

MEETING	Scrutiny Committee
DATE	November 6, 2025
TITLE	Cabinet Member for Highways, Engineering and YGC Performance Report
REASON FOR SCRUTINY	An opportunity for Members to discuss and scrutinise the Department's improvement measures and priorities
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CABINET MEMBER	The Councillor. June Jones

1. Why does it need to be scrutinised?

To provide an update for Committee Members to scrutinise performance issues within the Department.

2. Background / Context

2.1 Background / Introduction

The purpose of this report is to update you on what has been achieved in the area I am responsible for as Cabinet Member for Highways, Engineering and YGC. This includes outlining the latest with the promises in the Council's Plan; the day-to-day work of the Department; as well as the latest in terms of savings plan and cuts.

We are implementing the Council's Plan for 2023-28, and here I report on the progress made up to the end of September, acknowledging that it remains early days in the context of some of the promises that are new in the document since April this year. Nevertheless, all issues have been the subject of discussion, I have challenged them at a performance challenge meeting, and I am satisfied with the Department's performance.

2.2 Logic and justification

2.2.1 Performance of Council Plan Projects

Progress against the milestones for the projects led by the Department within the 2023-28 Council Plan, can be seen in Appendix 1. We can see that the Department has made good progress against the main milestones of the projects within the Plan.

- **Extending play and socialising opportunities for children and young people in the County**

Having received support from the Welsh Government through the Playing Opportunities grant to improve the quality and accessibility of play areas, work is underway to deliver improvements that will benefit the children and young people of Gwynedd. The Department has been successfully working with Bangor City Council recently and we are in the process of transferring the Maes Tryfan playground to their ownership.

- **Flood Risk Assessment**

The Local Flood Strategy has been adopted and is in place. Since the submission of the Strategy to the Welsh Government we have received their comments which were specifically around the use of different terminology. This does not mean that any further updates are required to the content of our strategy and we are now acting on its content.

- **Clean and Tidy Communities**

The route optimisation system is being introduced as a trial in the Arfon area before being rolled out across the County. This investment will lead to a reduction in the service's current overspend by working in a more effective manner. Town cleaners have been appointed in Caernarfon and Bangor and we will be extending the arrangements to the town of Pwllheli and Porthmadog for spring 2026. By purchasing bespoke road sweepers, the service has modernised its cleaning fleet thereby reducing any reliance on hired vehicles.

2.2.2 The Department's day-to-day work (Performance Measures)

The Department's performance measures can be found in Appendix 2. There are 29 measures that reflect the purpose of the Department's services.

The measures are regularly discussed at the Performance Challenge and Support meetings and following our meeting in October this year 62.1% of the measures are reported as green. This is a confirmation of the good work noted against the performance of the services. Notice that 37.9% are recorded as amber and are receiving further attention as part of the discussions surrounding the challenge and support process. It is good to note that no measures have been recorded as being red.

Here is an overview of some of the Department's measures.

Corporate/Departmental measures - these have been included for the first time this year which look at measuring the performance regarding Freedom of Information Requests, Mandatory Titles, Language Self-Assessment and the department's sickness rate. It should be noted that our Freedom of Information request response percentage at the end of quarter 2 was 96.4% which is commendable. The department's work to encourage staff to complete the mandatory titles is also to be commended as there has been a significant leap between the first two quarters of the year. There is still work to be done and we hope that the percentage will continue to improve over the next quarter.

Highway Maintenance – our performance on dealing with defects is very good and indeed the Service has just been through an insurance audit which looks at our arrangements dealing with third party claims and they were very pleased with the procedures we had in place. The service recognises that our arrangements need to be reviewed to ensure that work is accurately recorded on our systems to ensure reliable data and this work has been put in place.

Street Lighting - The service continues to respond to faults within their 5 day time target, and indeed responds to them on average within 2.5 days. However, if there is a fault with an asset owned by the National Grid, they have 20 working days to respond which is beyond our control.

Street Scene - Up to the end of quarter 2 the Enforcement Unit, within the Street Scene Service has seen an increase in the percentage of Fixed Penalty Notices that have been paid. The performance is currently 77% compared to 71% for last year. Any income generated is re-invested to respond to fly-tipping, dog fouling, litter and fly-posting problems.

Public Toilets – This service has been extremely busy over the summer and as a result has seen the number of complaints received increase slightly compared to the same period last year. One incident in a particular toilet was reported several times by various members of the public which has contributed to this increase. The most frequent complaints are about opening hours.

Gwynedd Consultancy - YGC continue to perform well with 7 out of their 8 measures being green. The work programme remains healthy with several flood and engineering projects in place. The team offer a range of specialist consultancy services not only in Gwynedd but now across Wales.

2.2.3 External Auditors' Reports

There has been no external audit to date in 2025/26.

2.2.4 Savings and Cuts Plan

The total Savings Schemes for 2025/26 are £533,500. The Department has, or is on track, to achieve a total value of £212.5k, with a total value of £321k slipping or that there is a risk of not being able to realise.

3. Consultation

The report has been created on the basis of information submitted to the most recent meeting to challenge and support the performance of the Department of Highways, Engineering and YGC, with the Corporate Director, Head of Department, Service Managers and myself attending the meeting.

Appendices

Appendix 1: Council Plan projects milestone progress report

Appendix 2: The Departments' Performance Measures