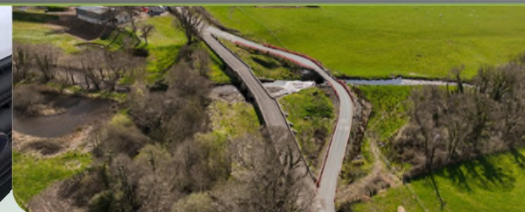




APPENDIX 2- PERFORMANCE MEASUREMENT AND SUPPORT

HIGHWAYS, ENGINEERING AND YGC



Performance Measurement and Support (PP/YGC)

Period: 01 April – 30
September 2025

29

Measures

0%

% Red

37.9%

% Amber

62.1%

% Green

Departmental Measures

Highway Maintenance Service

Street Lighting Service

Fleet Management

Street Scene and CCTV Service

Municipal Assets Service

Building and Infrastructure Service - YGC

Business and Project Delivery Service - YGC

Water and Environment Service - YGC

Technical Service - YGC

**PP01 –
Departmental**

Percentage of staff that have
completed the mandatory
titles

59.0%

**PP02 –
Departmental**

Percentage of FOI requests
answered within 20 days

96.4%

**PP03 –
Departmental**

Number of sick days per FTE

4.62 days

**PP04 –
Departmental**

Percentage of staff that have
completed the Language Self
Assessment

95.6%

**PP05 – Highway
Maintenance**

Number of critical defects

180

**PP06 – Highway
Maintenance**

Number of safety defects

1,839

**PP07 – Highway
Maintenance**

Average number of days to
complete a pothole complaint

7.47 days

**PP08 – Highway
Maintenance**

Percentage of our class A,B
and C roads that are in good
condition (no defects)

53.7%

**PP09 – Street
Lighting**

Average number of days to
repair street lamps

2.5 days

**PP10 – Street
Lighting**

Street Lamps Energy
Consumption

On track

**PP11 – Street
Lighting**

Percentage of Inspection
Programme completed

51.0%

PP12 – Fleet Management

Total Council Fleet

538 vehicles

PP13 – Fleet Management

Percentage of "green" vehicles in the Council's fleet

39.0%

PP14 – Fleet Management

Fuel Consumption

Monitoring

PP15 – Fleet Management

Percentage of work requests answered within 1 hour

80.0%

PP16 – Street Scene

Number of fly-tipping cases per 1,000 population in Gwynedd

1.6 cases

PP17 – Street Scene

Average number of days to respond to a "Dog Fouling" request

7.79 days

PP18 – Street Scene

Percentage of Fixed Penalty Notices that have been paid

77.0%

PP19 – Street Scene

Number of work requests to the Tim Tacluso 'Ardal Ni'

512 requests

PP20 – Public Toilets

Average number of days to respond to a "Public Toilet" enquiry/complaint

5.76 days

PP21 – Public Toilets

Number of requests per site

2.2 requests

YGC22 – Building and Infrastructure

Meet the Building Unit's financial target

Monitoring

YGC23 – Business and Project Completion

Meet the YGC service wide financial target

On track

YGC24 – Business and Project Completion

Score out of 10 for Customer Satisfaction

Score of 9

YGC25 – Water and Environment

Flood Risk Management Asset Audit Programme

On track

YGC26 – Water and Environment

Percentage of SuDS applications answered within the target of 49 days

90.0%

YGC27 – Water and Environment

Number of Flood Plans completed

On track

YGC28 – Technical Service

Percentage of structures in satisfactory or better condition (Critical BCI)

68.0%

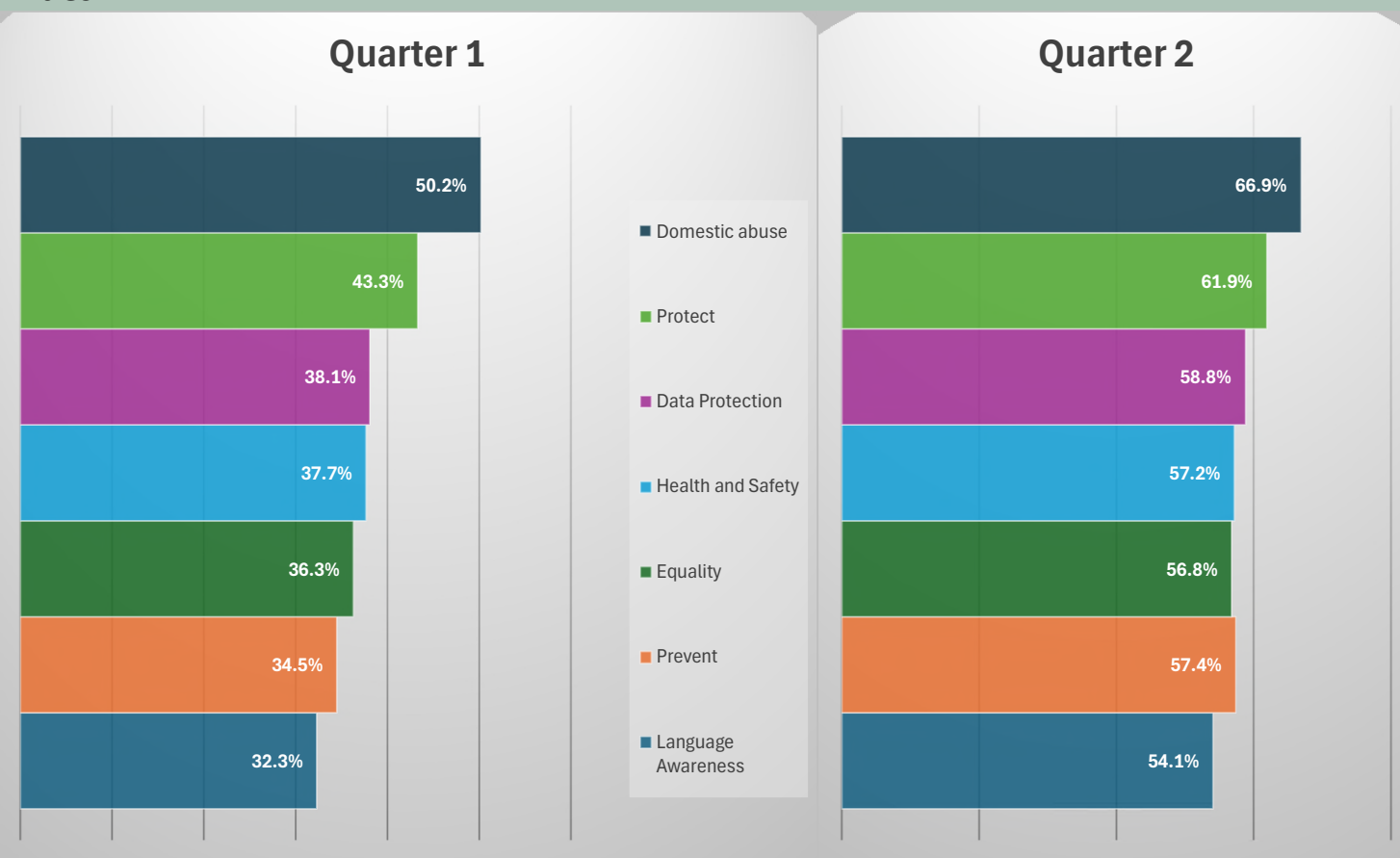
YGC29 – Technical Service

Percentage of inspections completed

67.1%

Departmental – Mandatory Titles

Percentage of Highways, Engineering and YGC staff that have completed the Mandatory Titles



Responsible Manager:

Steffan Jones (Head of Department)

PP-01 – Percentage of staff that have completed the mandatory titles

Performance Overview:

The graphs show that between the end of quarter 1 and quarter 2 there has been a significant increase in the number of staff who have completed the mandatory titles within the Department.

Work has taken place to encourage staff to complete the titles as soon as possible. However, there are challenges for frontline staff to access the modules on self-service as they do not have email addresses.

To overcome this, the Street Scene Service has arranged for the frontline workers to come in and complete the titles. This work has been praised by the Learning and Development Unit and is encouraged as good practice that should be emulated by other departments.

Work is now starting with road workers and it's hoped that the percentage will increase again by the third quarter.

There is now an eighth mandatory title and the percentage for this one – "Freedom of Information" will be added in the next performance report.

Departmental - Freedom of Information Requests

Total number of request up to Qtr 2

57

Number replied on time

55

Number of late replies

2

Percentage of requests answered on time

96.4%

Note: Numbers do not include applications that the Department responds to as part of a cross-departmental request

Responsible Manager:

Steffan Jones (Head of Department)

PP-02 – Percentage of FOI requests answered within 20 days

Performance Overview:

During Quarter 1 the department received 24 freedom of information requests and 22 were answered within the 20 days which equates to **91.7%**. Both late requests had been answered two days late.

During Quarter 2 the department received 33 freedom of information request and 33 were answered within the 20 days, which equates to **100.0%**.

The performance has improved between the two quarters and the response percentage within 20 days is **96.4%** for the year to date.

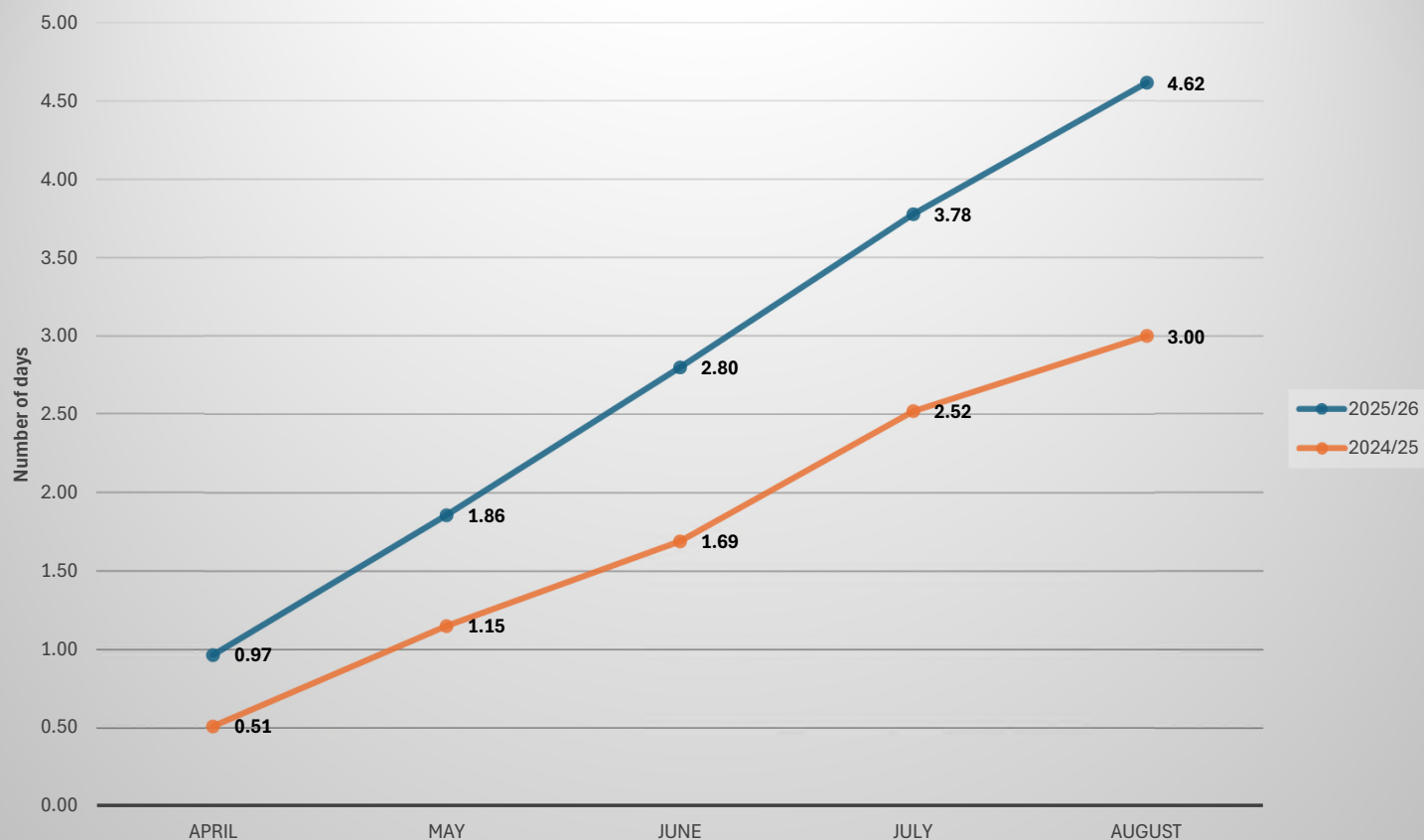
The department's performance for the first two quarters has certainly improved from the performance for 2024/25 when only 87.9% of requests were answered within the 20 days.

The department has also established a new tracking procedure for the Freedom of Information Requests which it is hoped will help us keep the response percentage high for 2025/26.

The Department received a presentation from the Statutory Information Protection Officer at our Managers meeting at the end of September.

Departmental - Number of Sick Days

Number of sick days per FTE (Cumulative)



Responsible Manager:

Steffan Jones (Head of Department)

PP-03 – Number of sick days per FTE

Performance Overview:

These figures reflect the period from April to August. This year's sickness levels are slightly higher than they were for the same time last year.

However, the Department's figures this year follow a similar pattern to the one for the whole Council.

A figure for the entire Council by the end of August was 4.43 days, so the Department's performance was slightly worse at 4.62.

The Department has had a number of long-term sickness cases this year that has pushed our average number of days up.

Work has been undertaken to identify an improved Department structure, and this will allow us to look at which services have higher levels of sickness than others.

Departmental – Language Self Assessment

Responsible Manager:

Steffan Jones (Head of Department)

PP-04 – Percentage of staff that have completed the Language Self Assessment

Performance Overview:

- The Department employs 433 staff.
- 265 of the staff have completed the Language Self-Assessment which is 61.2%.
- For a further 149 of the workforce (frontline), the line managers have completed an assessment on their behalf.
- This leaves 19 who have no language assessment at all.
- 96.9% of staff meet the language designation of the post.
- There are 13 members of staff who do not meet the language designation of their position. Of these, 2 are currently receiving language training.

We support our staff to attend relevant training, see below for the numbers who have attended training this year.

1 x Entry Course 2
1 x Intermediate Course 2 – Learn Wales
1 x 'Using' Welsh Advanced Work Course – Nant Gwrtheyrn
1 x Confidence Building Course

Total Staff

433

Self-assessment

265

Manager Assessment

149

Total

414

Without Assessment

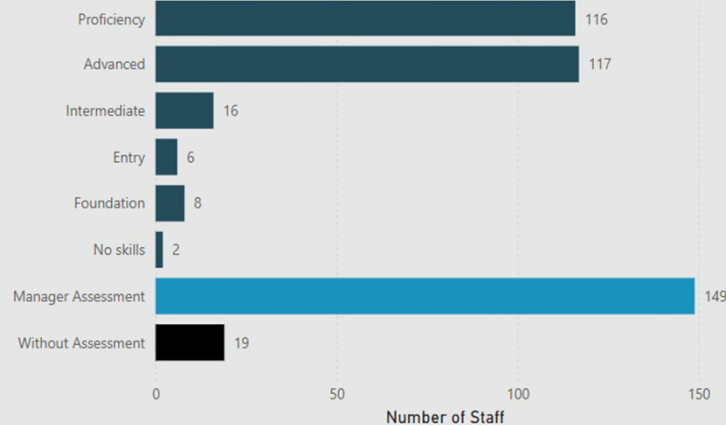
19

61.2%

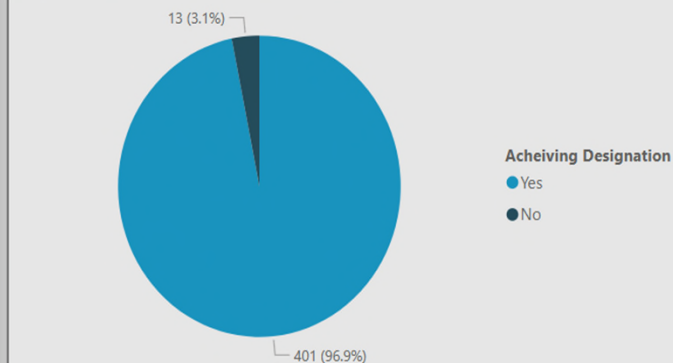
34.4%

95.6%

Average Level



Number of staff achieving the language designation of their post (not including those without an assessment)



Highway Maintenance Service (Critical Defects)

Responsible Manager:

Gareth Roberts (Dwyfor Area Engineer)

PP-05 -Number of critical defects

Purpose of the service:

To enable the public to travel on Gwynedd's roads safely and unhindered.

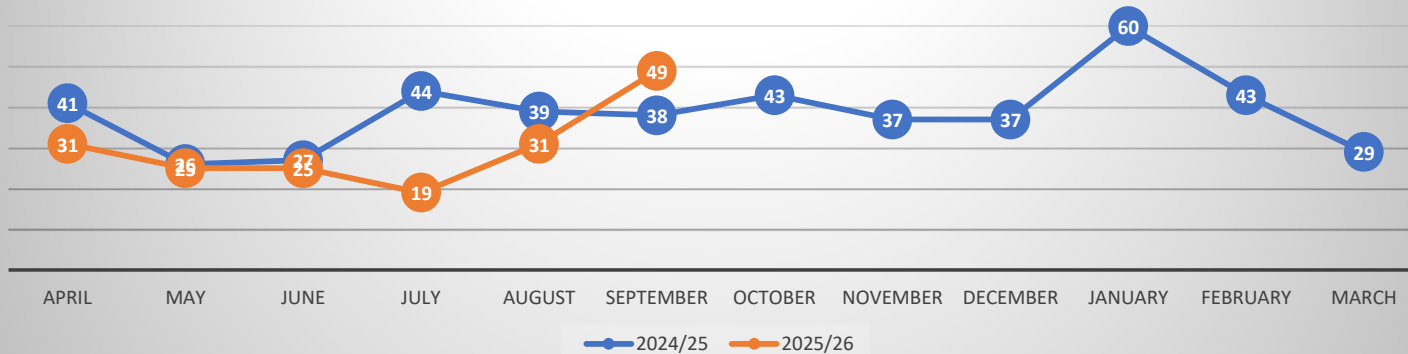
Performance overview:

Critical Defect: Response to this type of defect is within 2 hours.

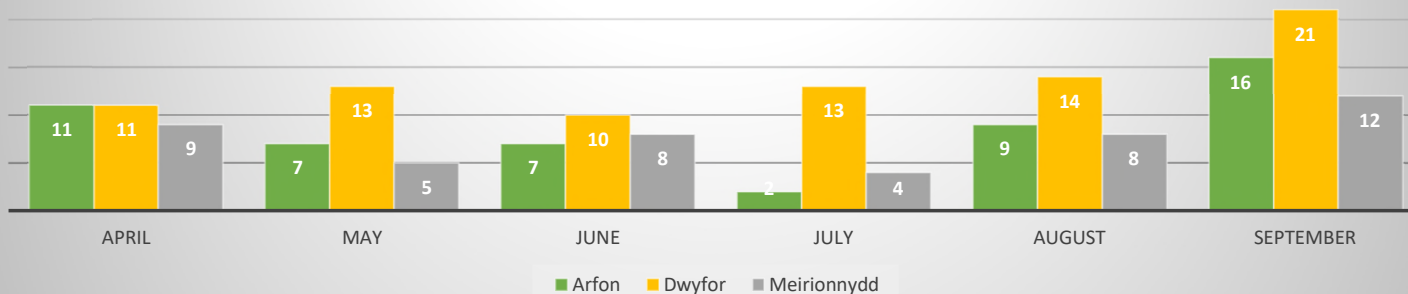
A critical deficiency is a situation in which the inspection officer considers the risk to safety to be high enough to require immediate attention.

By September this year there were a total of 180 critical defects which are 35 fewer than the 215 for the same period last year.

Number of Critical Defects



Critical Defects by Area 2025-26



Highway Maintenance Service (Safety Defects)

Responsible Manager:

Gareth Roberts (Dwyfor Area Engineer)

PP-06 - Number of safety defects

Purpose of the service:

To enable the public to travel on Gwynedd's roads safely and unhindered.

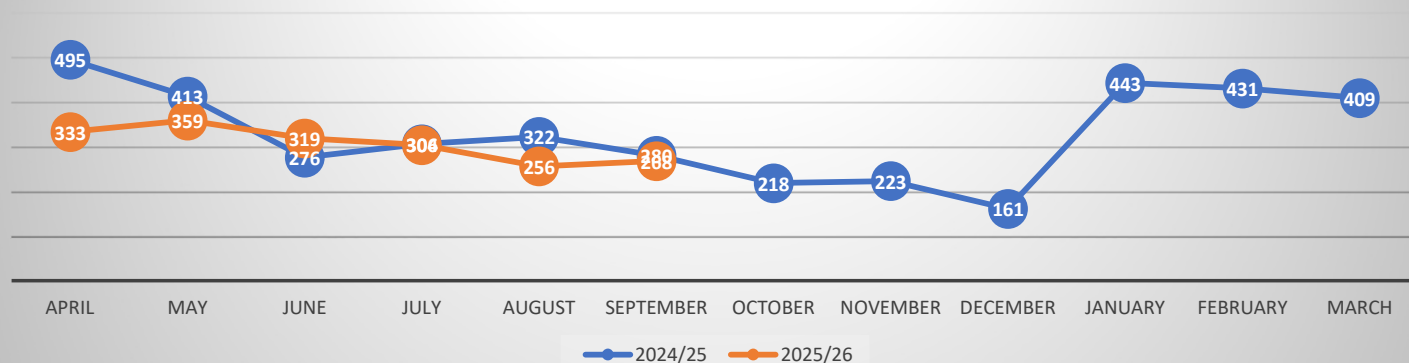
Performance overview:

Safety Defect: Respond before the end of the next working day.

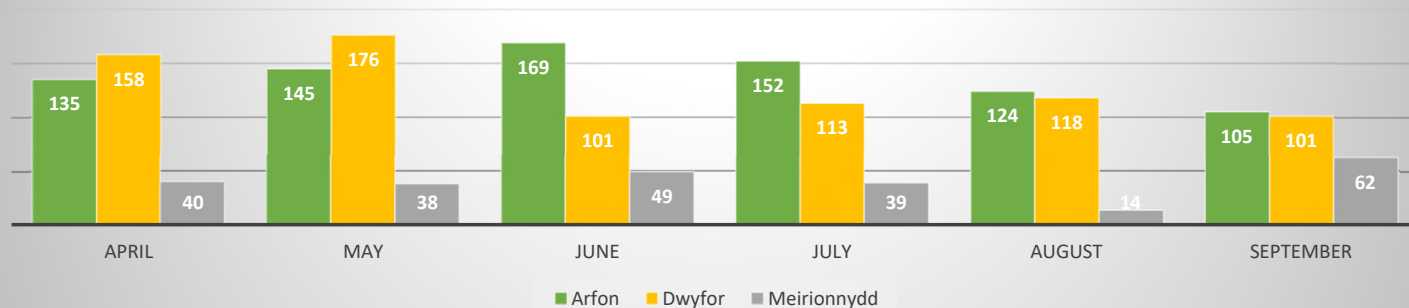
A safety defect is a service request or defect that requires a response as soon as possible in order to eliminate a potential risk of injury to users.

By September this year there were a total of 1,839 safety defects which are 12% fewer than the 2,092 for the same period last year.

Number of Safety Defects



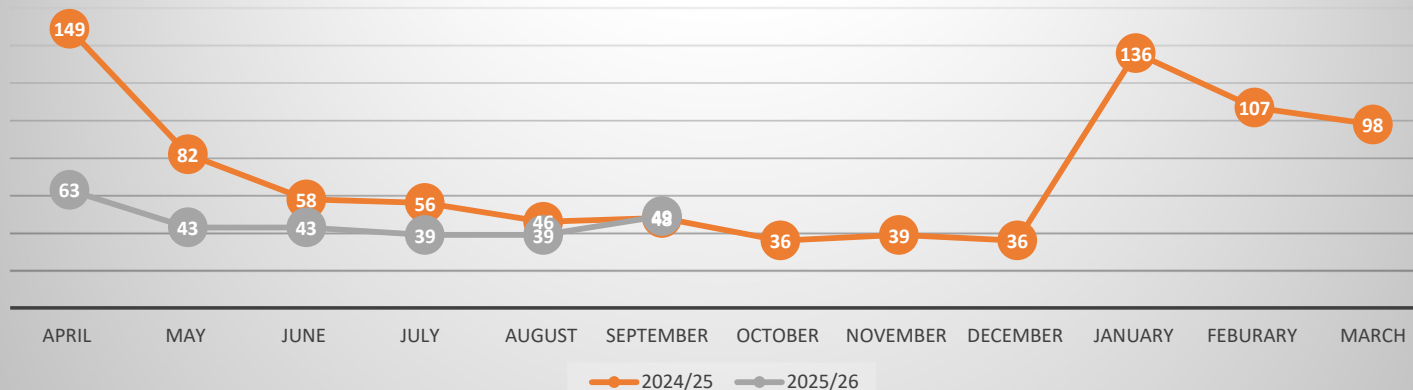
Safety Defects by Area 2025-26



Highway Maintenance Service (Road Conditions)

Number of Enquires: Potholes

(Across Gwynedd)



Period = 1/4/25 – 30/9/25

Average days to
respond to
customer
5.97

Average days to
complete enquiry
/ complaint
7.47**

Responsible Manager:

Adrian Wyn Williams (Meirionnydd Area Engineer)

PP-07 – Average number of days to complete a pothole complaint

The Purpose of the Service:

To enable the public to travel on Gwynedd's roads safely and unhindered.

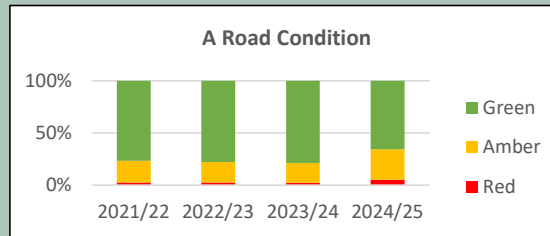
Performance Overview:

- The line graph compares the numbers of "potholes" complaints that have been received through the FFOS system.
- The number of complaints received this year has fallen – 276 to the end of September compared to 439 in the same period in 2024/25.
- Between April and September this year the average number of days of customer had to wait for a response was 5.97 days and the average number of days to complete the query was 7.47 days.

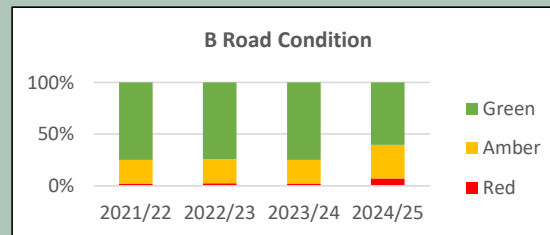
**The average number of days to respond includes all deficiency categories; that is – the response times would vary depending on the defect.

Highway Maintenance Service (Road Conditions)

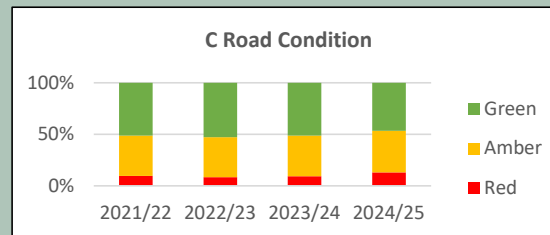
A Road Condition			
Year	Green	Amber	Red
2021/22	76.8%	20.8%	2.4%
2022/23	77.9%	19.8%	2.3%
2023/24	79.0%	19.0%	2.0%
2024/25	65.9%	29.1%	5.1%



B Road Condition			
Year	Green	Amber	Red
2021/22	75.0%	23.0%	2.0%
2022/23	74.3%	23.3%	2.4%
2023/24	75.0%	23.0%	2.0%
2024/25	60.5%	32.6%	6.9%



C Road Condition			
Year	Green	Amber	Red
2021/22	51.3%	39.1%	9.6%
2022/23	52.8%	39.0%	8.3%
2023/24	51.4%	39.1%	9.5%
2024/25	46.6%	40.4%	13.1%



Responsible Manager:

Ian Morgan (Arfon Area Engineer)

PP-08 - Percentage of our class A,B and C roads that are in good condition

Purpose of the service:

To enable the public to travel on Gwynedd's roads safely and unhindered.

Performance overview:

The graphs show the results of technical tests on our Class A, B and C roads with the results being expressed in percentages in the tables. These audits are carried out by the Welsh Government throughout Wales.

Green = Road, generally, in good condition, no defects need further inspections.

Yellow = Road exhibiting defects need inspection soon to identify suitable repair work

Red = Condition is generally poor and will likely require planned maintenance soon.

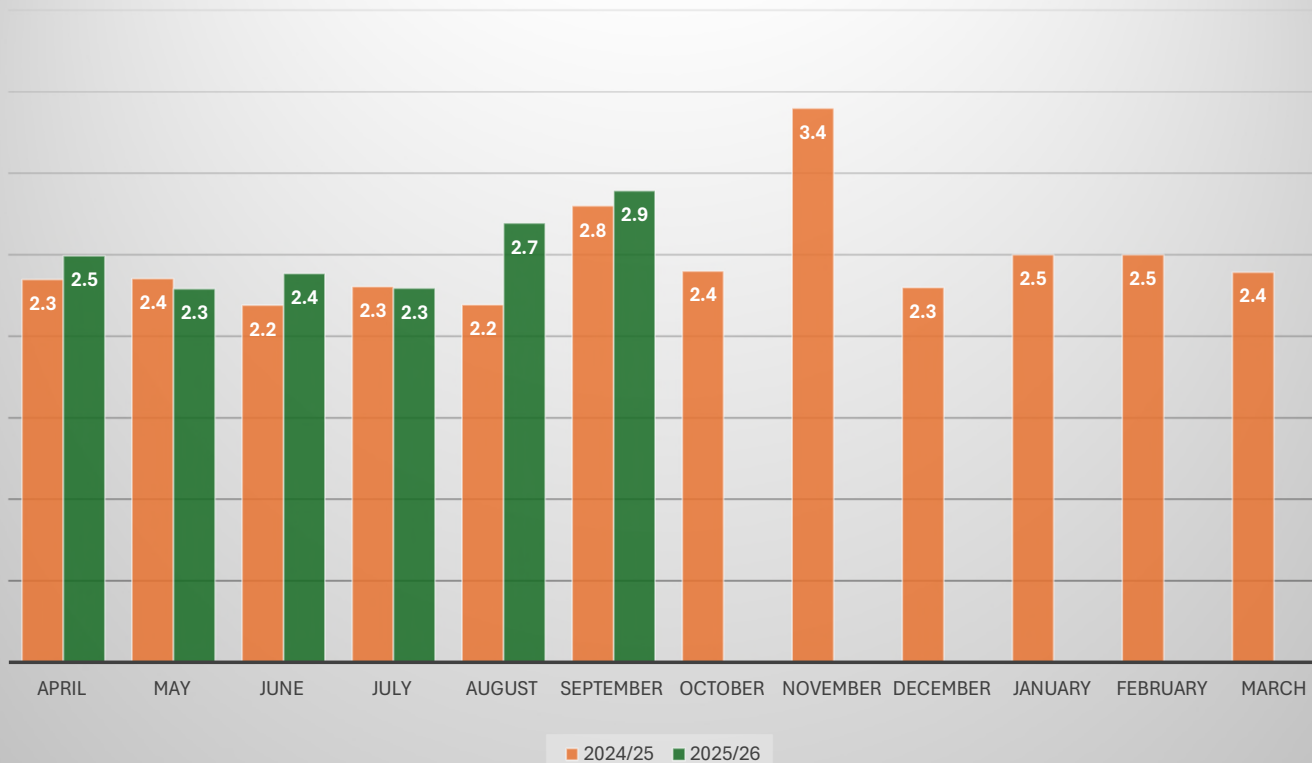
You will find that the percentages of our roads within the yellow and red are increasing despite the capital investment that the Council has made in them over the last few years.

The Class A, B and C roads represent 52% of the public road network within Gwynedd, which is 1,447km. The rest of the network (1,345km), are unclassified roads that do not receive technical inspections at all. As a result, there is no up-to-date technical information for 48% of our road network in Gwynedd.

Historically the Service only had information as a result of the safety checks as a record of the condition of our Unclassified roads. But last year the Service piloted a system that uses "AI" technology to analyse information gathered by taking a video of the roads as the inspector carried out an inspection. As a result, the engineers have a more complete picture of the state of our network in order to prepare maintenance work programs.

Street Lighting Service

Average number of days to repair street lamps



Responsible Manager:

Colin Worth (Lighting Services Manager)

PP-09 – Average number of days to repair street lamps

The Purpose of the Service:

Maintain lighting units, illuminated signage and traffic light sites throughout the whole of Gwynedd to enable the public to feel safe on the County's road, footpath and public space network.

Performance Overview:

So far this year, we see that the average time to repair a street lamp is 2.5 days.

The target time for repair is 5 days.

Street Lighting Service

Responsible Manager:

Colin Worth (Lighting Services Manager)

PP-10 - Street Lamps Energy Consumption

The Purpose of the Service:

Provision of street lighting located on the County's road network, paths and public spaces.

Performance Overview:

The energy consumption of street lights and road signs is quite stable as expected in the period in question. Consumption will usually rise from this time over the winter period.

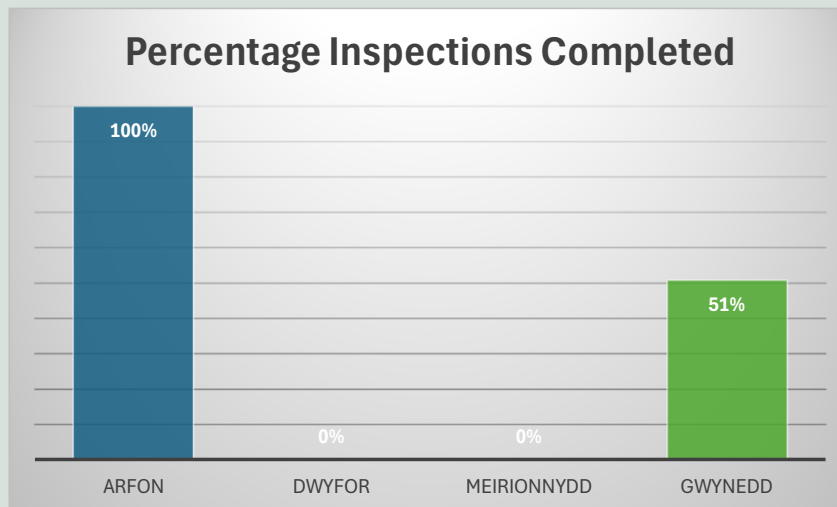
Since the adoption of the former trunk road a significant number of street lighting assets have passed into our possession.

Street Lighting Energy Consumption(KWH)



Street Lighting Service

	Nifer of Columns that need inspection	Number Completed	% completed
Arfon	1,243	1,243	100%
Dwyfor	742	0	0%
Meirionnydd	461	0	0%
	2,446	1,243	51%



Responsible Manager:

Colin Worth (Lighting Services Manager)

PP-11 - Percentage of Inspection Program completed

The Purpose of the Service:

Maintain lighting units, illuminated signage and traffic light sites throughout the whole of Gwynedd to enable the public to feel safe on the County's road, footpath and public space network.

Performance Overview:

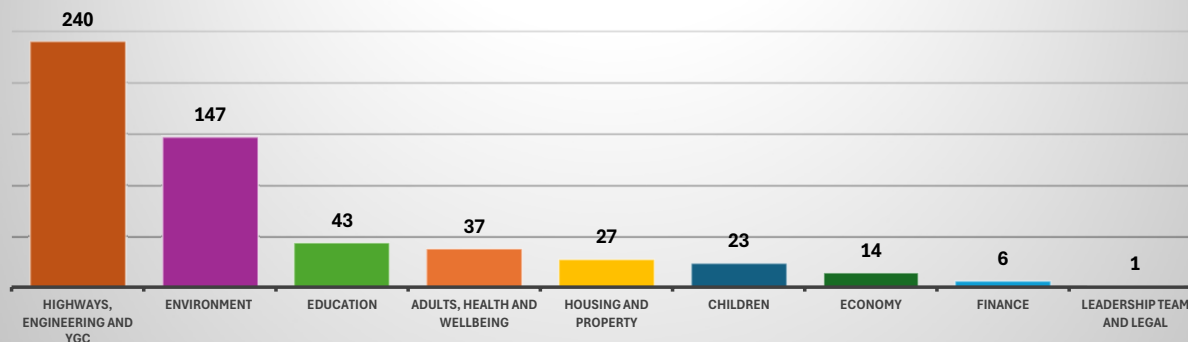
During 2025/26, a total of 2,446 columns need to be inspected.

To date the Arfon inspections have been completed and the Dwyfor and Meirionnydd inspections will commence shortly.

Of the 1,243 inspections at Arfon, 25 defects were identified.

Fleet Management Service

Total Council Fleet



Department	Total	Funded	Not Funded	Have been upgraded	Hired
Highways, Engineering and YGC	240	191	7	14	28
Environment	147	103	2	17	25
Education	43	9	30	1	3
Adults, Health and Wellbeing	37	25	9	1	2
Housing and Property	27	25	0	2	0
Children	23	4	16	3	0
Economy	14	10	3	1	0
Finance	6	0	4	1	1
Leadership Team and Legal	1	1	0	0	0
Total	538	368	71	40	59

Responsible Manager:

Kev Sheret (Fleet Manager)

PP-12 – Total Council Fleet

Purpose of the service:

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

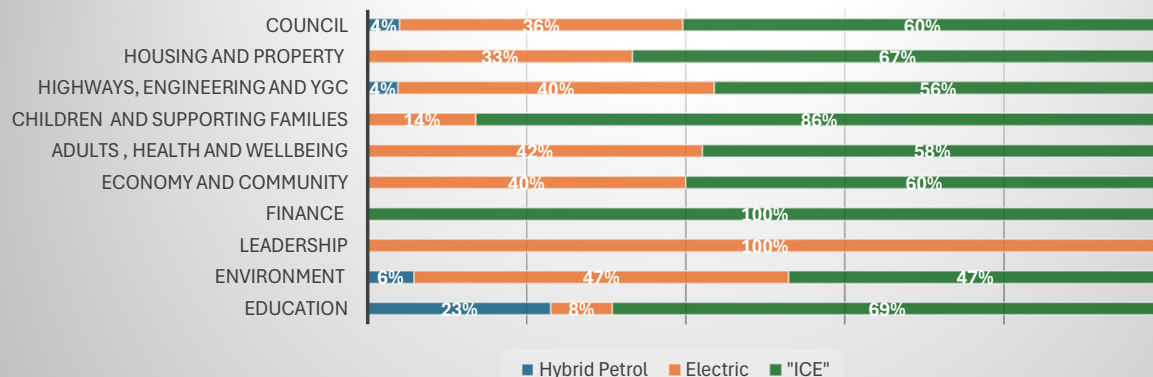
Overview of performance:

Providing information to give context on the situation of the Council's fleet as a whole, mainly when considering the financial implications for the refurbishment of the vehicles. By now there are:-

- 538 vehicles are part of the Council's Fleet, with 68.4% placed on future funding plans.
- 71 (13.2%) are self-funded within services.
- 40 (7.4%) vehicles remain part of the Fleet despite a new vehicle being delivered.
- 59 (11.0%) vehicles hired by Council services

Fleet Management Service

Fuel Type : Gwynedd Cars and Vans



Service	Petrol Hybrid	Electric	"ICE"	Total	% Green
Municipal Assets	-	4	8	12	33.3%
Grounds Maintenance	-	1	3	4	25.0%
Fleet Service	-	5	3	8	62.5%
Street Lighting	2	1	1	4	75.0%
Streetscene Service	-	10	5	15	66.7%
Ash Dieback	-	-	1	1	0.0%
Highways	-	6	10	16	37.5%
YGC	1	4	13	18	27.8%
Total PP/YGC	3	31	44	78	43.6%

Responsible Manager:

Key Sheret (Fleet Manager)

PP-13 - Percentage of "green" vehicles in the Council's Fleet

Purpose of the service:

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

Overview of Performance:

A measure to show the Council's progress in expanding their electric fleet.

WHOLE COUNCIL

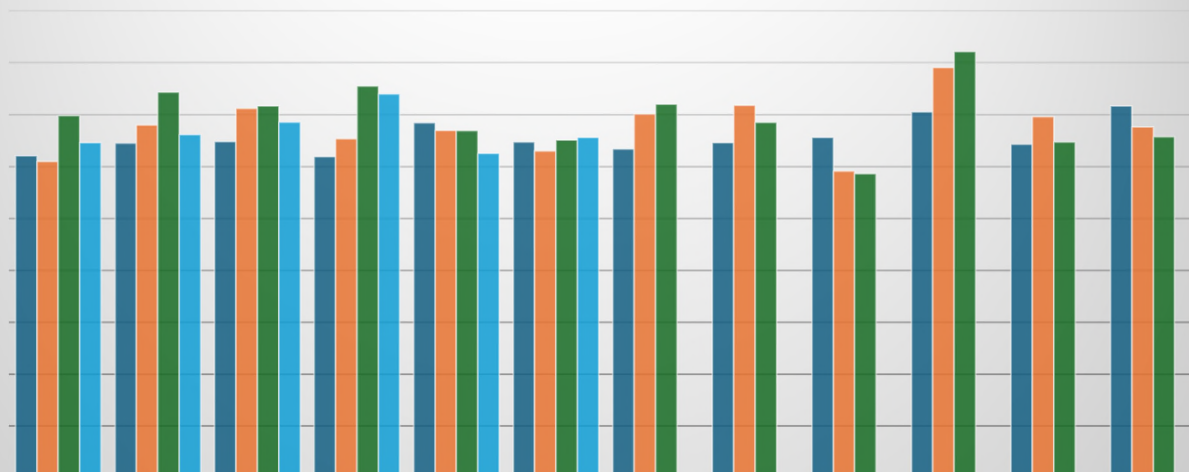
- 88 (39%) of the 227 cars or vans are now green (electric or hybrid).
- Of the remaining 139 diesel/petrol vehicles, 57 are either refurbished and maintained, hired or have no funding plans for them.

DEPARTMENT OF HIGHWAYS, ENGINEERING AND YGC

- 34 (44%) of the 78 cars or vans are green (electric or hybrid).
- Of the remaining 44 diesel/petrol vehicles, 26 (59%) are either refurbished and maintained, hired or have no funding schemes for them.

Fleet Management Service

Fleet Management: Fuel Consumption (ltr)



Responsible Manager:

Key Sheret (Fleet Manager)

PP-14 – Fuel consumption

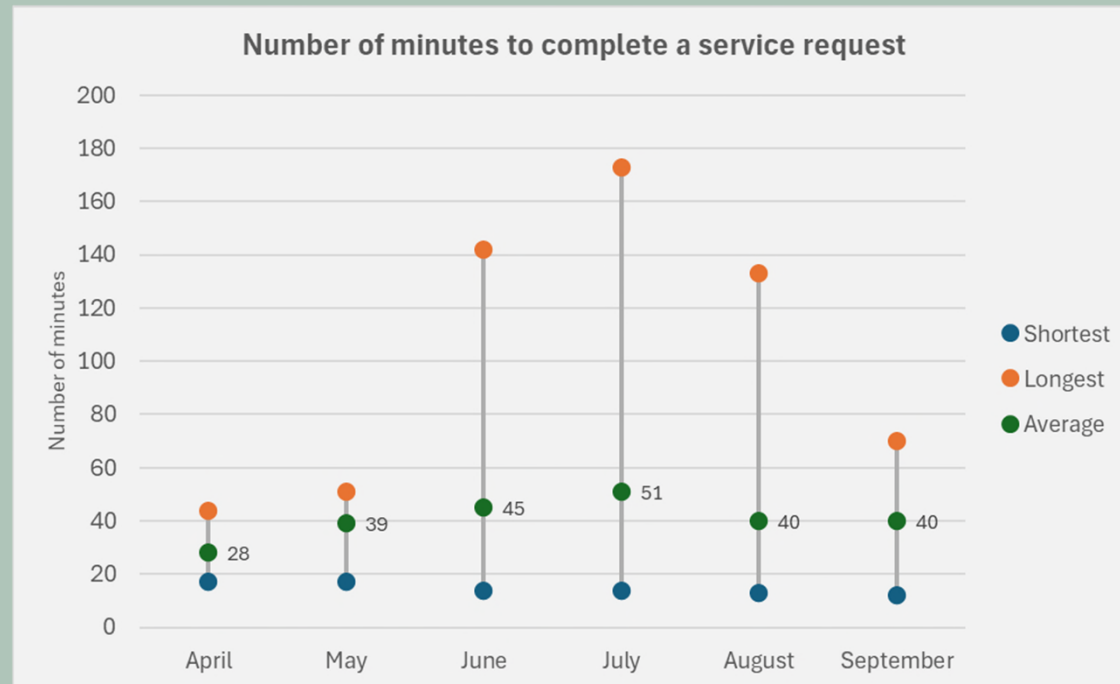
Purpose of Service:

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

Overview of Performance:

- Although we saw a 0.7% increase in our fuel consumption during September this year compared to September last year, we have seen a significant decrease since May.
- Comparing the last 6 months (April to September 2025) and the same period during 2024, we see a 5.4% decrease in our fuel consumption.
- Over the last 12 months (October 24 to September 25) compared to the previous 12 months (October 23 to September 24) we have seen a 3.3% reduction in our fuel consumption.
- This decrease over the last 12 months compared to the previous one is equivalent to 54,743 litres.

Fleet Management Service



Number of requests since
1st April 25

65

Percentage completed
within an hour

80.0%

Responsible Manager:

Kev Sheret (Fleet Manager)

PP-15 - Percentage of requests answered within target

Purpose of Service:

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

Overview of Performance:

This measure shows the number of minutes it took for the service to complete a service request.

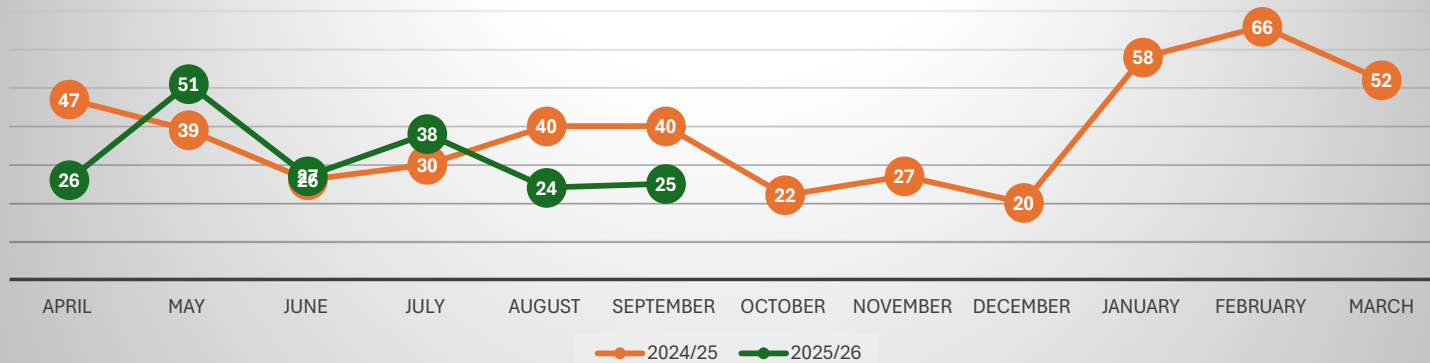
These include requests for:

- Vehicle hire
- Access to fuel
- Adding drivers to the register
- Training applications
- Access to Fleet systems

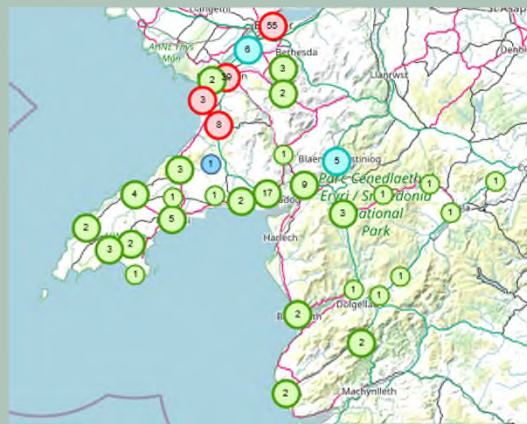
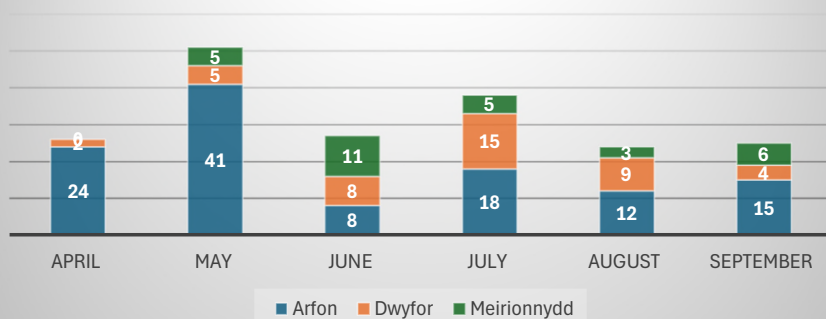
We have a target to complete these within 1 hour of receipt of the request.

Between April and September this year we have managed to complete 80% of requests within an hour.

Streetscene (Fly Tipping)



Numbers by Area 2025/26

**Responsible Manager:**

Steven Edwards (Street Scene Manager)

PP-16 - Number of fly-tipping cases per 1,000 population in Gwynedd

The Purpose of the Service:

Provision of clean and tidy streets and public areas.

Overview of Performance:

The number of cases this year remains quite similar to last year's numbers. In total up to the end of September there are 33 fewer cases this year compared to the same period last year.

The second graph looks at the numbers by area in Gwynedd. For a fairer comparison it is necessary to look at the numbers per 1,000 population of the areas.

Arfon = 2.0 cases per 1,000 population

Dwyfor = 1.6

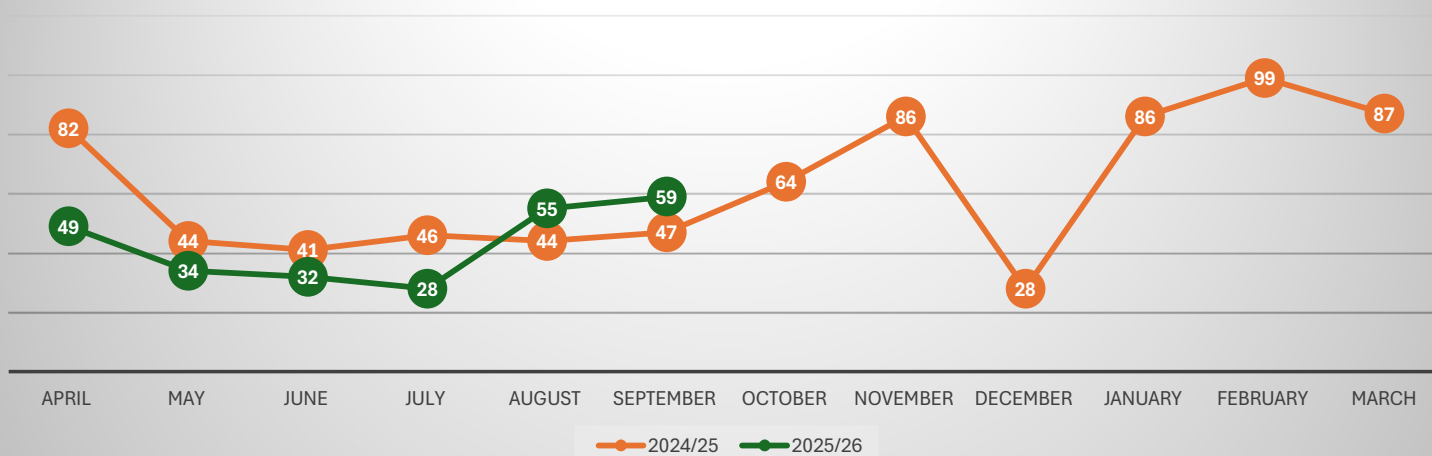
Meirionnydd = 1.0

Gwynedd = 1.6

The map shows the location of the offences and work will take place to look at the locations in order to decide where campaigns need to be targeted.

Streetscene (Dog Fouling)

Number of 'Dog Fouling' Enquiries



Period = 1/4/25 – 30/9/25

Average days to
respond to
customer
7.12

Average days to
complete enquiry
/ complaint
7.79

Responsible Manager:

Steven Edwards (Street Scene Manager)

PP-17 – Average days to complete a “Dog Fouling” complaint/enquiry

The Purpose of the Service:

Provision of clean and tidy streets and public areas.

Overview of Performance:

You will see from the graph that the number of Dog Fouling enquiries/complaints is lower overall compared to the same period last year – 47 fewer complaints.

However, the number of complaints has increased over the months of August and September this year.

The average number of days to complete an enquiry/complaint is 7.79 days.

It's important to note that dog fouling is only one aspect of these complaints. Here's a comparison of the number of response days by complaint type:

Dog Fouling = 1.83 days

Dog Fouling street Enforcement = 19.43 days

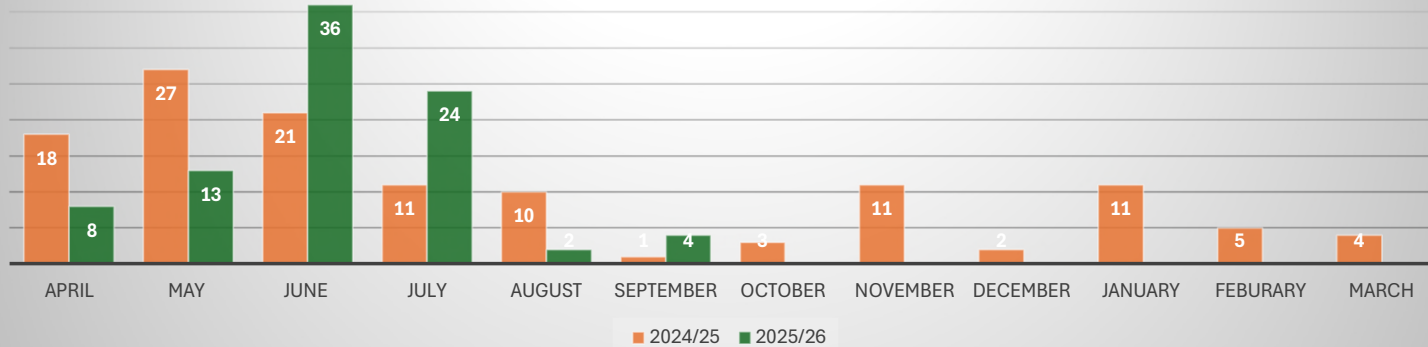
Dog Bins = 2.17 days

Dog Bins – Replacement = 14.55 days

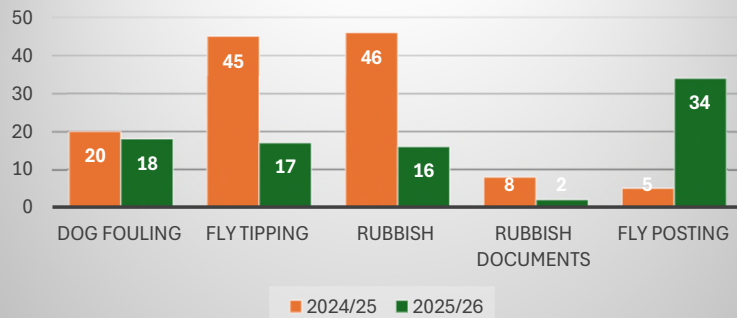
All Dog Fouling Complaints = 7.79 days

Streetscene (Fixed Penalty Notice)

Number of Fixed Penalty Notices



Type of Crime



Responsible Manager:

Steven Edwards (Street Scene Manager)

PP-18 - Percentage of Fixed Penalty Notices paid

The Purpose of the Service:

Provision of clean and tidy streets and public areas.

Overview of Performance:

By the end of September, 2025 the FPN number was 87, which is one less than for the same period last year at 88.

However, the number of FPNs for dog fouling has increased this year compared to last year, with 18 after 6 months compared to 20 for a whole year last year.

Quite a bit more FPNs for fly posting have been introduced this also.

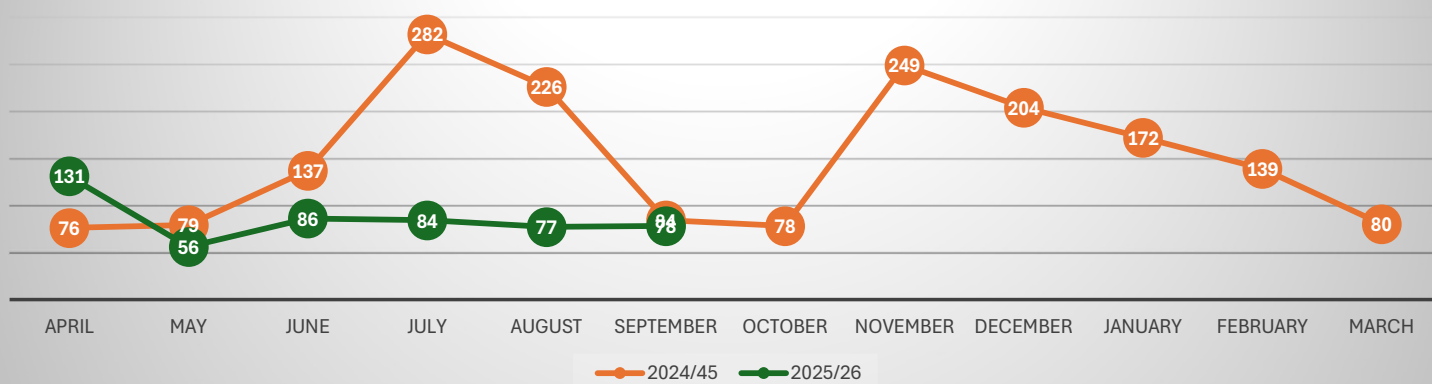
Up to the end of September this year 77% of the FPNs has been paid. This is an improvement compared to the previous two years' performance which had a percentage of 72% and 71%.

	2023/24	2024/25	2025/26 (until end of September)
Paid	72.2%	71.0%	77.0%
Cancelled	25.0%	26.6%	11.5%
Tribunal	2.8%	1.6%	0.0%
Haven't been paid	0.0%	0.8%	11.5%
	100.0%	100.0%	100.0%

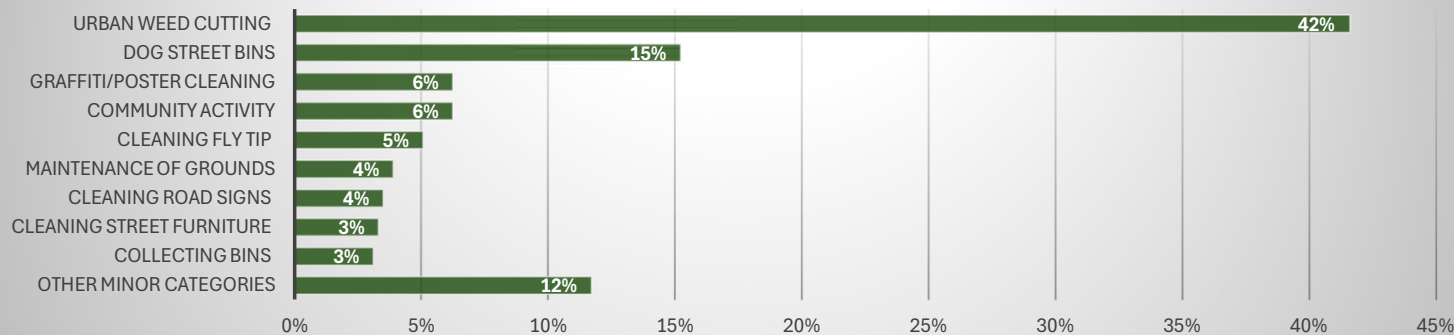
Streetscene (Tîm Tacluso)



Requests for Work



Type of Work (01/04/25-30/09/25)



Responsible Manager:

Steven Edwards (Street Scene Manager)

PP-19 - Number of work requests to the Tim Tacluso 'Ardal Ni'

The Purpose of the Service:

To facilitate physical improvements to the built environment in and around towns and villages in Gwynedd, by focusing on public open spaces, e.g. roads, streets, parks, promenades, etc.

To promote local ownership and develop a sense of community pride by working at a community level while building relationships with local groups/organisations, volunteers and the third sector.

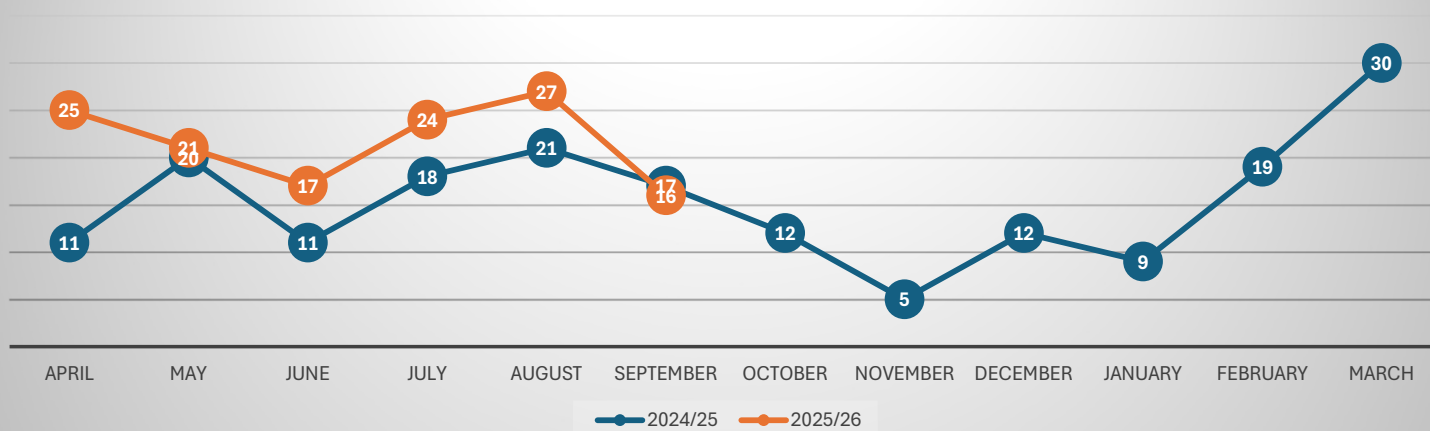
Overview of Performance:

The graph shows examples of the requests for work that the "Tim Tacluso Ardal Ni" receive.

The requests vary depending on the area and also the growing season. This is clearly seen in the graph this time, with the highest percentage of requests concerning weed management.

Public Toilets (Response Times)

Number of Complaints / Enquiries



Period = 1/4/25 – 30/9/25

Average days to
respond to
customer
5.70

Average days to
complete enquiry
/ complaint
5.76

Responsible Manager:

Amanda Murray (Municipal Asset Manager)

PP-20 - Average number of days to respond to a "Public Toilets" enquiry/complaint

Purpose of the Service:

Providing clean and safe facilities for Gwynedd residents/visitors.

Performance overview:

The service received a total of 130 enquiries to the end of Quarter 2. This is an increase from the 98 received for the same period last year.

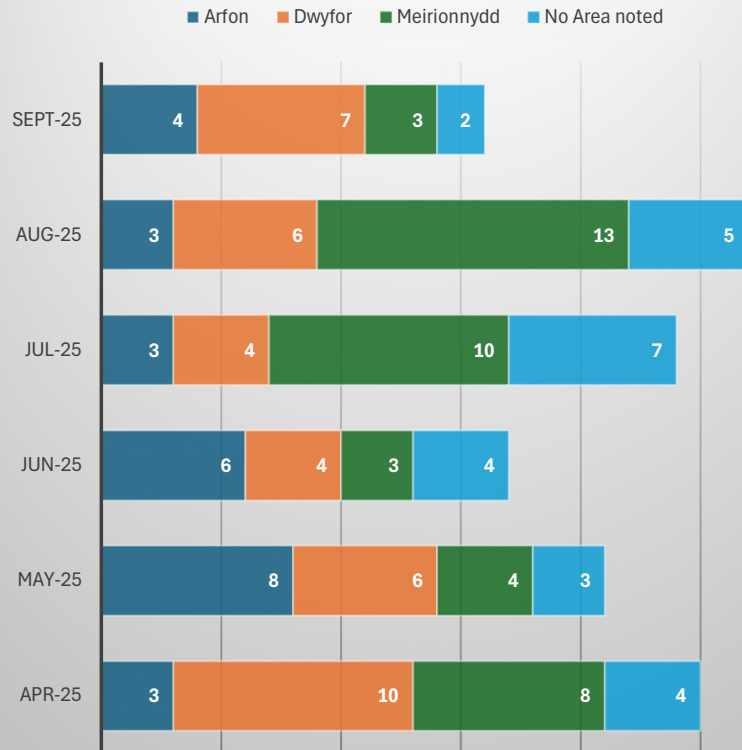
It took an average of 5.76 days to complete an enquiry.

The nature of the complaints varies greatly from enquiring about opening hours to complaints about damaged equipment. The response time can therefore vary greatly.

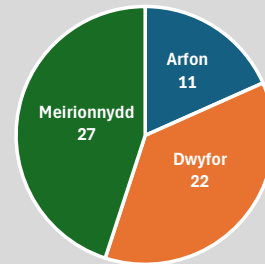
The Service strives to improve performance during the off-season by undertaking necessary work to the toilets and to organise deep cleaning.

Public Toilets (By Area)

Number of Complaints / Enquiries



Number of locations by area



Complaints by number of locations	Arfon	Dwyfor	Meirionnydd
Apr-25	0.27	0.45	0.30
May-25	0.73	0.27	0.15
Jun-25	0.55	0.18	0.11
Jul-25	0.27	0.18	0.37
Aug-25	0.27	0.27	0.48
Sept-25	0.36	0.32	0.11
Total	2.45	1.68	1.58

Responsible Manager:

Amanda Murray (Municipal Asset Manager)

PP-21 - Number of requests per site

Purpose of the Service:

Providing clean and safe facilities for Gwynedd residents/visitors.

Performance overview:

Between April and September the service has received 130 enquiries/complaints.

- Arfon = 27
- Dwyfor = 37
- Meirionnydd = 41
- No location noted = 25

Looking at the number of complaints per site you can see that the number of complaints is higher in Arfon with 2.45 complaints per site.

Complaints in Arfon were higher during this period due to one incident that had been reported by several individuals about the same problem.

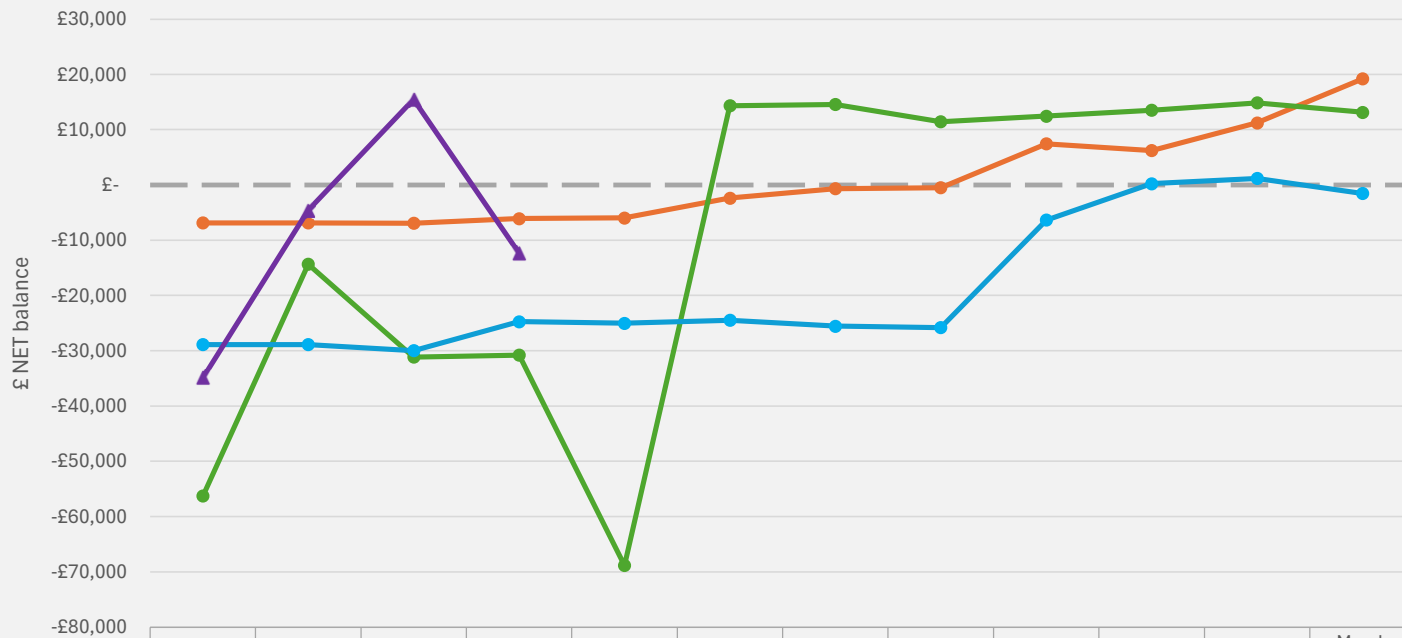
The number of complaints in Dwyfor and Meirionnydd per site is fairly equal at around 1.6 complaints per site.

The figure for the whole of Gwynedd is 2.2 complaints per site.

The nature of complaints is very variable but it can be reported that around a quarter of enquiries relate to opening hours and a further 20% relate to the cleanliness of the toilets.

YGC – Building Unit Financial Target

Monthly Comparison (Building)



	May	June	July	August	September	October	November	December	January	February	March	March (Month 13) Final
2022-23	-£6,871	-£6,875	-£6,901	-£6,083	-£5,967	-£2,386	-£668	-£501	£7,423	£6,231	£11,233	£19,198
2023-24	-£56,268	-£14,360	-£31,157	-£30,784	-£68,828	£14,334	£14,563	£11,417	£12,444	£13,506	£14,852	£13,142
2024-25	-£28,890	-£28,890	-£30,000	-£24,744	-£25,032	-£24,495	-£25,542	-£25,809	-£6,354	£224	£1,194	-£1,551
2025-26	-£34,909	-£4,582	£15,488	-£12,413								

Responsible Manager: - Gareth Wright

YGC-22 - Meet the Building Unit's financial target

Purpose of Service

Maintain a high standard service to YGC Building Unit Customers that is competitive and meets customer requirements to enable the Service to meet the annual income target.

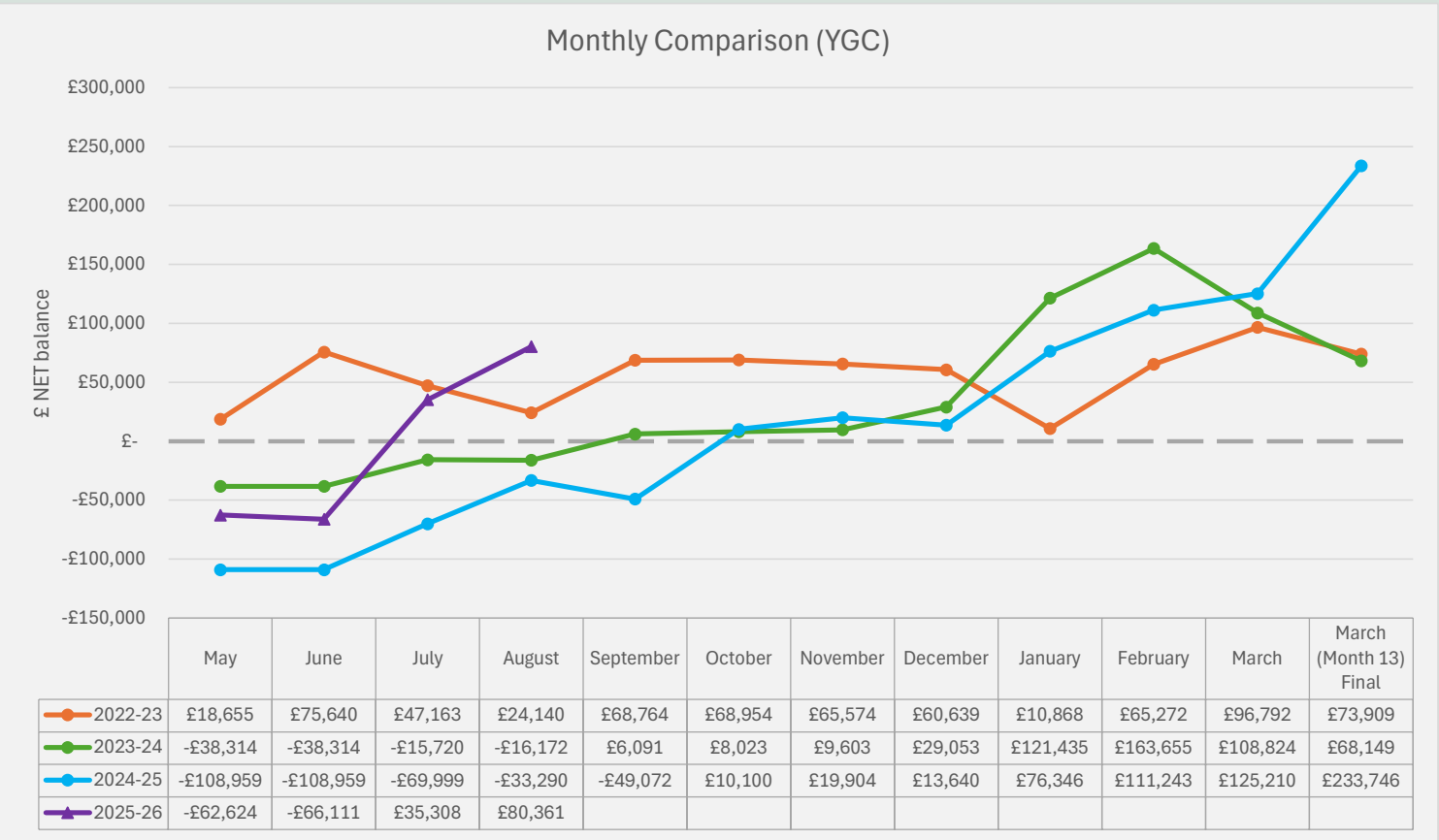
Performance Overview:

The teams performance is good on their projects but a risk has been identified following a reduction in the Property Department's Maintenance work programme. The short-term gap was mainly filled by 'Condition and Suitability of Schools' work by the Property and Education departments, but long-term plans are still needed in consultation with the Housing and Property department. This will be key when considering any investment in attracting work from outside the Council.

Beneficial meetings with the Housing and Property department have recently been held where upcoming work has been discussed in relation to Property but further discussions will be needed about opportunities in the Housing sector.

The 2025-26 target is £632K.

YGC Financial Target



Responsible Manager: - Rhys Wynn Williams

YGC-23 - Meet the YGC financial target

Purpose of the Service:

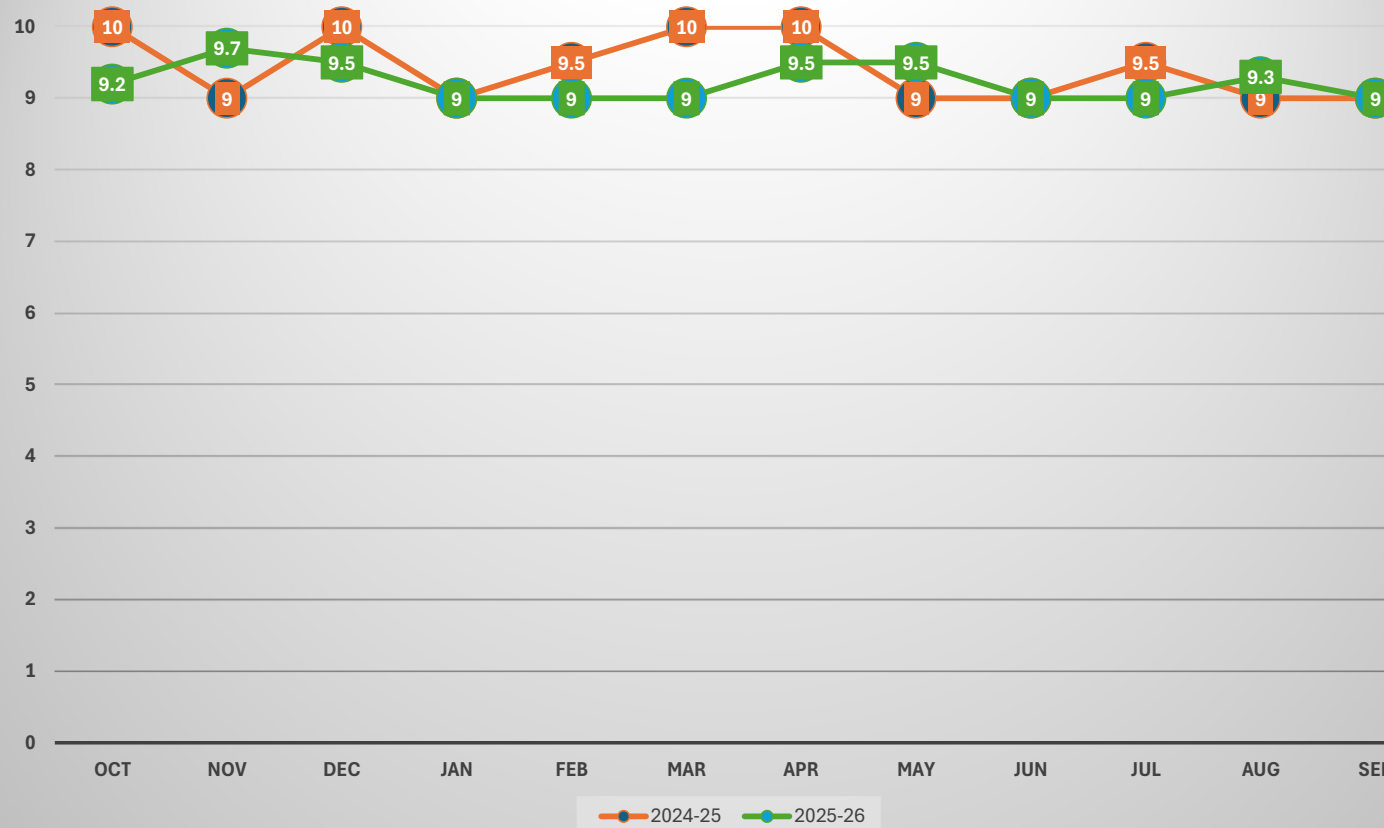
Maintain a high-quality service for YGC Customers that is competitive and meets the customer's requirements to enable YGC to reach the annual income target.

Performance Overview:

- The target for 2024-25 was £7.9 million.
- For 2024-25 we were £234K above the target.
- The 2025-26 target is £8.2 million.
- The profile of the work programmed for this year is consistent with the profiles of previous years.
- At the moment there is adequate work available from our main clients for the remainder of the year. In addition, we continue to discover and gain new streams of work.
- At the moment we do not see a risk of not reaching our target.

YGC Customer Satisfaction

YGC Customer Satisfaction Average Feedback Score



Responsible Manager : Sion Arwel Jones

YGC-24 - Rating out of 10 for Customer Satisfaction

Purpose of the Service:

Maintain a high quality service for YGC's Customers and clients that is competitive and meets its requirements.

Performance Overview:

NMWTRA

- 108 new schemes opened since May

Civil

- "All correspondence with the YGC project team was quick and efficient, and problems were dealt with at an early stage."
- "YGC has been giving due attention to the project and has acted in accordance with the work programme."

Housing and Property

- No new comments

SuDS

- No new comments

Asset Inspection and Maintenance Programme (Flood Risk Management)

Asset Condition*	Number of Assets	Revenue Programme	Capital Programme	No Current Act
5	25**	-	23	-
4	10	-	3	-
3	80	-	4	-
2	69	-	0	-
1	6	-	0	-

* Acceptable = 3 and below

** Includes 16 groynes at Barmouth which are not on the 2025 inspection programme

Responsible Manager: Rob Williams

YGC-25 - Flood Risk Management Asset Audit Programme

Purpose of Service:

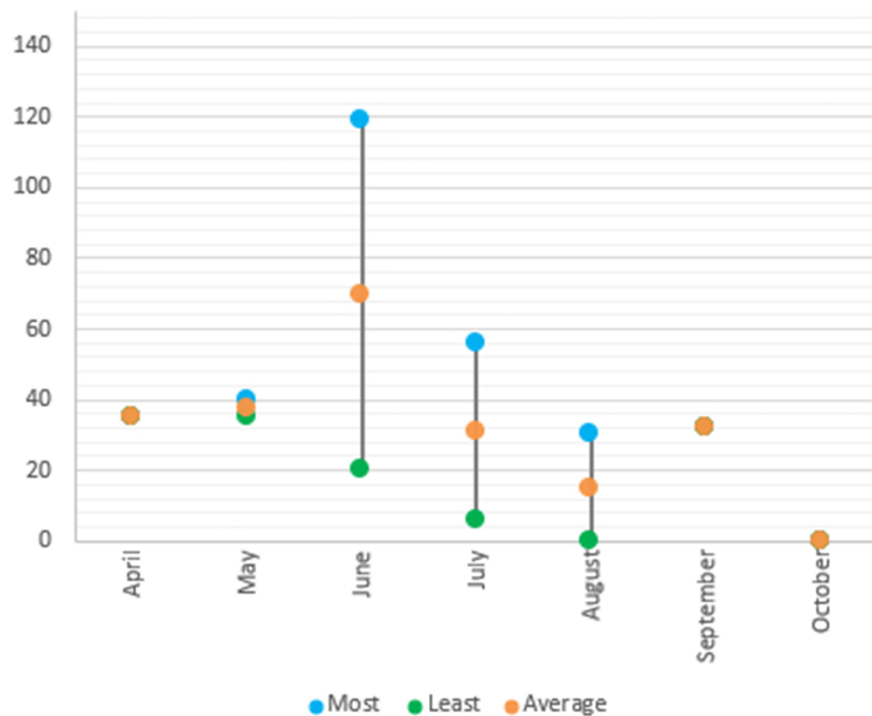
Maintain the County's Coastal and Inland Asset Maintenance Program in a safe and timely manner to reduce flood risk to Gwynedd residents. There are 304 assets under the service's management which includes 21km of coastal assets.

Performance Overview:

- We are in the process of completing the 2025 inspections.
- All audits are expected to be completed by the end of the month.
- Following this, a maintenance work programme will be prepared.
- The next meeting will include an update on progress against this work programme.

Sustainable Drainage Systems (SuDS)

Number of Days to grant SAB Approval



Number of applications since 1 April 2025

20

Percentage replied within 49 days

90%

Responsible Manager: - Rob Williams

YGC-26 - Percentage of SuDS applications answered within the target of 49 days

Purpose of Service:

Review SuDS applications in a timely manner, and ensure proposed developments meet Welsh Government regulations. Statutory time for approval of the verified application is 7 weeks or 49 days.

Performance Overview:

- Impact on Performance Data – June & July
- Two specific requests caused an increase in the maximum and therefore the average of days to decide applications.
- In both cases, there was a significant delay in receiving revised information or documents after the initial review.
- As a result, the applications could not proceed until the additional information was submitted.

Actions

- The working practice has been updated.
- Applications without additional information within the agreed timeframe are now rejected in accordance with the new process.

Flood Schemes

Scheme	Description	Status
Barmouth North Prom (Design)	Detailed Design and Full Business Case for coastal protection for the north Prom area in Barmouth	Remains on programme
Groeslon (Design)	Detailed Design including watercourse and culvert improvements to reduce the risk of obstructions in the river	Remains on programme
Bontnewydd - Design Work	Detailed design and full business case for Bontnewydd flood mitigation measures.	Program slipped
Mynydd Llandegai FBC	Detailed design and full business case for a range of measures to reduce the risk of surface water flooding and flooding from ordinary watercourses.	Program slipped
Cadnant Caernarfon Construction	Screen upgrade on the culvert of the River Cadnant, Caernarfon.	Completed
Waunfawr	Detailed design to alleviate flooding problems in the culverts of Cae'r Waun and Pant y Waun.	Remains on programme
Barmouth Gardens Viaduct	Coastal protection for the Viaduct in Barmouth Gardens area. Including a new barrage, surface water system and property level protection	Remains on programme
Hirael FAS - Construction	Construction of coastal defences has started since May 2023.	Program slipped

Responsible Manager: - Rob Williams

YGC-27 - Number of Flood Plans completed

Purpose of Service:

The purpose of the work programme is to reduce flood risk in Gwynedd, in addition to upgrading existing assets.

Performance Overview:

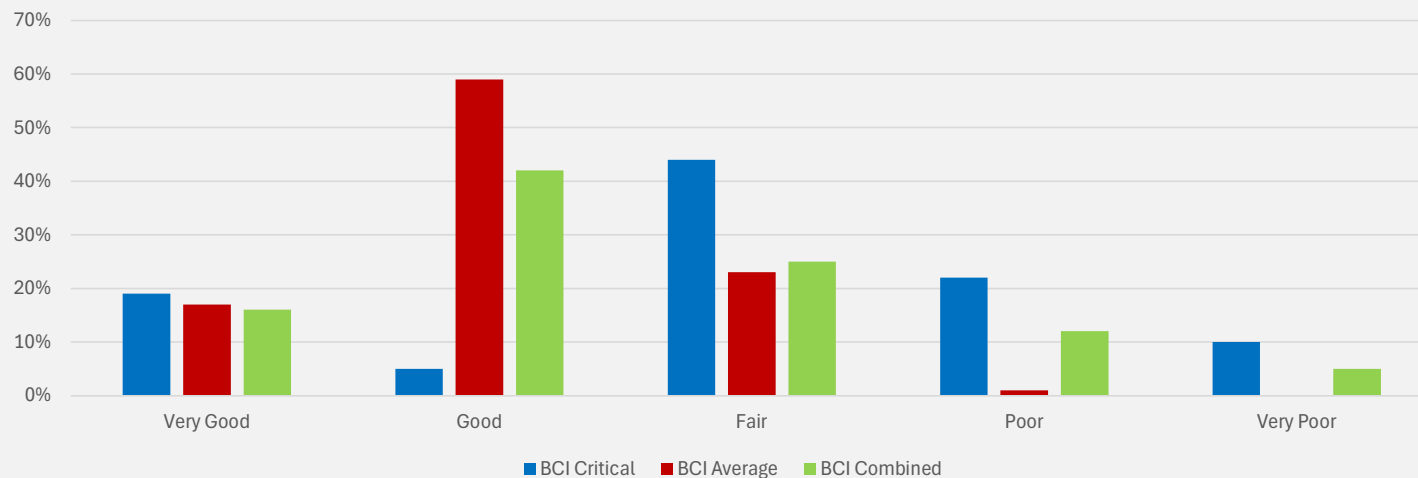
Most of the work on the Hirael scheme has now been completed. However, some elements are still dependent on the completion of a related project by Welsh Water.

In Barmouth, the detailed design work for the North Promenade continues to progress well and in line with the schedule. A physical model of the scheme has been created at Imperial College London, and will be used to assess any potential impact on the flood risk as a result of our work. The detailed design phase is expected to take about two years to complete.

Currently, there are three schemes where the programme has slipped but this is not causing problems at the moment. The delay stems from ongoing discussions with Welsh Water.

Structures Maintenance Service

% stock at each rating



Percentage of stock in each state

BCI Score	BCI Critical	BCI Average	BCI Combined
Very Good (90 and above)	19%	17%	16%
Good (80 – 89)	5%	59%	42%
Fair (65 – 79)	44%	23%	25%
Poor (40 – 64)	22%	1%	12%
Very Poor (under 39)	10%	0%	5%
Total	100%	100%	100%

Responsible Manager: Owen Rhys Jones
(Technical Service Manager)

YGC- 28 - Percentage of structures in satisfactory or better condition (Critical BCI)

Purpose of Service:

Carry out an inspection programme and maintain bridges and retaining walls on the Gwynedd road network.

Performance Overview:

The Stock Condition dashboard, showing BCI score, takes into account all elements of a structure. The scores are derived from the latest inspection of the structure. A bridge with a score of 65 or more are deemed to be in a satisfactory condition.

The 'BCI Average' is the average score of all elements

The 'BCI Critical' is the average for the critical elements only

As can be seen, the overall the stock of structures in Gwynedd is quite good, but we have a score of less than 65 on some elements of structures.

A review of all these structures will be carried out by an engineer and any concerns that arise will receive a special assessment, and appropriate restoration work in the short term. For structures with larger issues the structures will be managed under the standard for managing sub-standard structures until a solution is possible.

Structures Maintenance Service

Inspections 2025-26	Number to be inspected	Completed so far	As %
Arfon Category 1 and 2	52	0	0%
Dwyfor Category 1 and 2	65	0	0%
Meirionnydd Category 3 and unclassified	251	247	98.4%
Total	368	247	67.1%

Responsible Manager: Owen Rhys Jones
(Technical Service Manager)

YGC-29 – Percentage of inspections completed

Purpose of Service:

To carry out an inspection programme and maintain bridges and retaining walls on the Gwynedd road network. We are examining approximately 631 bridges over a 2-year program.

Performance Overview:

See this year's inspection program in the table, showing the progress so far.