

MEETING	Cabinet
DATE	7 June 2016
TITLE	Gwynedd Council Performance Overview 2015-16 - the fields of Care; Poverty, Deprivation, Economy, Housing
PURPOSE	To accept and note the information in the report
AUTHOR	Councillor Dyfed Edwards
CONTACT OFFICER	Geraint Owen, Head of Corporate Support Department

1.0 Introduction

- 1.1 In accordance with the Council's performance management regime, an overview of the Council's performance thus far in 2015/16 is submitted. This report focuses on Care; Poverty, Deprivation, the Economy, Housing, which are included in the portfolios of the following Cabinet members:

Councillor Gareth Roberts
Councillor Mandy Williams-Davies
Councillor Ioan Thomas

- 1.2 The report addresses the transformational plans included in the Strategic Plan and draws attention to the performance measures that are important to the people of Gwynedd and reflect the Council's day to day work.

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk

2.0 Reasons for recommending the decision

In order to ensure effective performance management.

3.0 Main messages

3.1 The projects exhibit a commitment to working in partnership in the interests of the people of Gwynedd.

3.2 Care and Poverty, Deprivation, the Economy, Housing projects report that it is premature to show the impact on the people of Gwynedd.

3.3 The measures are performing as expected:

- In the Care field, the performance of measures suggests that individuals are empowered to live independent lives. See 5.1.
- Issues with Care are continuing in the Meirionnydd area, namely matters concerning people with reviewed care plans during the year and delays in transfers related to Tywyn and Dolgellau hospitals. Appendix 2, Page 2.
- 35 high value posts have been created in the field of the Economy as a result of working together with creative industry and information technology business clusters. See 5.2.
- £5.9million of benefit to the local Economy was seen as a result of supporting high profile events.
- We have continued to establish additional housing units in the Housing field.

4.0 Strategic Plan Projects

Brief progress reports are submitted below on the Strategic Plan's projects for 2015/16, in the fields of Care, Poverty, Deprivation, Economy, Housing. The projects are in the ownership of the individual Cabinet members.

Contact:

01286 679868

01286 679490

cabinet@gwynedd.gov.uk

Care
Councillor Gareth Roberts

G1 Care Challenge

The purpose of the project will be to try to ensure that the people of Gwynedd truly understand the challenge which faces us to motivate and support communities to contribute by taking action.

This project has been operational for 12 months now and though there has been a great deal of activity it is probably too early to see the impact of the project on the residents of Gwynedd. The work of the project over the past year has raised the awareness of staff, elected members, partners and providers of the challenge facing the sector in the future and by doing so, the implications of the new Social Services and Well-being Act also. In terms of trying to raise awareness of the act, three member training sessions have been held over the past few months, a booklet has been developed and articles have been shared internally with elected members. Specifically in terms of the workforce, staff conferences have been held as well as monthly bulletins released in order to update staff on key issues.

A Well-being Manager was appointed on 13 May 2016 and this completely new role will undoubtedly give the necessary boost to push forwards the well-being elements of the project. There has been little progress in terms of engaging with the public during 2015/16; however, much of the preparatory work has been undertaken in terms of mapping services and activities in specific areas and trialling different types of engagements e.g. a discussion in quiz form. The purpose of engaging with communities will be to spur on the development of preventative activity which would reduce over-dependency on social services. Significant progress in this respect is expected over the coming months.

Therefore, work to raise awareness has been successful, with further work to be done in order to engage with communities.

G2 Integrated Working Project, focusing on what counts for individuals

This project's purpose will be to redesign our current working methods to ensure that our central focus is on the interests of the people of Gwynedd (specifically Older People and people with Physical Disabilities in the context of this project).

In February, all Cabinet members visited the integrated team at Ysbyty Alltwen, which is operational in the Eifionydd area. Cabinet members had an opportunity to speak with staff in order to have a taste of their experiences in terms of the change in their working methods and the

Contact:

01286 679868

01286 679490

cabinet@gwynedd.gov.uk

resultant interests for the residents of Gwynedd of working in an integrated way and placing the individual at the centre of our services.

It is intended to extend the project across the County and there has been progress in terms of those developments. A very constructive meeting was held with the Deputy Operating Officer of the Health Board and a further meeting has been arranged with the new Chief Executive of the Betsi Cadwaladr University Health Board.

Specifically in terms of the effect of this project, it is probably true to say that the residents of Eifionydd, who have experienced this new way of working, get the full benefits of an integrated service which focuses entirely on what counts for them. Feedback from the individuals has been very positive over the past year and confirms that we are on the right tracks. We are also starting to see changes in terms of what is being commissioned i.e. we rely less on traditional services, and try to offer alternative options for individuals which very often better address their actual needs. This evidence shows that this project is making good progress.

**G3 Restructuring the Adults, Health and Well-being Department
If the substantial changes and the change of mind-set and culture
within the department are to be successful, it is crucial that the
staffing structure of the department is fit for purpose for the future.
The purpose of this project is to act on restructuring the department.**

The slippage experienced in some stages of the project at the beginning, namely appointing to the senior management levels, continues to have a negative impact on staff certainty for the future and this could have a detrimental impact on service provision. However, we have managed to maintain the timescale for restructuring the wider structure. The scope of this project has developed significantly since originally commissioning the project and explains this slippage. Originally, it was only the structure of the Adults, Health and Well-being Department that was under consideration but, following the influence and development of the G2 project (above) over the past year, part of the structure (Older People and Physical Disabilities) is now being developed in an entirely integrated way with the Health Board.

The Cabinet Member is confident that this adaptation will result in a structure that is more fit for purpose for the future and will ensure that we have the best possible governance arrangements in order to be able to work in an integrated way and respond to the new Social Services and Well-being Act. Despite the change, it should be noted that elements of the project which are not dependent on external influences (e.g. Learning Disabilities, Housing and Provider) are implemented as expected. The

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk

elements of the project which have therefore been implemented allow staff to act in accordance with the expectations and interests of the new act.

G4 Older People Accommodation Strategy

The purpose of this project is to ensure agreement on the Older People Accommodation Strategy and use it for the purposes of holding developmental discussions with partners.

The purpose of this project is to ensure agreement on the Older People Accommodation Strategy and use it for the purposes of holding developmental discussions with partners. It is confirmed that this project has been completed within the schedule promised in the strategic plan and the strategy was approved by the Cabinet at its meeting on 15 March 2016.

At present, no-one has benefited from the project; however, implementing it will contribute to ensuring that we have the suitable provision in the appropriate places for older people in the county.

G5 Extra Care Housing (Porthmadog)

The purpose of this project is to build Extra Care Housing in Porthmadog.

Demolition and clearance work is underway. Despite the slippage in the original timetable, the Cabinet Member is confident that we will have achieved what was promised by the end of the strategic plan's period. As a result of Welsh Government underspend, we have received an additional grant of £1.4m, and have been able to use it to pay for most of the remaining amount for this development.

At present, no-one has benefited from the project; however, it is likely that the fact that the developments are now well underway will give an opportunity to some residents in the county, who are interested in this type of accommodation, to plan ahead.

G6 Frondeg

The purpose of this project is to ensure clarity on the Frondeg site and make a decision on the way forward.

The original purpose of the project was to ensure clarity on the Frondeg site and make a decision on the way forward. At a meeting of the Cabinet on 19 January 2016, following a period of formal engagement and consultation, it was decided to develop a new accommodation model for adults with learning disabilities on the Frondeg site, and bring the current use of the building to an end once the new development would become available.

Contact:

01286 679868

01286 679490

cabinet@gwynedd.gov.uk

Fulfilling the original purpose of the project has had a positive impact on the residents of Cartref Frondeg as they are now clear about the way forward. Though the new development will mean a significant change to the residents, the impact is generally positive i.e. the residents will continue to live in Frondeg as it currently is until the new accommodation is ready.

G7 Internal Provision

The purpose of this project is to decide how we will run the Provider Service (that provides care services) and act on that.

Work is still ongoing in order to decide on how we will run the Provider Service. Initial options will be presented to the Cabinet members shortly, and further work has been commissioned in order to include a financial assessment.

The Cabinet member believes that there is a need to consider the way forward in the context of how fragile the care market is currently, and the potential to respond to this by collaborating with the Health Board.

At present, no-one has benefited from this work and it is also too early to state whether any benefits will arise from the project.

4.1 Poverty, Deprivation, Economy, Housing

Councillor Mandy Williams-Davies

T1 High Value and Quality Jobs

The purpose of this project is to create the conditions in order to generate high value and quality jobs in the county.

During the year, this project has placed an emphasis on identifying the most significant sectors for Gwynedd in terms of creating jobs and marketing Gwynedd to sectors in order to promote inward-investment to the area. The sectors identified are digital, creative, energy and science and research. So far, the project has worked with Welsh Government to sell the potential of Gwynedd to developers, and has played a prominent part in creating 35 high-value jobs in the area during the year. Further details on some of those jobs can be seen in *Appendix 1 - Measures*.

The project has also been working with high-value companies/businesses in the area. For example, during the year, they worked with a cluster of digital companies in Parc Menai which employ over 200 people locally, in high quality jobs. During the year, this project has given support to these companies/businesses to recruit people to jobs that are created. Consequently, three young people who had left the area have moved back

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk

to Gwynedd and have been appointed to high-value jobs in the digital field. The digital cluster has also identified the possibility of creating over 200 additional jobs in the area during the coming years, but anticipate problems with recruiting to the jobs. In order to respond to this, work has been undertaken with the education sector to create A/AS Level courses within the field of Computing which reflect the skills required within the sector in the County.

Snowdonia Enterprise Zone

Intense work has been undertaken during the year in relation to the Snowdonia Enterprise Zone. Though Welsh Government leads on the enterprise zone, this project has been collaborating closely with them in order to promote the Trawsfynydd site as a place to relocate the SMR '*Small Modular Reactor*'. Work has been underway to lobby policy-makers and nurture relationships with influential bodies and individuals in order to do practical work to reduce the risk for the developers. The project succeeded in safeguarding 200 jobs on the Trawsfynydd site by convincing Magnox to continue with the work of de-commissioning the site until 2028 rather than closing the site completely and making staff redundant by 2016.

An investment of £1.5m has been made in the Llanbedr site during the year to upgrade the site to be a centre of excellence for drones. QinetQ company has signed a contract to use the site to run RPAS '*Remotely Piloted Air Systems*' trials during March 2016. A lobbying scheme for this site and the spaceport site continues.

T2 Keeping the Benefits Local

The purpose of the project is to ensure that the county's businesses have the knowledge and ability to take advantage of the Council's new procedure for the procurement of goods and services.

The Council procures a large percentage with local businesses which is worth over £64million to the local economy. As it is crucial to ensure that our local chains are aware of the opportunities to enter into contracts with the Council and the need to ensure an understanding of the Council's procurement arrangements, work has been undertaken during the year to identify the main obstacles for the local market to compete for opportunities linked with providing the Council's services. The main obstacles raised by businesses include a lack of awareness and understanding of opportunities, processes and frustrating and complex procurement requirements, as well as a lack of capacity in the local market to achieve work and compete for it. The project is now working pro-actively to engage with the market to prepare local suppliers for the tendering process.

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk

There is strong evidence of the impact that some of the large contracts won in the area has had, together with the social benefits arising from those. For example, when using the social benefits clauses in the contracts in the construction of Ysgol Bro Llifon, it was ensured that 55% of sub-contracts were won by contractors in Gwynedd. There are similar examples with the construction of Ysgol Hafod Lon Newydd where the core benefits included:

- Work experience offered to local students from the Colleges
- Two jobs created by local sub-contractors
- Five apprenticeships offered, and had practical experience on the site
- 80% of the expenditure linked with the project remained in Wales, 47% within Gwynedd

Embed 3 procurement management categories within the Council

This part of the project relates to formalising and standardising the Council's procurement processes by embedding strategic purchasing arrangements (known as Category Management). The 'People' Category Team has been established and engagement to establish new arrangements with services within the next two categories (Environment and Corporate) currently underway.

T3 Digital Gwynedd

The purpose of this project is to support the efforts made to transform the use made of technology by Gwynedd businesses, services and residents by ensuring that there is a provision of up-to-date broadband across the county.

The Superfast Wales Programme is 83% complete in Gwynedd and 51,839 homes and businesses can now receive superfast broadband. Furthermore, the Ofcom Infrastructure Report 2015 (data from Summer 2015) shows that 93% of Gwynedd properties can have access to superfast broadband with 65% able to receive a speed of >30Mbps. In an attempt to show the size of this increase, in 2012, our access to superfast broadband was 0, therefore seeing an increase to 65% by today is an enormous step and shows the impact of the work of this project jointly with Welsh Government.

This project will also have a positive impact on businesses in Gwynedd. Further examples can be seen through this link:

<https://vimeo.com/84204496>.

Through this project, Gwynedd has led the way in Wales via two pilot programmes to develop the approach of supporting businesses to make better use of technology to trade. The sessions were trialled with 50 businesses in Gwynedd. An evaluation of the results notes that 71% of

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk

businesses, equivalent to 36, reported that they investigated methods of using new technology as a result of the assistance provided.

In addition, 7,000 businesses in Gwynedd have received information in the last year to raise awareness of the advantages and to inform them of the assistance available.

Since the Gwynedd trials ended, a five-year National programme has commenced since January 2016 which will increase the numbers able to receive support.

There has been easy and willing collaboration from the beginning between BT and the Council in order to implement the scheme and delivering locally. There is a need to continue to collaborate and communicate, especially since the areas that BT works in are now more difficult/remote.

T4 Supporting the rural economy

The purpose of the project is to create the conditions to strengthen Gwynedd's rural economy and encourage local enterprises to establish and develop in order to maintain employment across Gwynedd's communities.

During the year, this project has succeeded to attract an investment of £4 million for the LEADER programme (the Wales Rural Development Programme) which is operational until 2020. By now, the *Arloesi Gwynedd* brand has been developed and research/development work is being undertaken via the LEADER fund in several fields such as joint working space for businesses, public Wi-Fi services in rural villages, infrastructure for electric cars in visitor centres, the most Welsh business in the world awards, community energy projects, specialist support for outsourcing non-statutory services.

Five themes have been agreed upon for LEADER, namely:

- Renewable Energy
- Digital
- New ways of providing non-statutory services
- Adding value to identity and to natural resources
- Supply chains

It is too early to identify any definite outcomes from this project and no outcomes data has been published on this project to date.

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk

T5 World Heritage Site

The purpose of this project will be to create an economic benefit from Gwynedd's rich heritage.

Slate Industry

During the year, the technical evaluation has been formulated and submitted to the UK Government, and a positive response has been received. The bid will now be submitted to the Expert Panel. Following recent feedback, it is important to note that it is in September 2017 that we will be invited to submit a bid to UNESCO rather than March 2017 as originally noted.

The website had been created, www.llechi.cymru but is yet to be launched, and there is further work to be done in terms of creating social media accounts to accompany it. Currently, the visual impact for the residents of Gwynedd has been comparatively low, as the majority of the work undertaken has been technical/specialist things while working towards the nomination. More impact will be seen in the coming period with the launch of the website, and various community events which have been planned for autumn.

Menai Waterfront

The Vibrant and Viable Places schemes are now in their second year of operation. In addition to this, business plans have been prepared for strategic sites and a bid for European funding has been made. Following a successful application for Welsh Government resources, the Caernarfon Town Centre Loans Fund worth £700,000 has been established and launched.

Though the majority of the outcomes and impact of the project will be seen when the full financial package is received, it is fair to say that the impact of the project is seen:

- Better facilities to support homeless people and support to buy houses for homeless young people (*Gisda Mentro Mlaen* Project)
- Initial improvements to the strategic sites (the Island Site and Galeri) as well as temporary alternative and creative developments on the Island site
- Improvements to the existing housing stock (Empty Houses Scheme), energy efficiency improvements (ECO Scheme), as well as progress with developing the Hendre, Pendalar and Frondeg housing sites.

Contact:

01286 679868

01286 679490

cabinet@gwynedd.gov.uk

- Several local creative activities through the Ideas, People, Places Project.

T6 Improving access to employment for the people of the county and responding to barriers

The purpose of this project will be to facilitate and implement a package of projects in order to support vulnerable individuals into work. It is a regional project (North Wales) and Gwynedd has been contributing towards commissioning the work.

During the year, this project has succeeded to attract European funding to implement programmes which deal with supporting groups of vulnerable children and young people through 11-19 TRAC. During the year, 190 vulnerable individuals have received specialist support and an alternative curriculum. During the period of the project, it is hoped to be able to target 480 vulnerable young people and offer them support in terms of gaining a qualification, receiving training or accessing education.

As well as this work, a 16-24 Ad-Trac business plan has been developed with partners such as Careers Wales. Approval for European funding for this scheme is expected in September 2016.

Very good work has also been undertaken with the Gwynedd 16+ Young People Engagement Panel. The main purpose of this panel is to get to grips with the gaps and obstacles which prevent young people from moving on to education/training or employment. The panel has a role in terms of tracking young people aged 16-18 which are categorised as NEET (not in education, employment or training). One of the outcomes of this panel is the reduction in the number of young people who are unknown or missing. During the last 10 months, the number of young people categorised in Tier 1 (young people which have a unknown status and have left Careers Wales) has halved, which has happened because of implementing a keeping in touch system and sharing information.

We continue to wait approval by Wales European Funding Office for the OPUS plan, which is a plan for groups of adults at risk in Gwynedd to be supported to sustainable employment.

Appendix 2 - Case Study, provides further details on the experience of one young person who was referred to this project, which shows the co-ordinated collaboration which happens from the young person's perspective, across the agencies.

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk

Councillor Ioan Thomas

T7 Working together against poverty

The purpose of this project will be to adopt and implement a Tackling Poverty Strategy in Gwynedd on a joint basis with partners.

A specific session was held with the Cabinet members to discuss the strategy in question and it was agreed to proceed to implement the work programme. The following two priorities were agreed to:

Spatial Poverty - The strategy highlights those communities which suffer most from poverty. We will be prioritising those communities which already receive support through national schemes, but will also address the other communities in Gwynedd which suffer from poverty.

Population Poverty - We will be prioritising some groups of the population e.g. low-income single-parent households.

It is currently too early to measure the impact of the project as the focus over the last year has been on confirming the situation in Wales by identifying the groups, the areas and the type of poverty which is a priority. The strategy notes how we will measure the impact of the work and we will report on those performances as soon as possible.

T8 Review of the Housing Supply Strategy Project

The purpose of this project will be to review our strategy to increase the supply and variety of housing in order to ensure that our housing supply is suitable for the needs of the people of Gwynedd.

During 2015/16, the Affordable Housing Funding Model business plan was approved, which contains four principal schemes, namely:

- **Establishing Affordable Housing for Gwynedd residents in rural areas** - Establishing the funding model in order to increase the affordable housing in rural areas, and it is anticipated that we will have started to build a total of 31 new homes for residents during 2017/18.
- **Empty Homes Back Into Use** - We will also aim to develop between 10 and 15 empty housing units and bring them back into use, which is in addition to the annual total of 40 to 50 units.
- **Provision for homeless people** - It is anticipated that further work will need to be undertaken during 2016/17 before starting to act on developing provision for homeless people.
- **Provision for older people which promotes independence** - We will have identified the area where provision for older people is required, and the type of provision needed. The recommendations

Contact:

01286 679868

01286 679490

cabinet@gwynedd.gov.uk

submitted as part of the Older People Accommodation Strategy will be implemented within this work as well as any recommendations from the new project 'Capacity and sustainability of the care and health system'.

At present, no-one has benefited from the outcomes of this project. The focus has been on developing a sustainable model for the future and identifying what our priorities are given the need in Gwynedd. Nevertheless, we anticipate that this project will in due course have an impact on the housing needs of a wide range of residents in Gwynedd e.g. by enabling more of the people of Gwynedd to buy affordable housing. In addition, it will allow us to provide accommodation to homeless individuals and contribute to addressing the accommodation needs of older people in the County.

5.0 Measures

5.1 Care

Councillor Gareth Roberts

The purpose of the Adults services has been agreed, namely 'Helping me to live my life how I want to', and work is underway in order to ensure that arrangements are in place to capture the information which states whether or not the service achieves this.

An integral part of this purpose, which is core to the Care services, is the need to ensure that the users are safe. Of all the adult protection referrals completed during the year, we succeeded to manage the danger 99% of the time. **(SCA/019)**.

During the past year, one of the main matters reported upon is the stability of nursing homes across Gwynedd. The situation highlights how unstable the sector is and confirms the need to offer solutions as soon as possible. The rate of delayed transfers from hospitals for social care reasons has deteriorated significantly this year **(SCA/001)** - an increase from 1.05 in 2014/15 to 2.45 in 2015/16. It appears that the delay is more of a problem in the link with Tywyn and Dolgellau Hospitals than in any other location in the county i.e. Of the 30 cases during the year, 16 of those involve these hospitals. Despite this, compared to the whole of Wales, Gwynedd's performance remains good (based on draft figures, Gwynedd performs 6th best in Wales). This performance represents general shortcomings in the system in terms of high demand on the hospitals, lack of beds in the community and also a lack of capacity in terms of professionals and home

Contact:

01286 679868

01286 679490

cabinet@gwynedd.gov.uk

carers in some specific areas of Gwynedd (based on an initial analysis, 66% of the reasons for Gwynedd are as a result of domiciliary care reasons specifically).

Following on from this the **SCA/007** measure is 'reviewing care plans' and shows a decline from 85% in 2013/14 to 79% in 2015/16. In analysing this figure further per area, it is seen that the performance of Meirionnydd is 68% compared with Arfon at 91%. I believe that this decline again highlights the obvious lack of capacity in some areas and consequently the prioritisation that has had to happen. The service, jointly with partners, is seeking to respond to these challenges.

On a more positive note, the remaining measures in **Appendix 1 (OED003, OED019, SCA002a and SCA002b)** suggest that the service is on the right track. For example, there seems to be a reduction in the proportion of people who receive traditional support in the community and also in our residential homes. This may suggest that we are less reliant on traditional care this year compared with previous years. To support this, there has also been a gradual increase in the use of direct payments (**OED019**) which of course promotes and empowers individuals to live their lives as they wish to live them.

5.2 Poverty, Deprivation, Economy, Housing

Councillor Mandy Williams-Davies

The service is working on defining new measures to coincide with the purpose in order to ensure that we measure the true impact of the work on the residents of Gwynedd. Specifically, attention is drawn to the following measures:

i. Uchel07 - Number of high value jobs created - 35

The number of high value jobs created with the Council's support during 2015/16 shows a small increase on the number in 2014/15 and in accordance with the expectation. The jobs arose as a result of a wide range of interventions by the Council including with individual companies together with work with clusters of businesses within high value sectors such as the creative industries and the information technology sector. The 35 jobs include:

5 in Zip World (Blaenau/Bethesda);

15 in NMI Gaming (<http://www.nmi-gaming.com/contact-nmi-gaming/offices/united-kingdom/>) - Parc Menai;

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk

4 in Oxford Bioelectronics (<http://oxfordbioelectronics.com/>) - Parc Menai.

ii. PENECON01 - Number of posts created with the assistance of the Economy and Community Department - 81

With a number of the main programmes which provided '*jobs created*' data (such as the Local Investment Fund) now ended, the number of jobs created with direct assistance from the Council has reduced as expected; despite this, the result of 81 new jobs supported is substantial in the context of the resources currently available.

Councillor Ioan Thomas

The Libraries Service measures are currently measured annually and therefore the information for 2015/16 will not be available to us until June. We need to decide which ones are most useful and need to be collected more regularly - or of course develop new ones if we need to. It is anticipated that this work will be undertaken at the same time as the work of remodelling the service between April and September 2016.

Despite this, the statistics in terms of borrowings in our libraries (2015/16) have been submitted, and the downward trend in terms of the number of borrowings continues. We have seen a reduction in the number of borrowing over recent years, and this local trend follows a national pattern also. In 2014/15 the number of borrowings was 603,087 and in 2015/16 the numbers were 570,678 - a reduction of 32,409 across the county.

The measures in the housing field have generally performed well, and a number of the measures which show a decline in performance do so as a result of the timing of completing major schemes in the field e.g. **Tai - Strat6 - Number of affordable units secured for Gwynedd**. The performance of this measure is significantly lower compared to last year (48 compared with 144). The reason for this is the lack of resource during the 2015/16 year as a result of the substantial financial investment which has been committed to the Porthmadog Extra Care Housing development. For information, also, the numbers of units reported in the year 2014-15 includes the 42 Cae Garnedd units which to some extent explains the significant variance from year to year.

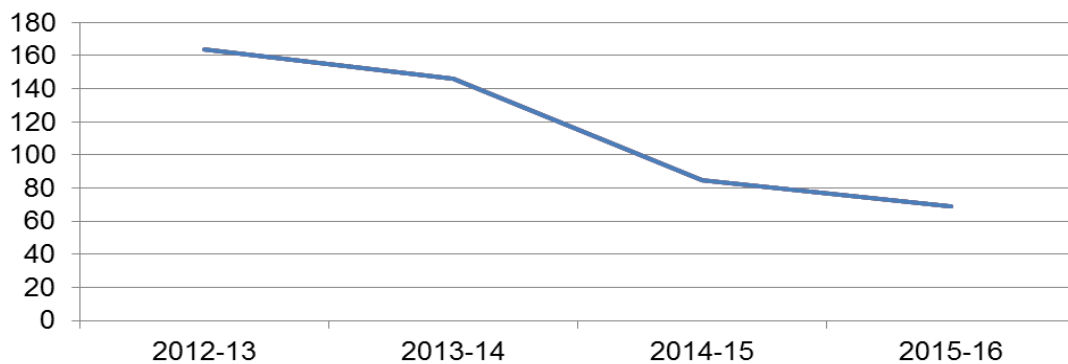
We succeeded to ensure 61 empty properties back into use in 2015/16 (**Tai DAT01**). Though lower than the total in 2014/15, we have succeeded to get more empty houses back into use than in 2012/13 and 2013/14. This year's performance is probably good given the investment, and higher than anticipated at the beginning of the year, namely 40 - 50 properties.

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk

Arrangements are now in place to report on the new measures in the **Housing** field. Some of these 'new' measures are actually management data used for some years e.g. homelessness field. Though there has been some concern in terms of the process of gathering the data, the measures show a significant difference to the customer. One of these measures is: **The number of days staying in temporary accommodation until the case has been resolved** (Very often, the solution means finding fixed accommodation). In 2012/13 the average for this measure was 124 days, but by 2015/16 the average has reduced over the years to 71 days. Another key measure for the Homelessness Service is: **The number of days taken to resolve a homeless problem** (i.e. from the first point of contact to the resolution). The graph shown below shows a positive decline in terms of the performance of this measure over the past four years.

The number of days taken to resolve a homeless problem



The Customer Contact, Registration and Information Services are in the process of giving further attention to their purpose as services.

In accordance with the national requirement, the Information Service also monitors the percentage of Data Protection applications that are answered within 40 calendar days. Performance in recent years has been as follows:

2013 / 14	2014 / 15	2015 / 16
79%	94%	100%

Specifically in terms of the Council website, it is anticipated that we will monitor measures which consider customer satisfaction and which will also address the percentage or number of users who report that they did not receive the information they required. The on-line questionnaire asks the customer **'How satisfied were you with your visit to the website today?'**

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk



Did you find what you were looking for? If not, what were you looking for? These questions have been included in the questionnaire for a year now, and they enable the Team to identify which parts of the website require attention in order to improve.

6.0 Conclusion

6.1 Steady progress has been made with the transformational projects. The performance of measures is as expected, with new measures developed testifying that services are putting more emphasis on the Gwynedd people.

7.0 Recommendation

7.1 Note and accept the report.

Views of the statutory officers

The Chief Executive:

Nothing to add to the report.

The Monitoring Officer:

No comments from a propriety perspective.

The Head of Finance Department:

Nothing to add from a financial propriety perspective.

Contact:
01286 679868
01286 679490

cabinet@gwynedd.gov.uk