

\* = Lower figure is an improvement

## Appendix I - Measures

Reference	Measure	13/14 Performance	14/15 Performance	15/16 Performance	2016/17 Performance
<b>Integrated Transport Unit</b>					
Cludiant01	Percentage of public transport journeys that are punctual	-	-	80.00 (on average)	92
Cludiant02	Number of complaints received for public transport under contract to the Council	-	-	-	4
Cludiant03	Number of complaints received for commercial public transport service	-	-	-	8
Traffig01	Percentage of customers stating that they are satisfied with the level of service	-	-	98.00 (on average)	100 (2/2)
GStryd01	Percentage of customers who responded to a survey and said that they were satisfied with the service level	-	-	99.00 (on average)	100 (11/11)
DFF1	Percentage of attendees who have learned to be safer on the roads as a result of the lesson/training	-	-	99.00 (on average)	100 (752/752)
C&G02	Percentage of customers stating that they are satisfied with the level of service	-	-	No measure	100 (2/2)
<b>Comments:</b> Cludiant01 – 23 out of 25 bus services monitored were punctual. Cludiant 02 and 03 – Unit have looked at complaints and actions have been taken,					

Reference	Measure (definition)	13/14 Performance	14/15 Performance	15/16 Performance	2016/17 Performance
<b>Public Protection Unit</b>					
GyC02	Percentage of customers who responded to a survey and said that they were pleased with the service level	97	97	99	95
GyC07	Percentage of Air Pollution Processes businesses inspected during the year.	100	100	100	43
GyC24	Percentage of the substantial offences that were resolved through intervention from Public Protection	92	88	86	89
GyC26	Percentage of high risk businesses inspected in line with the programme.	100	100	99	64

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GyC28	Percentage of animal food establishments inspected in line with the programme (this includes farms, animal food shops, animal food producers.	-	-	-	68
PAM9	Percentage of food establishments who roughly comply with food hygiene standards (equivalent to a score of 3 or more).	97.49	97.2	97.95	98.41
GyC-T2	Average number of days taken to determine a taxi licence application.	-	-	-	8

Reference	Measure (definition)	13/14 Performance	14/15 Performance	15/16 Performance	2016/17
<b>Planning and Environment Unit</b>					
CT30 RHENGI	Reach a key step in the process of preparing the Joint Local Development Plan. Consider responses to the Consultation on the Deposit Plan. Submit the Joint Local Development Plan to Welsh Government.	-	-	-	33.20%
PLA004b Local	Average time taken to decide all applications (Days)	-	-	60	54.38
PLA004b (National Measure)	Percentage of all relevant planning applications determined within 8 weeks	72.86%	76.44%	82.30%	82.54%
PLA/005	Average time taken to resolve Enforcement cases (Days)			164	122.6
PLA/005 (National Measure)	Percentage of enforcement cases solved within 12 weeks of receipt during the year	69.50%	71.43%	72.75%	77.22%
PLA/002	Percentage of planning applications determined that were approved	94.76%	93.28%	90.33%	90.85%
Cynllunio01	Percentage of customers who stated that they were satisfied or very satisfied with the level of the Planning service	-	-	88.68%	89.13%

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Reference	Measure	13/14	14/15	15/16	2016/17
		Performance	Performance	Performance	Performance
<b>Corporate Property Unit</b>					
Eiddo1	Time (in days) taken to respond to a request for maintenance work	-	9	8	8
Eiddo2	Percentage of maintenance customers' satisfaction over the past 6 months.	-	97.5	98.09	98.47
Eiddo3	Percentage of Council buildings categorised as being in good or acceptable condition	-	96	97.18	97.36
Eiddo4	Percentage of buildings with appropriate security systems in place	-	New	66	90.1
Eiddo5	Percentage of customers who are satisfied that the service they received was efficient and purposeful	-	New	100	100.00
Eiddo11	Percentage of customers satisfied with the service received from the Property Development Unit during a construction project	-	New	100	100.00
Eiddo13	Percentage of customers satisfied with their new building two years after finishing the work	-	New	100	-
Eiddo8a	Income from disposing of properties that is available for the Council to re-use	-	£1,967,000	£682,000	£363,503
Parcio4	Percentage of appeals to the independent adjudicator which are approved	-	New	80	100.00
<b>Comments:</b>					
Eiddo13 – No new buildings completed in the period.					
Parcio4 – 2 cases went to appeal where it was adjudicated that the signs in 1 car park weren't clear enough and we're currently looking into this.					