) - Percentage of food businesses that have received a Food Standards inspection in accordance with the programmed schedule

### Comments

There have been significant changes in the service's arrangements over the past three years. One job was cut from the structure in 2024, a number of experienced officers have left and there have been changes to the management structure of public protection services in early 2025. This means that we are unable to complete our food hygiene inspection schedule in line with the requirements. We have been and continue to prioritise audits of high/higher risk food businesses and start-ups.

It is noted that the Food Standards Agency (FSA) carried out an audit of the Food Service during October 2024, and they raised concerns about the lack of resources provided for the work. As a result, the FSA have stated that the Council is not meeting its statutory duties in terms of the frequency of food standards and food hygiene inspections (see B&D2(B)). To address this, the Service has invested in the workforce by arranging for 3 inexperienced officers to sit a qualification that will enable them to complete statutory duties. We have also taken advantage of the Council's Cynllun Yfory scheme and appointed a public protection trainee. In addition, we are investigating the possibility of adopting more effective working arrangements, for example, the use of equipment to log work out in the field (tablets, mobile phones).

# Public Protection - Environmental Health

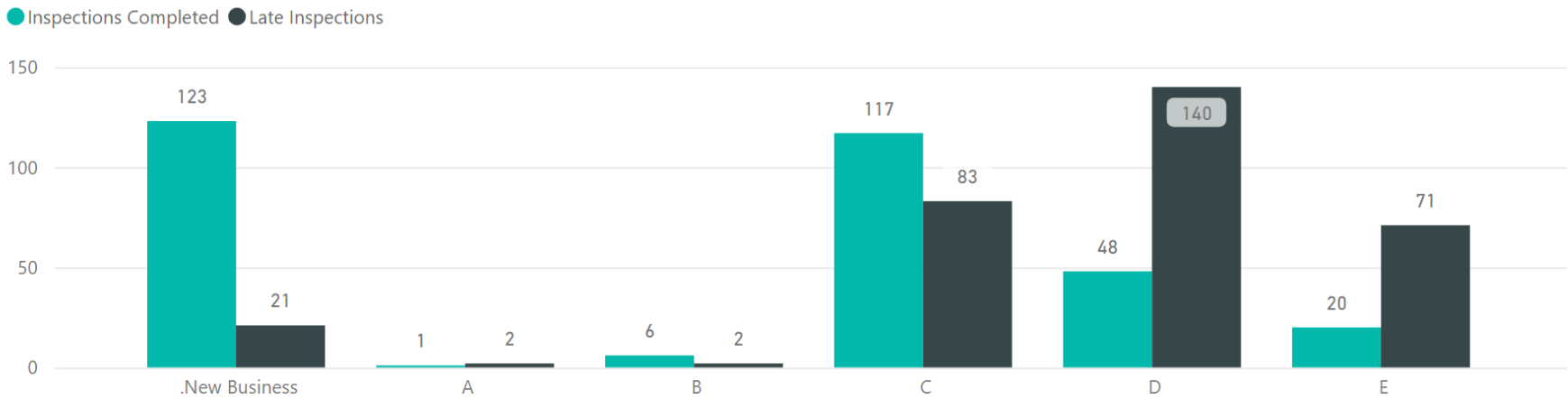
## IA2(b) - Percentage of food businesses that have received a Food Hygiene inspection in accordance with the programmed schedule

**Purpose of the Service:** Ensure that food and drink sold for human consumption that is produced, stored, distributed, handled or consumed in the county is free from any health and safety risk to the consumer and complies with compositional and labelling requirements. Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

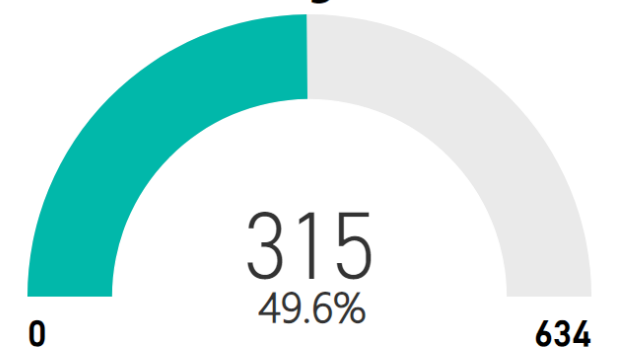
### Comments

The observations noted in B & D2 (a) also apply to this measure. In order to make more effective use of officers' time, we strive to conduct hygiene and food standards audits at the same time. Officers will follow the food hygiene programme and complete a food standards audit if one has been programmed within the next 12 months or not previously undertaken. Due to the lack of availability of qualified staff we have decided that the focus of our audit effort over 2025-26 will be high hygiene risk (A-C) food properties, start-ups and high-risk food standards (A) properties. However, this year staff are required to carry out additional duties, (licensing special treatments – skin piercing, tattooing, ear piercing etc. activities). As a result, we have not been able to carry out a significant number of high-risk audits in a timely manner. At the end of the reporting period, 87 hygiene (A-C) high-risk food properties had not received an inspection. These will be prioritised during quarters 3 and 4. We will not meet our food safety inspection targets this year.

### Food Hygiene Inspections April 2025 - August 2025



### Inspections completed in line with the programme April 2025 - August 2025



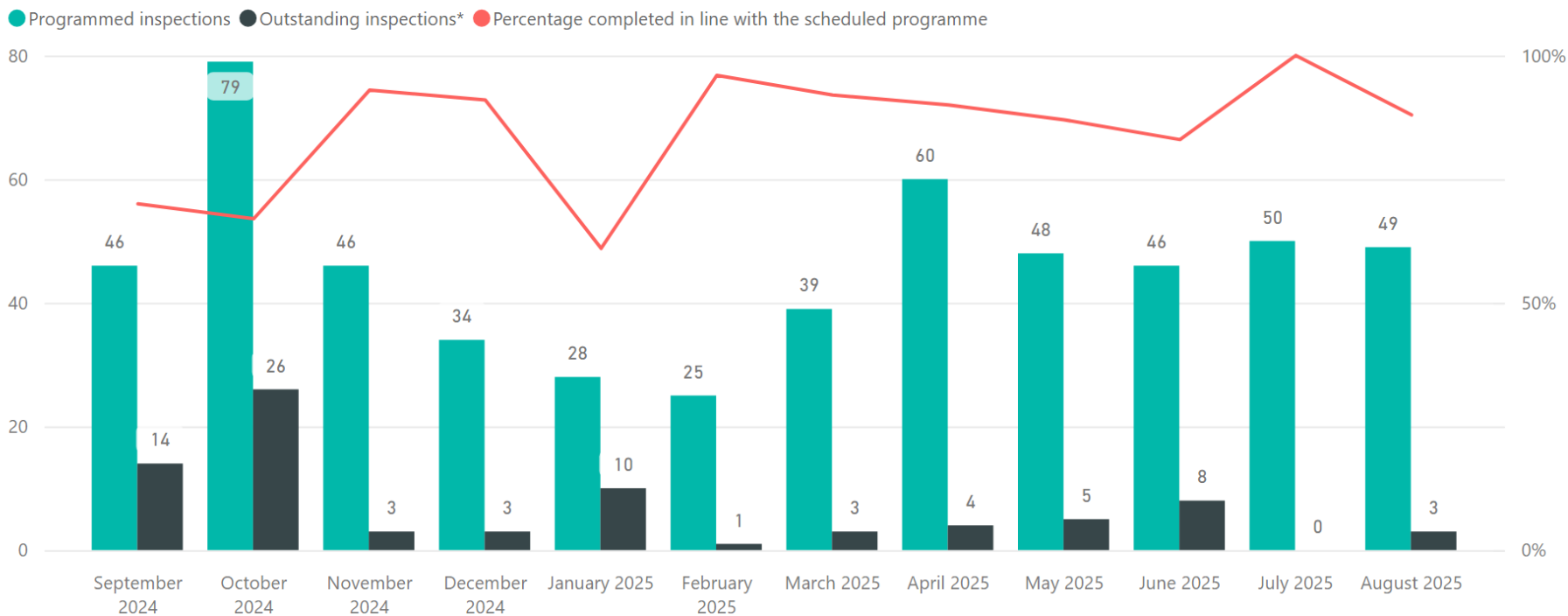
# Public Protection - Environmental Health

## IA3 - Percentage of properties on a private water supply that have received a water sample inspection and risk assessments in line with the programmed schedule

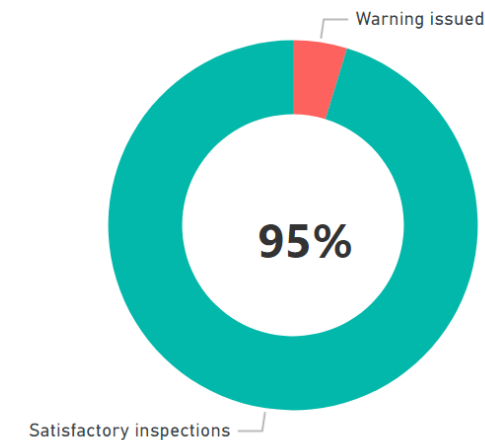
**Purpose of the Service:** Safeguard public health and well-being from unsafe practices by ensuring that businesses or individuals do not pollute the environment with unpleasant substances or noise.

Comments included on the next page

### Private property water sample inspections



### Percentage of Satisfactory Inspections April 2025 - August 2025





# Public Protection - Environmental Health

## IA3 - Percentage of properties on a private water supply that have received a water sample inspection and risk assessments in line with the programmed schedule

### Comments

The work is statutory to ensure the safety of drinking water in rural supplies from private sources. We report every 12 calendar months to the Drinking Water Inspectorate which regulates and verifies the work of Local Authorities to ensure that businesses' private supplies such as holiday lets and hotels provide safe clean water to their customers and staff. Also, regular requests are received to sample individual domestic water supplies, and this is on top of the workload reported upon; it is estimated that there are around 2,000 individual domestic private supplies.

The sampling and risk assessment schedule is statutory, and whilst most of the samples in the 12-month schedule are conducted, we are under-performing substantially on conducting Risk Assessments, which need to be held every 5 years. Officers from the food and health and safety team have been contributing to the temporary sampling programme work. At the end of August there was a backlog of 40 water samples and 295 risk assessments. We want to divert officers from sampling work to carry out risk assessments over the next few months.

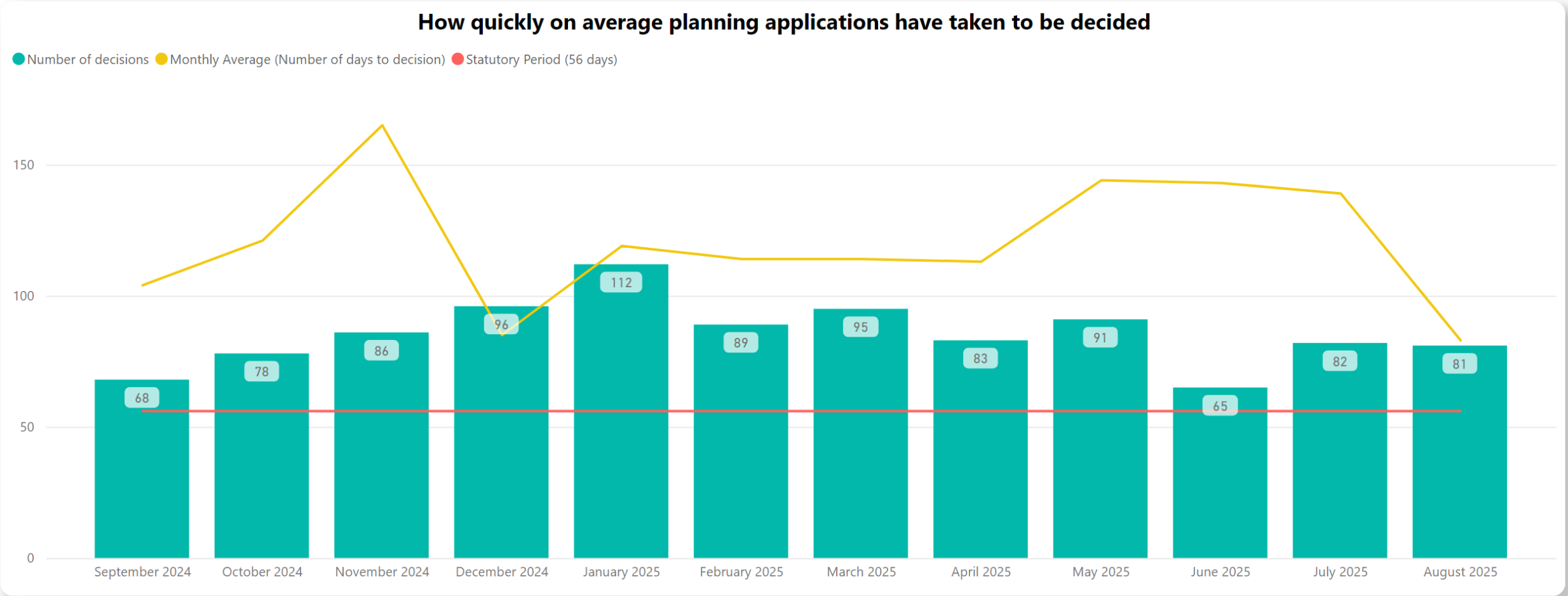


# Planning

## C1 - Average time taken to determine a planning application

Purpose of the Service: Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments included on the next page



## Planning

### C1 - Average time taken to determine a planning application

#### Comments

During the most recent period (April 2025 to the end of August 2025), 361 new applications were received and 402 applications were determined. This number is very similar to what was reported on average in the previous period, and therefore the previously reported increase has been reduced and appears to have been a period of only four months.

The number of applications in the system without a decision is around 498, which has decreased again from the 515 previously reported.

The average time taken to determine applications has increased to 124 days (109 days in the previous year). It should be noted that 6 applications were decided in this period (including 2 from the June Committee) that had stood without a decision due to lack of information and response and that the days to decide these applications was over 800 days which has a significant impact on this figure. By removing these 6 applications, the average decision time would be reduced to 105 days.

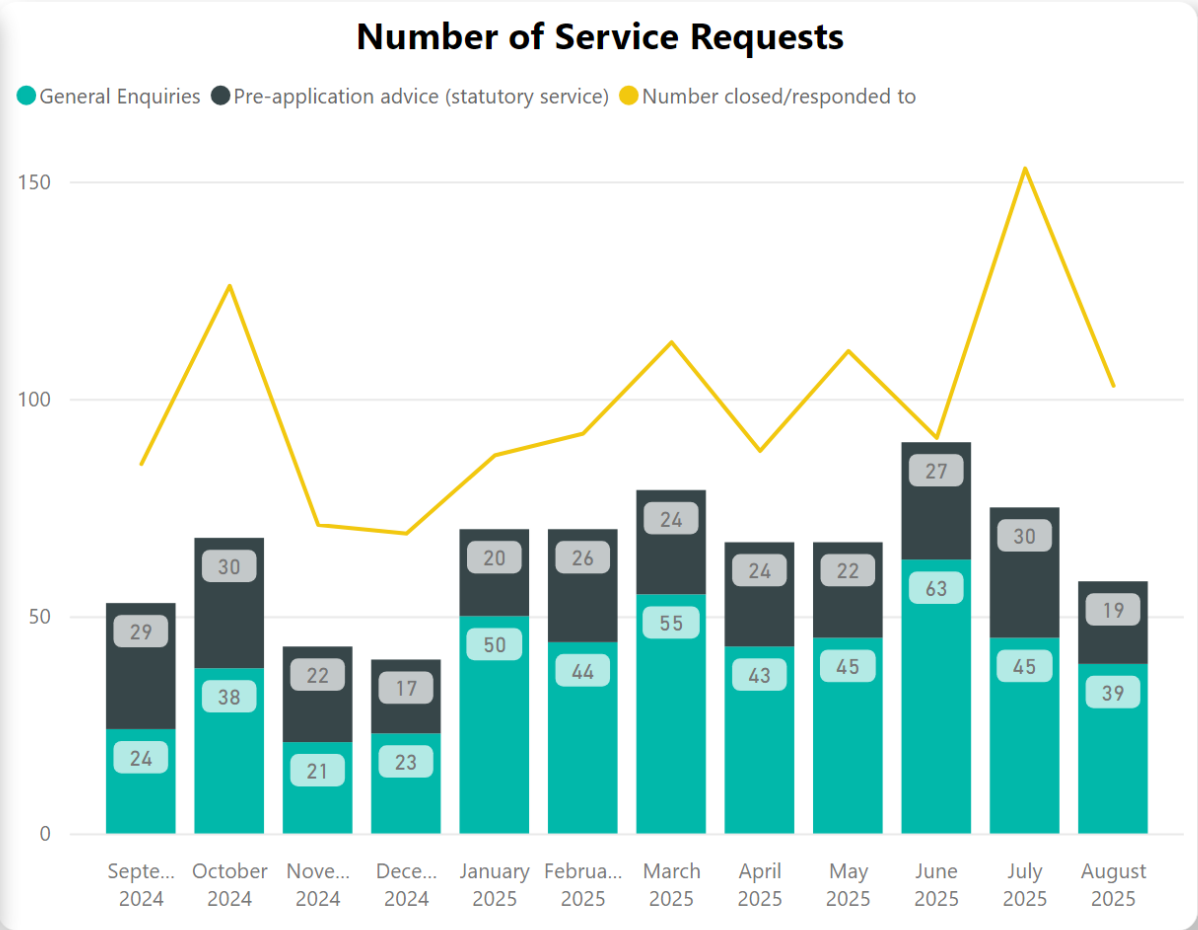
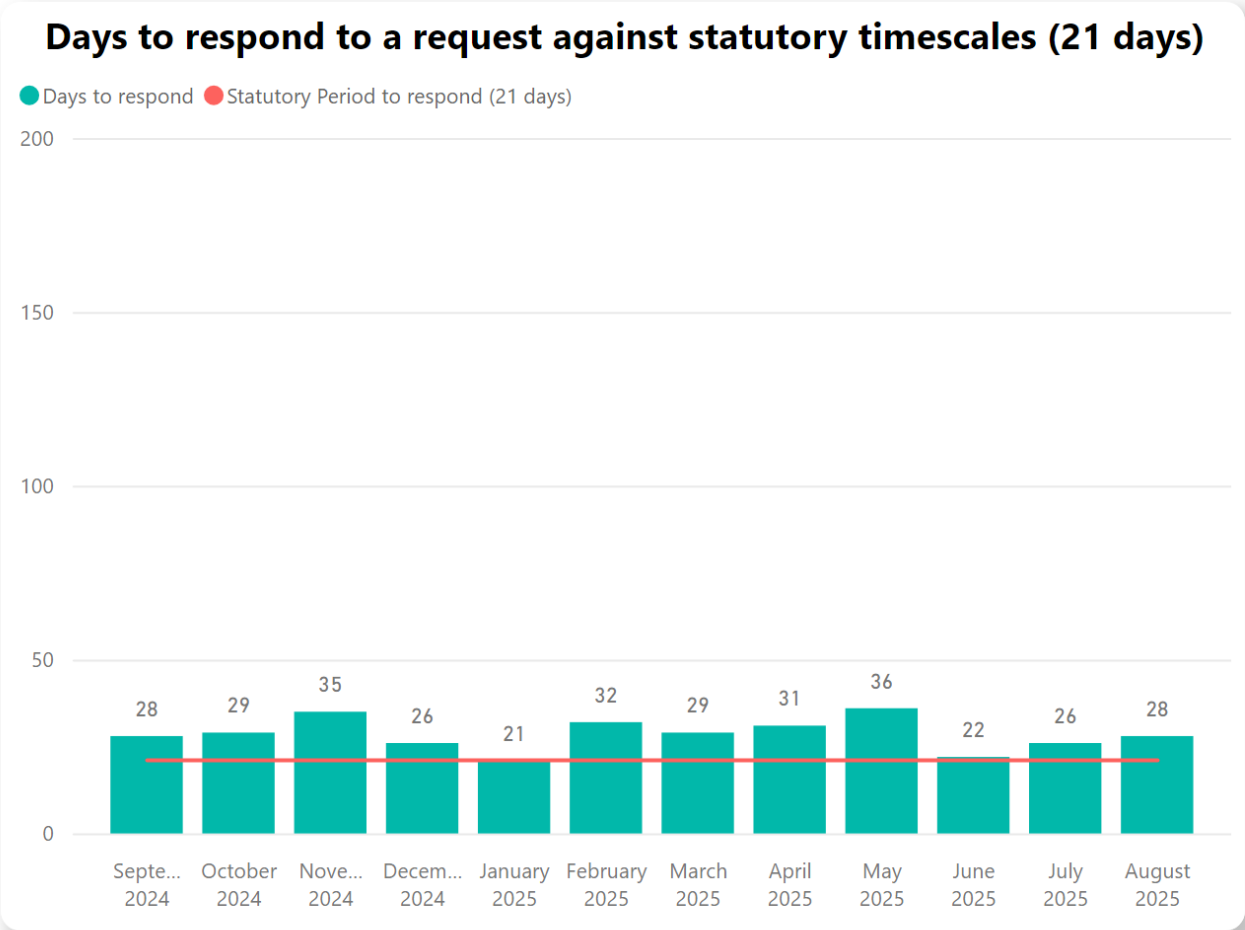
Despite this, 80% of decisions were within the statutory time (either under 56 days or with an agreed time extension) which is consistent with what was reported previously. This highlights that a high number of decisions are made in a timely manner, or with an agreement of time extension with the applicant/agent.

# Planning

## C2 - Average time taken to close service requests

Purpose of the Service: Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments included on the next page



# Planning

## C2 - Average time taken to close service requests

### Comments

During this period, 357 enquiries and applications for pre-application advice were received and 546 cases were closed (either because they were invalid or a response was provided).

Looking back at the previous period, the workload has increased over this period but is quite stable compared to the same period the previous year.

The number of open enquiries stands at 83, which is slightly more than the 68 reported in the previous period.

Over this period, the average number of days to respond had decreased from 41 to 28 days but given that the increase in the number of applications previously has decreased over the last two periods, the average is now considered to be more stable.

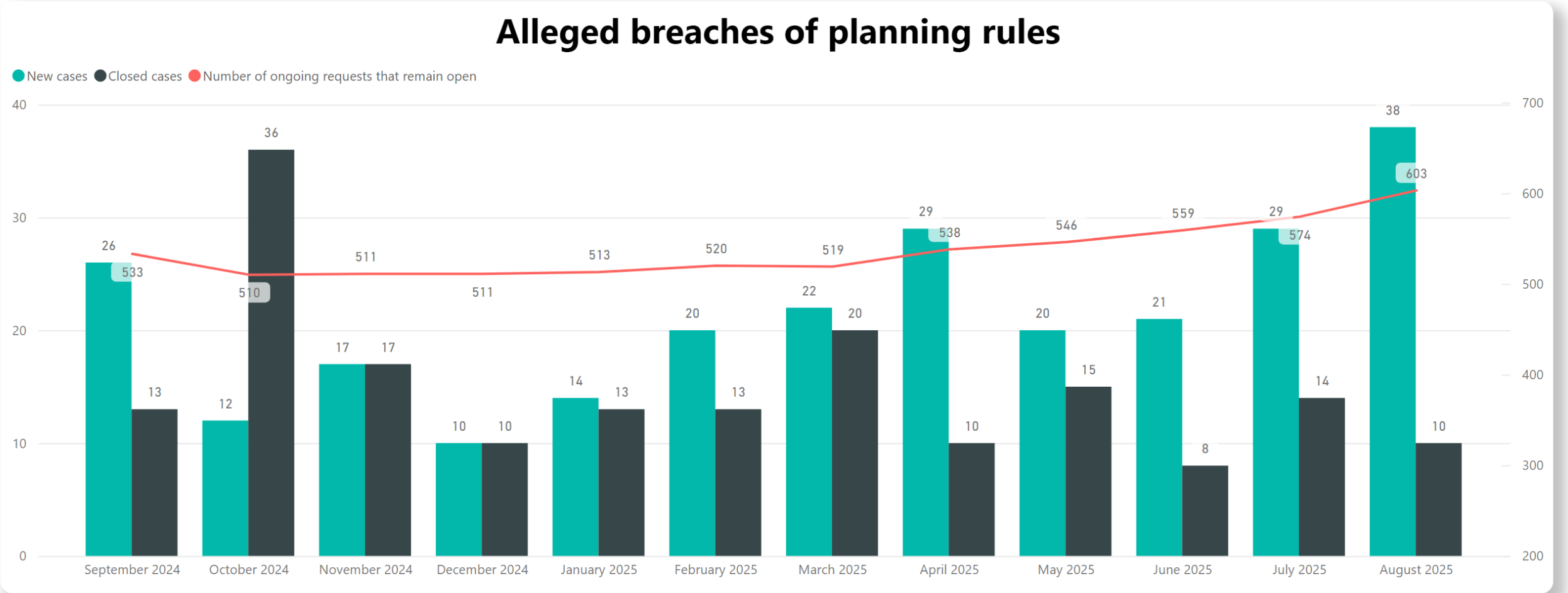
It appears that the number of Article 4 e-mails received has risen over this period. 55 formal enquiries were received, of which 13 were requests for advice before a formal application was submitted. The average response time is 21 days, which indicates a level of good service and that the team continues to cope with the workload.

# Planning

## C3 - Number of cases of alleged breaches of planning rules closed

Purpose of the Service: Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments included on the next page



# Planning

## C3 - Number of cases of alleged breaches of planning rules closed

### Comments

137 new complaints were opened and 57 cases were closed. The number of open cases has increased because of the increase in the number of new complaints received and with the current arrangements and resources, the average number of cases that can be closed each month has fallen by just over 10. This is as a result of internal changes to staff and the appointment of the Officer who deals with Enforcement cases to a Senior Article 4 Officer. Although the Officer remains within the Enforcement Team, he has been leading on new cases which are relevant to Article 4 which are currently taking more time. This highlights that it is necessary to ensure that the situation where there are open cases does not continue to increase, and that it is necessary to look at the administration arrangement of new cases to ensure that only those that require further action remain open. It is possible that exploring the use of AI for the administration, organisation and prioritisation of cases would be beneficial.

One case of non-compliance with a Section 215 (land) notice has been successfully prosecuted in the courts since the previous report.

One enforcement notice has been issued and the team is continuing to deal with 6 planning appeals against planning notices. Many planning breach and Section 330 notices have been issued where the investigations are ongoing.

The management and monitoring of unpermitted/illuminated signs at our main centres is ongoing, although no further case has been resolved at this stage.

The Article 4 team has 16 cases open which is fewer than the 21 previously reported. Three cases have been closed and seven new cases have been opened. It shows a small increase in the number of new cases which are relevant to Article 4 since the new year. A Section 330 notice has gone out to one other property and 2 Breach of Planning Control Notices (PCNs). There will be a need to wait for the outcome and content of the Section 330 notices and Breach of Planning Notices before deciding on the next steps.

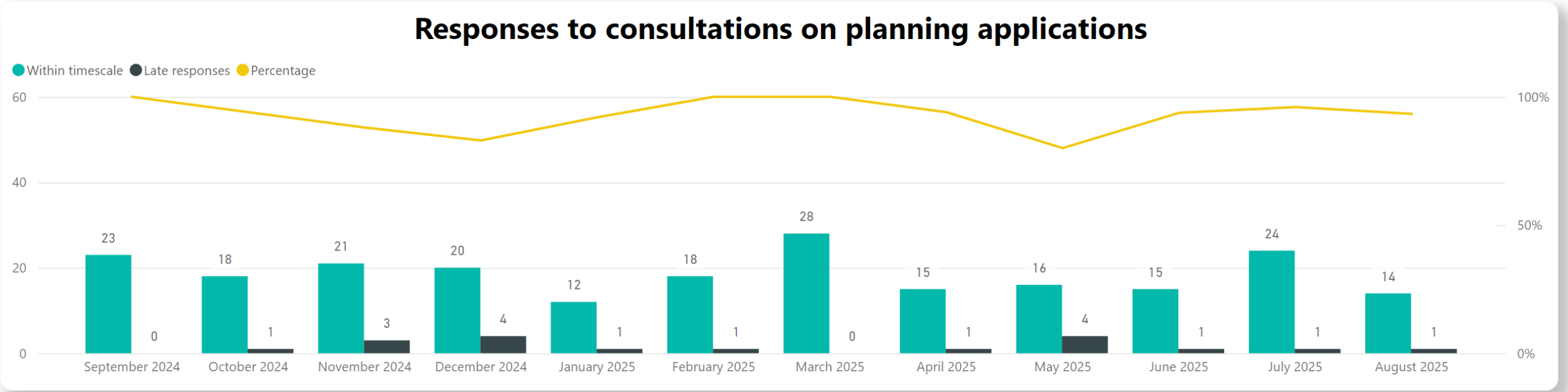
# Planning Policy

## PC1 - Percentage of responses to consultations on planning applications and pre-application advice provided within the time-frame

**Purpose of the Service:** Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

### Comments

Of the 92 consultations on planning applications and pre-application advice this year, 84 were delivered within time (91%). That's below the average for last year (93%). It is emphasised that the responses that went beyond the timetable were largely due to other work pressures including the work relating to the new Local Development Plan and work relating to the confirmation and implementation of the Article 4 Direction. It should be noted that the figures do not necessarily portray the complete picture every time; some applications, whilst 'completed' for the purposes of this indicator (as planning policy advice has been provided), can lead to lengthy and continued discussions as they are complex applications that require policy input over a period of time.

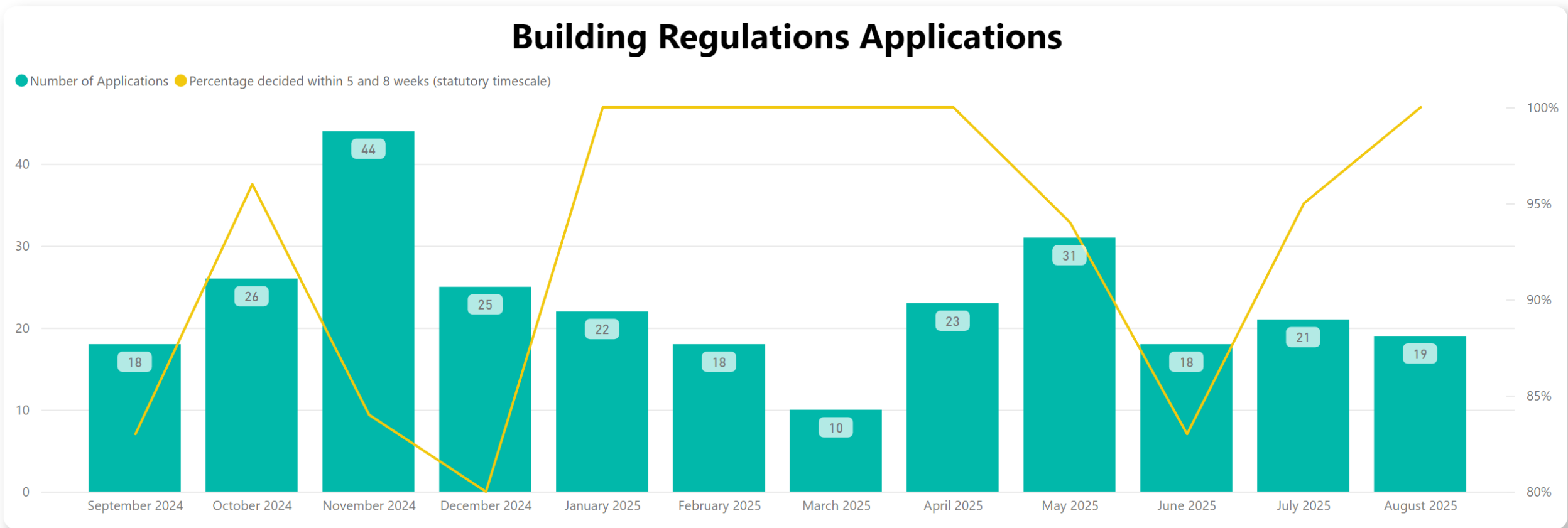


# Building Control

## RH1 - Percentage of applications determined within a specific time (5 and 8 weeks)

**Purpose of the Service:** Ensure construction meets reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

Comments included on the next page





# Building Control

## RH1 - Percentage of applications determined within a specific time (5 and 8 weeks)

### Comments

The aim of the Service is to meet the statutory time-frames and achieve the required target for each application. The most recent period has shown good performance in terms of decisions made on applications within the statutory time-frames.

Following the introduction of the Building Safety Act 2022, the service has training plans for 2025/26 to act on the statutory Local Government Building Control competency requirements, as well as Approved Private Inspectors, in terms of competency, where officers need to register with the Building Control Regulator as 'Registered Building Inspectors'. This is a threat to the service and the Council because officers are required to be qualified and registered to be able to practise within the sector, and it is also dependent on the building class that the registration is relevant to (domestic, commercial, high-risk). There will also be additional statutory responsibilities and performance standards to be fulfilled which is a challenge for the Service and the Council, where the Council will be audited by the Welsh Government/Building Safety Regulator to ensure that the Council's Building Control Service is performing to the required standards. This is added pressure on the officers of the Service, who will all need to register and pass relevant examinations so that they have a legal right to do their day-to-day work from 1 October 2024.

The service has Class 2A-F Registered Building Inspectors (Commercial and Domestic), and three Trainee Registered Building Inspectors. There are support and training arrangements, including a workforce plan for the team, in place to move the rest of the staff to register to the necessary level and competency. Officers who do not hold the required registration will need to be supervised by Officers who hold the relevant class registration and this will impose additional legal responsibilities and duties. The Auditor General for Wales published, in relation to building safety and Local Authority Building Management Services in Wales, 'Cracks in the Foundations' – Building Safety in Wales. There are four recommendations for Local Authorities, and there is a need to respond to how Councils intend to implement/satisfy these recommendations to improve the Building Control Services in terms of satisfying the requirements of the Building Safety Act and statutory performance standards. This work is ongoing, and support, guidance and co-operation is being provided by LABC for Local Authorities in Wales. Following the Grenfell inquiry's final report, published on 4 September 2024, the following recommendations were made in the executive summary in relation to Building Control. "Competition for work between approved inspectors and local authority building control departments presented similar conflicts of interest which affects them. As things currently stand, fundamental conflicts of interest will continue to exist and continue to threaten the integrity of the system. Therefore, we recommend that the government appoints an independent panel to consider whether it is in the public interest for building control functions to be carried out by those with a commercial interest in the process." The shortcomings we have identified in local authority building control suggest that all building control functions, including those currently carried out by local authorities, should be exercised nationally. Accordingly, we recommend that the same panel consider whether a national authority should carry out all building control functions." The service and the Department will monitor these developments and hold discussions with the Welsh Government via LABC Cymru.

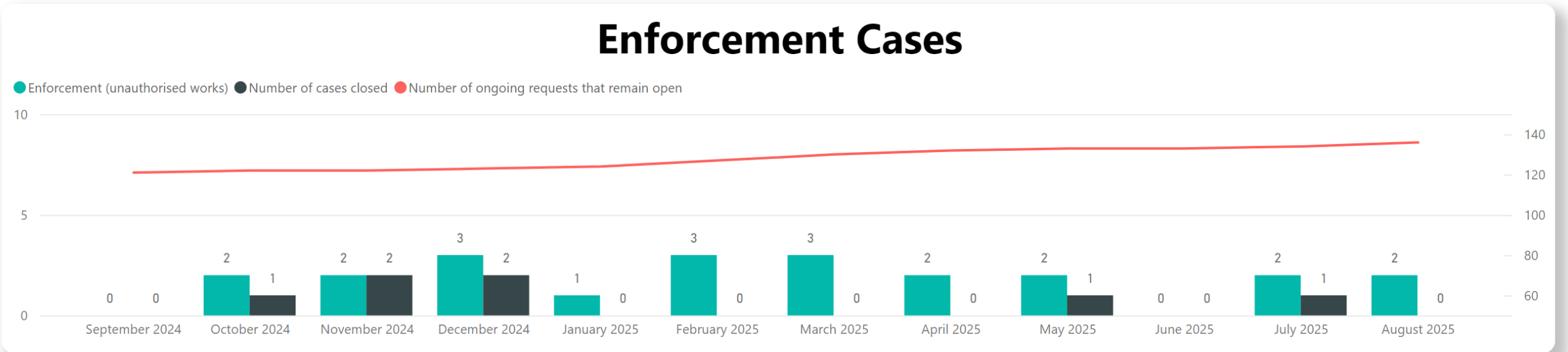
# Building Control

RH2 - Percentage of service requests on enforcement matters [not including dangerous buildings] that have been closed.

**Purpose of the Service:** Ensure construction meets reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

## Comments

Following feedback, we have split this measure and measure RH3 into separate measures in order to provide more clarity. During this period (1/4/25 to 31/3/25), the Service has registered eight cases / applications of unauthorised work, and two cases have been closed. The number of open cases is now 136, which highlights the challenges of dealing with the existing workload whilst balancing the time available for elements of the service which relate to attracting fees and elements without a fee. We are continuing with the intention to introduce further changes to the work-flow arrangements in the back-office system, and to ensure staff training to enable the collection of necessary information in terms of reporting in full on the open files within defined time-frames. In order to assist the Building Control Officers, discussions and arrangements will be made with the technical support unit to provide the required administrative support for the team, e.g. open and close cases in the system. We also need to review the cases being shown as open at present to confirm whether they continue to be open or not – but, unfortunately, delay has been inevitable with this due to sickness.



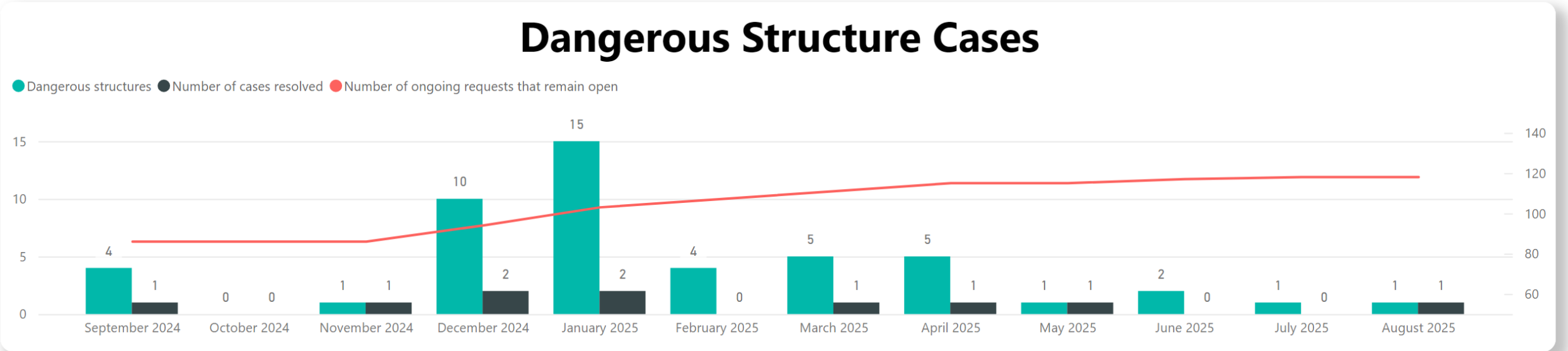
# Building Control

RH3 - Number of dangerous structures cases that have been made safe but where there is still a need to complete work

**Purpose of the Service:** Ensure construction meets reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

**Comments**

It must be emphasised that dangerous buildings are made safe within 24 hours in order to safeguard the public. In the period since adapting the measures (1/4/25 to 31/8/25), the Service has dealt with 10 cases of dangerous buildings which have been made safe within 24 hours, with three cases closed. The dangerous buildings cases are not closed until the work required on the site has been completed. Therefore, with the 118 cases that remain open, action has been taken by the Service to make the building safe for public safety, but work needs to be completed on the site. It must be noted that cases can remain open when the building has been made safe and work on the site has been completed, in cases where the Service has had to take steps to do work and pay for it, as a result of the legal steps required to reclaim costs. It is also noted that the cases currently shown as open need to be reviewed to confirm whether they continue to be open or not – but, unfortunately, there has been an inevitable delay with this as a result of sickness.



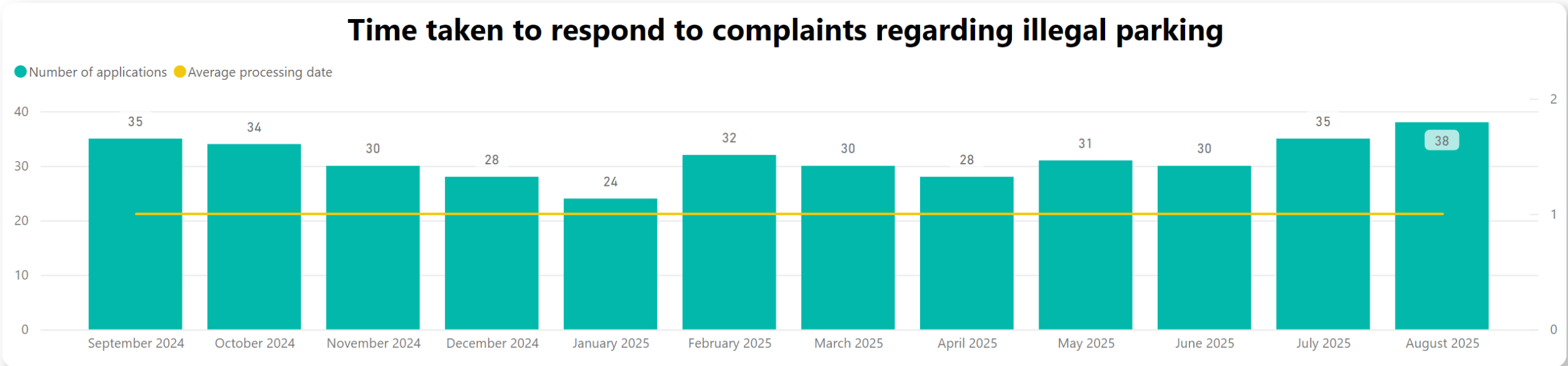
# Parking

## P&GS1 - The average time taken to respond to complaints of illegal parking

**Purpose of the Service:** Ensure safe management of the highway

### Comments

We have a total of nine Parking Enforcement Officers working across the county, and the service is operational over 7 days a week. The service receives complaints every day about all aspects relating to parking. Very often, it is not possible for the service to act due to a lack of powers or parking restrictions. For the purpose of this exercise, the following graph includes complaints from Local Members and/or members of the public about illegally parked vehicles on parking restrictions only – therefore, the officers were able to act. 71% of the locations received a visit within one day, with every location receiving a visit within three days. Every effort is being made to respond to complaints promptly, nevertheless, it is possible that periods of sickness or other absences within the team can cause delay. It was not possible for the Officers to enforce in 12% of locations as the condition of the restrictions did not meet the standard which allows for lawful enforcement. Applications have been transferred to the Council's Highways Department to repaint the road.



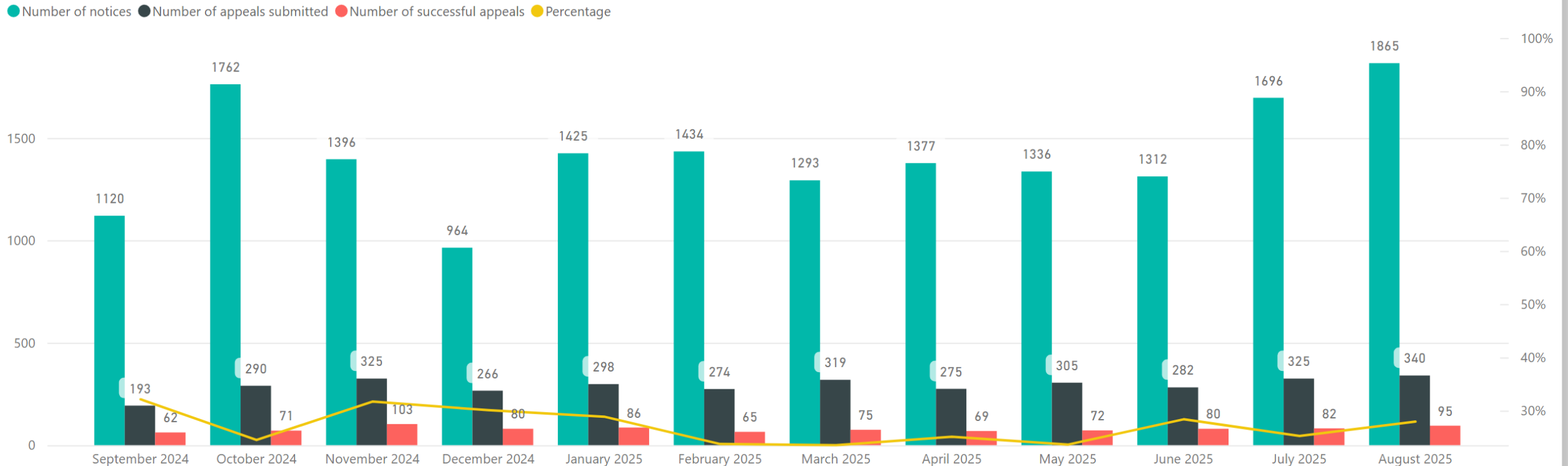
# Parking

## P&GS2 - Percentage of appeals that have been successful

Purpose of the Service: Ensure safe management of the highway

Comments included on the next page

### Percentage of successful appeals



# Parking

## P&GS2 - Percentage of appeals that have been successful

### Comments

Fines are issued for vehicles that park in breach of the on-street and off-street (car parks) restrictions. The service takes pride in the ability to deal with everyone in a consistent, fair and transparent manner. Every motorist who receives a fine is entitled to submit an appeal, should they feel that any unfairness or error has occurred.

Of the total 7,586 tickets issued by the Council, 1,527 appeals were lodged (April – August 2025), 398 of these, representing 26% of the appeals, were revoked. 5.2% of all tickets issued during the financial year to date have been revoked.

Apart from in extreme situations, the majority of successful appeals are from individuals who have bought a ticket in the car park but have not paid and displayed for various reasons, e.g. the ticket has fallen from sight or a customer has inputted one wrong digit by using the Pay by Phone app, or blue badge holders have misunderstood the terms. Every appeal is considered in full and if robust evidence reinforces the claim that a genuine mistake has occurred, the fine is revoked. In relation to the number of appeals transferred to the independent adjudicators for consideration, it is noted that only one case was submitted during the specific period in question, and that the outcome of this case was favourable to the Council.

We have amended the measure to include the total number of Penalty Charge Notices (PCNs) issued in order to provide wider context rather than focussing solely on those that had been appealed successfully as was the case in the past. We have also amended to note the total PCNs to show if they are 'on street' and 'off street' - see next measure.

# Parking

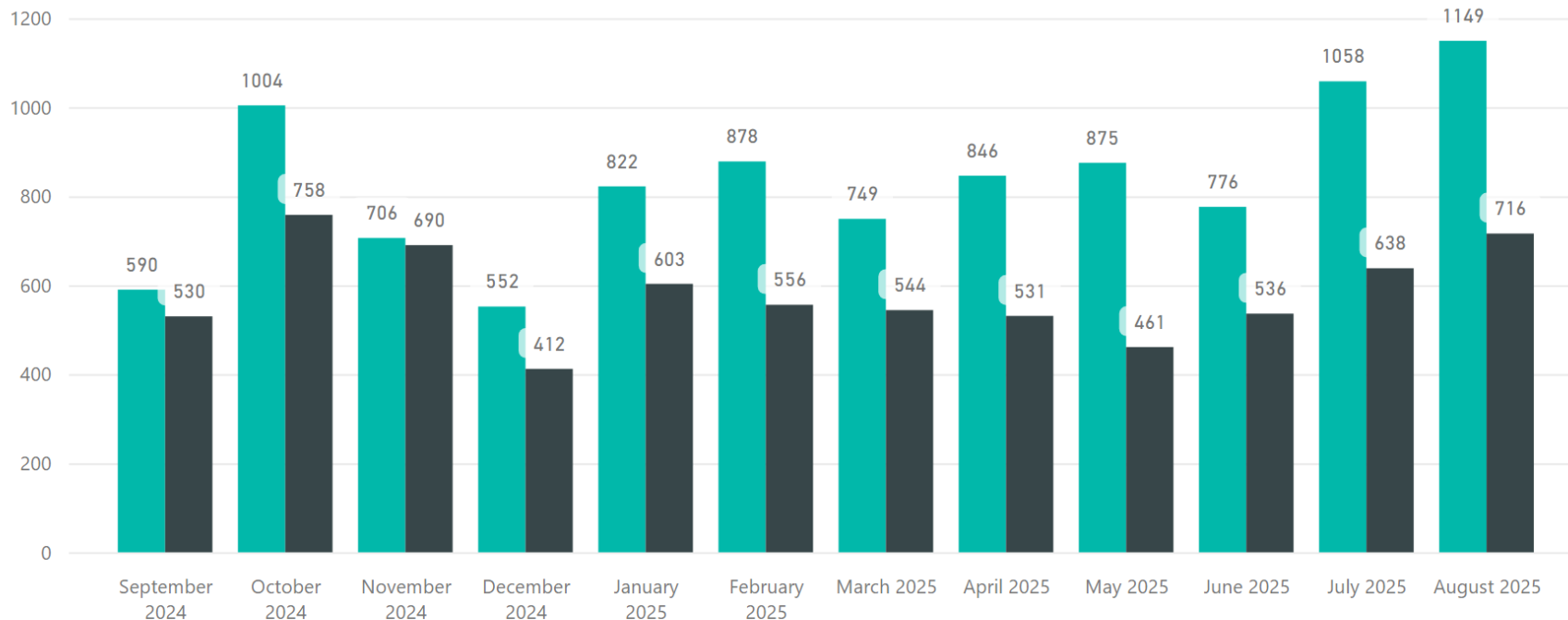
## P&GS3 - Number of on/off street notices

Purpose of the Service: Ensure safe management of the highway

Comments included on the next page

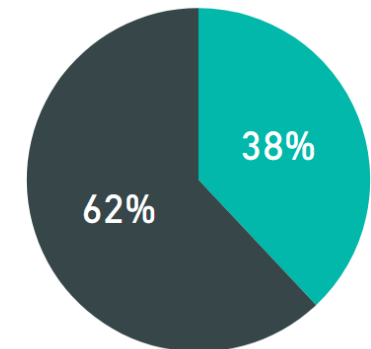
### Number of notices on street/off street

● Number on street ● Number off street



### Percentage on street/off street

● Off street ● On street





# Parking

## P&GS3 - Number of on/off street notices

### Comments

A special effort is made by the Council's Parking Enforcement Officers to ensure that there is an appropriate level of monitoring the roads network to ensure that the traffic flow moves unimpeded. They take appropriate enforcement steps against motorists who choose to park illegally on sections of the highway, including parking spaces where parking is permitted on the street for specific periods. The officers also make a valuable contribution to the maintenance of our pay and display machines, which are an important source of income to the Council. The graph highlights that 62% of the Fixed Penalty Notices issued to motorists between April 2024 and August 2025 were for parking offences on the highway, e.g. parking where there are parking restrictions such as single yellow lines, double lines, clearways, white lines to protect accesses, restricted stay parking bays or misuse of disabled parking bays.



# Streetworks

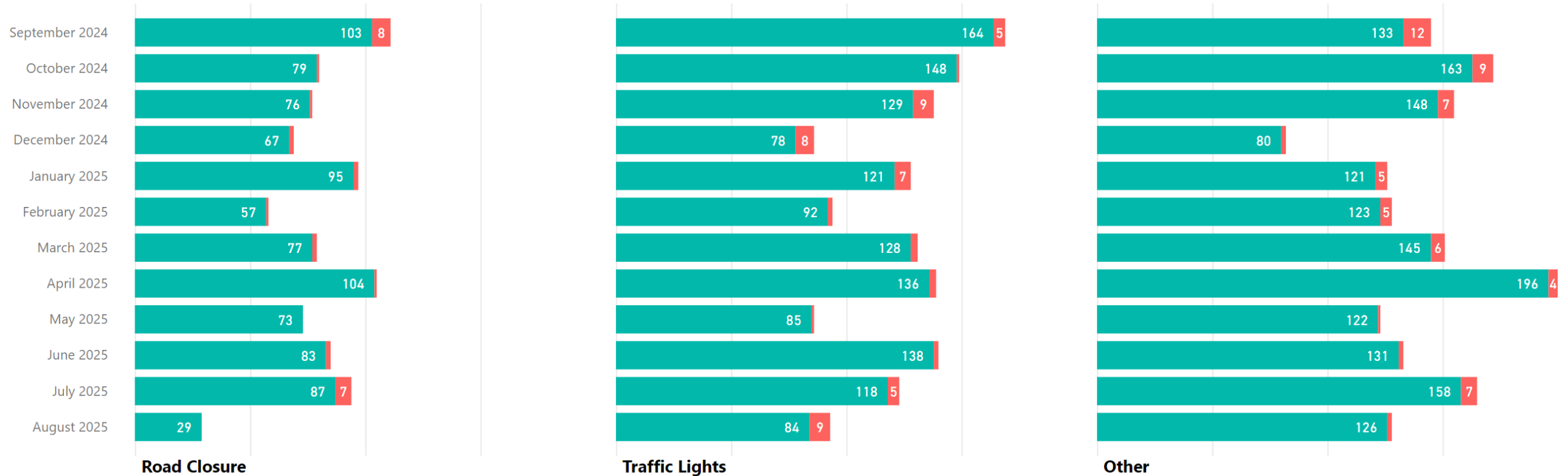
## P&GS4 - Number of works on the highway that have gone over the original timescale

Purpose of the Service: Ensure safe management of the highway

Comments included on the next page

### Works on the highway that have gone over original timescale

● Number of works ● Number of works over the original timescale



# Streetworks

## P&GS4 - Number of works on the highway that have gone over the original timescale

### Comments

The work carried out on our streets or roads is a part of daily life, and although it causes disruption to members of the public from time to time, such work is key in order to provide and maintain utility and transport services. The service's street inspectors are responsible for coordinating and monitoring all activities carried out on the public highway network by statutory undertakers or contractors and strive to avoid situations where areas are disturbed for long periods as a result of works. A set of specific conditions are imposed to manage this, and in some circumstances there is no option for an undertaker to extend the period. Although most of the activities are achieved within the original timetable, it is not uncommon to run over time on occasions, for various reasons, e.g. encountering something unexpected after starting to dig-up the road, delays due to staffing problems, relying on other companies, unable to obtain the appropriate tools or equipment. The above graph includes the data held about the percentages of works that ran behind the original schedule during the fixed period. There was a reduction in the number of works permitted on the highway during August, due to the national embargo period during the summer holidays.

\*There may be rare occurrences where companies have decided to undertake works without informing the Streetworks Service – the data does not include such situations."

# Traffic, Projects and Footpaths

## T&P1 - Number of requests that have received a response

**Purpose of the Service:** Manage and coordinate a safe and purposeful road network along with developing and implementing transportation projects

### Comments

Main Traffic Issues Identified:

- Complaints about Speeding:

A significant number of complaints have been received regarding speeding, particularly in 20mph areas. This remains an obvious concern among residents.

- Requests for Speed Reduction Measures:

There has been an increase in the number of requests to reduce speeds on roads beyond the 20mph and 30mph areas, reflecting wider concerns about traffic safety.

- Parking Prohibitions:

The number of requests for parking bans has decreased compared to previous years.

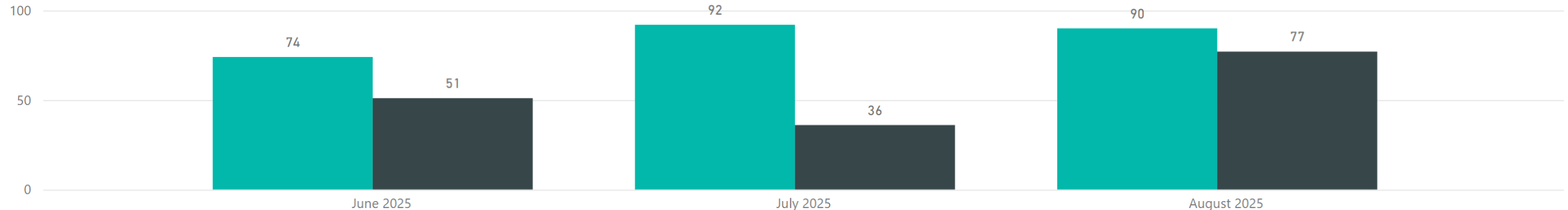
- Unanswered enquiries: There was a high number of unanswered enquiries during July, but the situation has improved significantly by August.

- Public Information: We are looking at ways to reduce the number of enquiries by improving the information available on our website, particularly in relation to traffic issues that come to our attention on a regular basis.

\*A new measure effective from June 2025.

## Number of requests that have received a response

● Number of requests for improvements ● Number of requests that have received a response



# Traffic, Projects and Footpaths

## T&P2 - Number of improvements introduced to structures on the county's footpaths networks

**Purpose of the Service:** Maintain and manage access networks

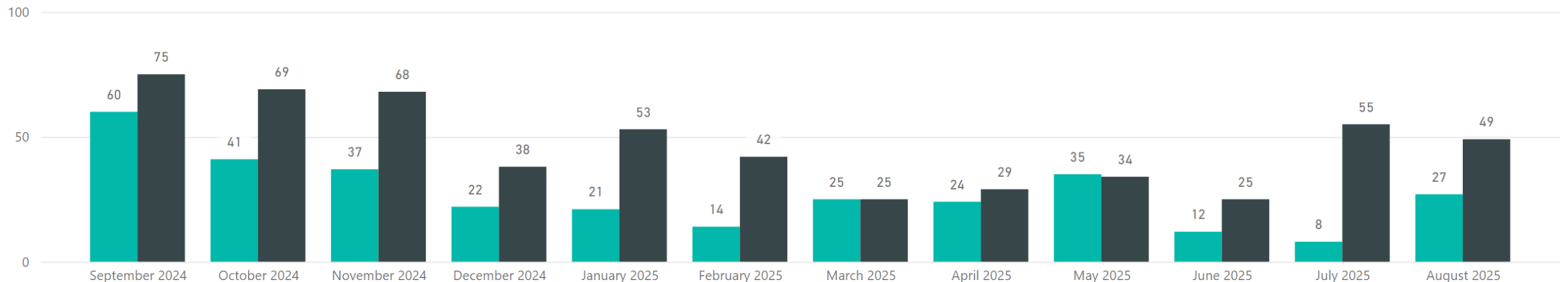
### Comments

This measure has been operational since April 2024, with the intention of showcasing the work being carried out to maintain and improve the public rights of way. The new structures being inputted on paths include improvements such as new gates (to replace stiles) and signs to facilitate use. In addition, the number of operations to maintain paths is reported, these are separate actions, as well as maintenance work such as cutting surface growth, improving the condition of a surface, etc. These measures have been in place for over a year and the statistics continue to show variance from month to month on the two measures. Unfortunately there have been problems with data collection software during the period in question so there is a possibility that this may have affected the data but we are confident that the issue has now been resolved.

Work is also underway to add another measure that will report on the number of users on routes. It is hoped to be able to start reporting on this soon.

### Number of improvements made to structures on the county's path network

● Number of new structures ● Number of routes maintained



# Public Transportation

## TC1 - Percentage of local bus journeys that arrive on time (up to 1 minute early or 5 minutes late)

**Purpose of the Service:** Provide quality public transport to the residents of Gwynedd in a cost-effective and sustainable way

**Comments**

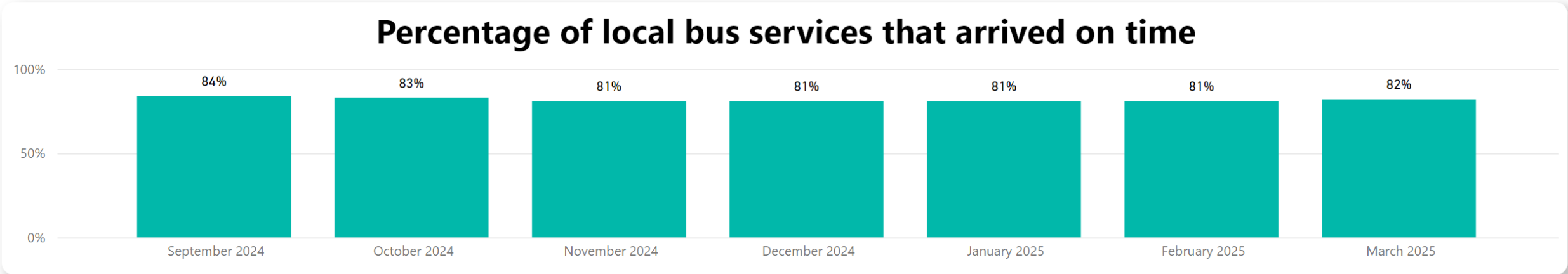
Cyngor Gwynedd through close collaboration with Transport for Wales, has been reviewing the public bus network in Gwynedd. This has been done on an area-by-area basis and the work has been completed further.

The intention of the review was to:

- Optimise resources to make the travel opportunities more attractive to the public (which includes potential new customers as well as those already travelling in an effort to make services environmentally positive and financially sustainable)
- Easy-to-understand timetables
- Provide a fairer ticketing approach across Gwynedd

This has led, overall, to positive feedback and an increase in passenger numbers which bodes well for the viability and sustainability of the services moving forward. This is in a climate where bus passenger numbers across Wales have been steady or falling, with rationalisation and reduction of bus service levels implemented in other areas of the country. One part of the work was to look at timetables and ensure that there is sufficient time for the buses to travel along the route.

Due to a contractual change in the company that holds bus time data, there is currently no access to the punctuality times. As there is no agreement between the operators and the Government to share this data, the Council does not currently have access to the punctuality data. We continue to press for access to the data as this is important evidence for us to measure the performance of local bus services.



# Public Transportation

## TC2- Percentage of travellers that use concessionary ticket/pay

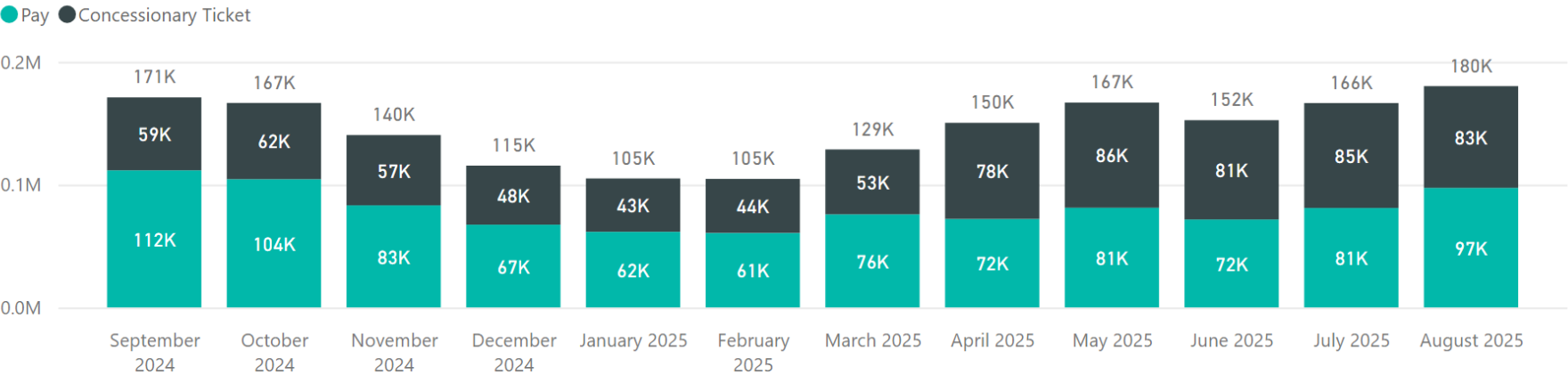
**Purpose of the Service:** Provide quality public transport to the residents of Gwynedd in a cost-effective and sustainable way

### Comments

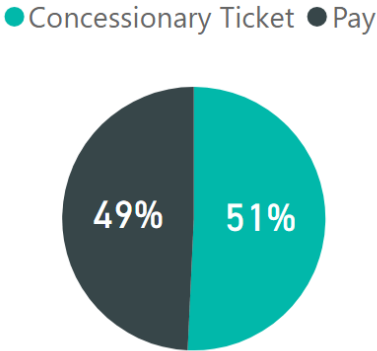
There are a number of factors influencing the use of bus services in general. When comparing month to month this can include several weekends in any one month and also the weather – especially during weekends, bank holidays and other peak periods. The number of learners who pay to travel on public buses is also changing and having an influence. The profile of the number of paying passengers and the number using a travel ticket is also changing. Moving further away from the COVID era, more travel ticket holders may be returning to travel on the buses more regularly.

Figures for services run on behalf of Cyngor Gwynedd with a share of grant funding show positive performance and an increase in journey numbers in the past year. Compared to August of last year, the Sherpa bus services have seen an increase of over 15% of journeys with a total of 83,393 during August 2025. The new G23 service running on the Barmouth – Harlech – Porthmadog route has also shown a 12% increase, with 9,059 of journeys in August 2025.

### Number of travellers that use concessionary ticket/pay



### Percentage of travellers that use concessionary ticket/pay



# Business - Back Office

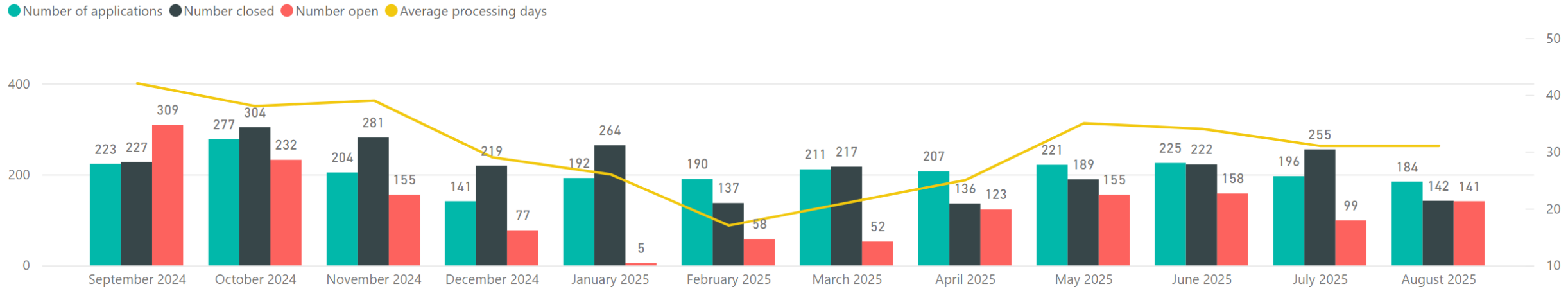
## B1 - Average time taken to process Land Charges applications

**Purpose of the Service:** Provide searches information for anyone wishing to purchase property or land within the Local Authority area.

### Comments

The Land Charges team has seen encouraging progress, with the average time to process applications stabilising following a challenging period. We acknowledge that the situation has been challenging with searches taking longer than we would have wished for our customers in the past. This was due to an increase in demand for the service, as well as work relating to the transfer of data to a national office system, with Gwynedd among the first Councils in Wales. In addition, to complete searches, there is a need to contact and receive a response from a number of services and other Council departments, and subject to the location of the search, with the Eryri National Park Authority also, which all have their own specific challenges. However, we anticipate a potential slippage for a period due to capacity issues related to long-term absences. The transition to the national system will go live February 2026, and there is some uncertainty about the exact knock-on effects of that. We will review the situation regularly and use a resource within the Business Unit to assist the Land Charges Unit where possible and when required.

### Land Charges Applications



# Business - Back Office

## B2 - Percentage of calls receiving a response

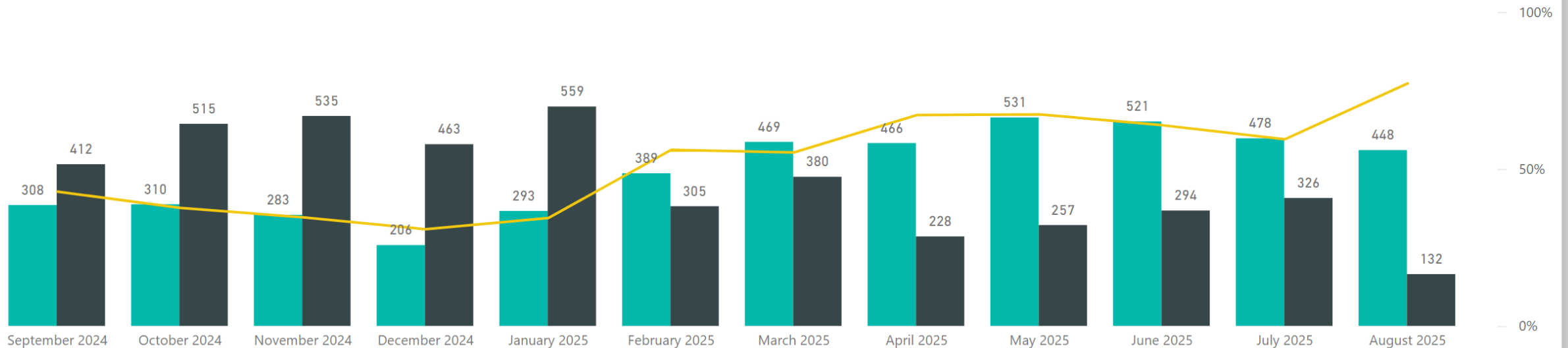
**Purpose of the Service:** Support Public Protection officers by providing a front-line service to customer enquiries

### Comments

A slippage has been seen in the percentage answered during the first half of 2024/25, as we have been acting on and implementing a savings scheme to reduce the team's structure from 4 to 3 and the third officer has now obtained a new job, which means that the team has been down to two members, and one at times, due to absence. We successfully appointed a new member to the team at the beginning of February 2025, and this has had a positive impact on our call response percentage since then, with a further training period provided.

### Calls to the Public Protection hunt group

● Calls answered ● Calls missed ● Percentage answered





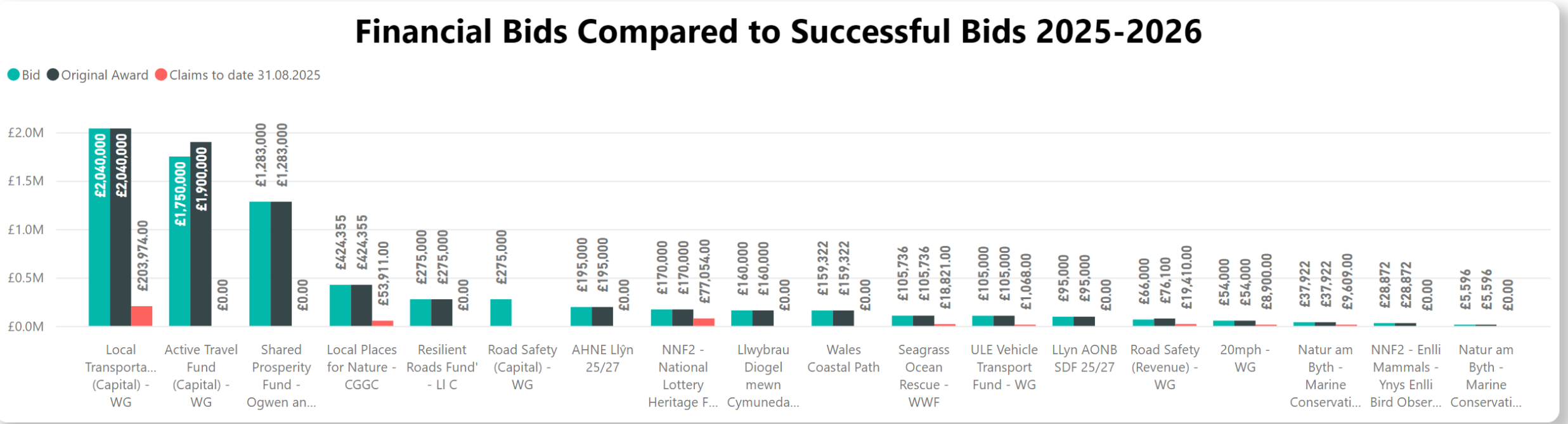
# Finance Monitoring

## MC - Total Financial Bids Compared to Successful Bids (Managerial Data)

**Purpose of the Service:** Support services across the Department on procurement processes' finance monitoring matters and buy-wise and IT systems

### Comments

One of the aspects in which the Department excels is attracting grants for improvement schemes on our network of roads, footpaths and the multi-use 'active travel' network, reactive work to protect wildlife and landscapes, improving Rights of Way, developing and maintaining coastal paths, improving the quality and condition of AONB areas; lonydd glas network; Pen Llŷn a'r Sarnau Special Area of Conservation; Marine ecosystems; and the Llŷn Landscape. The Department has traditionally succeeded to attract grants for schemes such as road and bridge improvements; cycle paths and safe routes within our communities, maintaining and developing footpaths, cycle paths and bridleways, as well as conserving and safeguarding species and landscapes.



# (HD) Safeguarding Training Performance: Environment Department

There is a series of mandatory training that is a corporate priority that Council staff are required to complete.

As a Department, regular messages are shared with our officers to highlight the importance of completing the mandatory training.

In line with the request of the Safeguarding Strategic Panel, the following outlines the latest in the performance of the Environment Department office staff in relation to '**Violence Against Women, Domestic Abuse and Sexual Violence**' (VAWDASV) and '**Safeguarding**' training.

**99% of the Department's office staff have completed the Violence and Abuse Against Women (VAWDASV) training** with one of the two individuals yet to complete currently absent from work.

**94% of the Department's office staff have completed the Safeguarding training**, with two of the 11 members of staff who have not completed to date, currently absent from work.

We will continue to encourage the remaining staff to prioritise completing the training as soon as possible.

Due to the nature of the work of some of the Department's Services, frontline staff do not have access to a computer as part of their job in order to be able to complete training through the training portal.

This mainly applies to the Waste Collection and Treatment workforce. We are currently discussing the best way to ensure that these 214 individuals are able to receive the required training. It is likely that the training will need to be provided face-to-face, and we are awaiting further guidance from HR regarding the next steps.