

APPENDIX 1

* = Lower figure is an improvement

Highways and Municipal Department

Service	Level	Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Performance
Highways	Achievement Measures	THS/01 Ia Percentage of main roads (class A) which are in a poor condition	4.40	3.50	3.1	3.5
Highways	Achievement Measures	THS/01 Ib Percentage of roads (class B) which are in a poor condition	4.70	3.70	3.4	3.9
Highways	Achievement Measures	THS/01 Ic Percentage of roads (class C) which are in a poor condition	14.70	14.2	15.8	15.2
Highways	Achievement Measures	THS/009 Number of calendar days taken on average during the year to repair all faults in street lamps	2.70	3.50	2.32	2.52
Highways	Achievement Measures	PB8 Percentage of incidents of dangerous damage to roads and pavements which were repaired or made safe within 24 hours of the time that they were reported.	97.20	97.00	97.8	97 but Ffordd Gwynedd intervention is looking at this.
Highways	Achievement Measures	PB9 Percentage of safety inspections completed within the specified time.	98.30	98.00	99	99

Service	Level	Heading	Actual 2013-14	Actual 2014-15	Actual 2015-16	Target 2016/17	April-May	June- July	September – November
Street Services	Achievement Measures	STS/005a A Measure of the Cleanliness and Appearance of Streets	73.5	70.65	76.26	70.00	81.00	77.2	76.2
Street Services	Achievement Measures	STS/005b Percentage of highways and relevant land inspected which have high or acceptable hygiene standards	93.5	94.3	96.7	93.00	98.57	93.58	97.07
Street	Achievement	STS/006 Percentage of cases of	97.3	96.5	96.50	95.00	96.50	96.50	97.00

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Services	Measures	fly tipping on relevant land which is cleared within five working days of the time that they are reported.							
Street Services	Achievement Measures	PB15 Percentage of graffiti/posters which hide traffic signs and cause dangers, cleaned/ cleared within 24 hours of the time that they are reported.	100	100	100.00	95-100	100.00	100	100
Street Services	Achievement Measures	PB16 Percentage of racist/delinquent graffiti/posters on Council property, cleaned/cleared within 5 working days of the time that they are reported.	100	100	100.00	95-100	100.00	100	100
Waste and Recycling	Achievement Measures	WMT/004 Percentage of urban waste sent to landfill	45.94	43.33	34.34	34.00	40.00	28.3	27.9
Waste and Recycling	Achievement Measures	WMT/009 Percentage of urban waste collected by the Local Authority and prepared for reuse, recycling or composting	54.3	55.25	58.7	59.70	58.50	62.75	62.28
Waste and Recycling	Achievement Measures	PB51 Percentage of commercial recycling/composting levels	30.79	35.45	41.44	43.00	40.80	40.04	40.1
Waste and Recycling	Achievement Measures	PB60 Maximum tonnage of landfilled biodegradable waste (landfill allowance)	19650	18603	81.47	17896.00	97.00	98	97
Waste and Recycling	Achievement Measures	PB56 Percentage of Waste calls addressed the first time	94.5	95	95.86	96.00	94.24	93.55	94.60
Waste and Recycling	Achievement Measures	PB57 Percentage of Municipal calls addressed the first time	92.6	91.3	93.30	94.00	92.46	89.54	91.60
Highways	Achievement Measures	PB58 Percentage of Highway Maintenance calls addressed the first time	86.70	90.00	93.37	94.00	92.32	88.15	90.50

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Regulatory Department

Unit	Reference	Measure	Frequency of monitoring	14/15 Performance	15/16 Performance	Q1 Performance	Q2 Performance	Q3 Performance
Energy	Eiddo10	Percentage reduction in carbon dioxide emissions in the non-domestic public buildings stock.	Annual	30.3	32.60	-	-	-
Energy		Percentage change in carbon emissions from buildings during the current year	Quarterly	New	New	New	New	-3.40

Consultancy Department

Reference	Measure - definition	2013-14	2014-15	2015/16	Latest information
Consultancy	Profit against the target	-	-	-£34,000	£5,313

Building Control

Ref	Amcan	Ebrill/ April	Mai/ May	Mehefin/ June	Gorffennaf/ July	Awst/ August	Medi/ September	Hydref/ October	Tachwedd/ November	Rhagfyr/ December
BC-1	Customer satisfaction survey, the average figure given by clients for their building control service (Figure given out of a maximum satisfaction score of 10)	9.6	9.6	9.6	9	9	9.3	9.3	9.3	
		Chwater 1/ 1 Quarter		9.6	Chwater 2/ 2 Quarter		9.6	Chwater 3/ 3 Quarter		9.3
BC-2	Percentage of full plans application approved / conditionally approved (first decision)	90.5	98.0	90.3	97.6	92.1	83.4	90.0		
		Chwater 1/ 1 Quarter		92.9	Chwater 2/ 2 Quarter		91	Chwater 3/ 3 Quarter		91.7
BC-3	Average number of days taken to check full plans application (first decision)	21.6	27	37.4	21	21.7	18.4	18.4	10.7	
		Chwater 1/ 1 Quarter		28.6	Chwater 2/ 2 Quarter		20.3	Chwater 3/ 3 Quarter		14.5
BC-4	Response time to attend dangerous structures, from notification (hours)								1.75	
		Chwater 1/ 1 Quarter		2	Chwater 2/ 2 Quarter		2	Chwater 3/ 3 Quarter		