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Appendix I - Measures

Service	Measure - definition	2013-14	2014-15	2015/16	Direction of Ambition	2016/17 (Situation at the end of May)
Corporate Property	Eiddo1 - Time (in days) taken to respond to a request for maintenance work	11	9	8	Willing to see a reduction*	8
Corporate Property	Eiddo2 - Percentage of maintenance help-desk customers satisfied with the service received over the past 6 months	-	97.5	98.09	Maintained	99.08
Corporate Property	Eiddo3 - Percentage of Council buildings categorised as being in good or acceptable condition	96	96	97	Maintained	No data available yet – reported annually
Corporate Property	Eiddo4 - Percentage of buildings with appropriate safety systems in place to enable the use of the building for service provision	-	-	66	Improvement	70.00
Corporate Property	Eiddo5 - Number of customers who are satisfied that the service they received was efficient and purposeful	-	-	100	Maintained	100.00
Corporate Property	Eiddo6 - Percentage of new buildings (or alterations) supplied within the timetable and the budget	79	88.2	100	Maintained	No data available yet – reported annually
Corporate Property	Eiddo7 - Percentage of users happy with their new buildings or adapted buildings	100	100	100	Maintained	No data available yet – reported annually
Corporate Property	Eiddo11 - Percentage of customers satisfied with the service received from the Property Development Unit during the project	-	-	100	Maintained	No data available yet – reported every six months
Corporate Property	Eiddo13 - Percentage of customers satisfied with their new building two years after finishing the work	-	-	100	Maintained	No data available yet – reported every six months
Corporate Property	Eiddo 8a - Income from disposing of properties that is available for the Council to re-use	£1,551,000	£1,967,000	£682,000	Anticipated Reduction	£141,000

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Corporate Property	Eiddo8b - Percentage of leases reviewed in a timely manner	-	-	92	Improvement	No data available yet – reported annually
Corporate Property	Eiddo12a - Cost per head for Caernarfon office space	-	-	£825.00	Maintained	No data available yet – reported annually
Corporate Property	Eiddo12b - Staff satisfaction with their office space i.e. is it suitable to be able to complete their work?	-	-	78.30	Improvement	No data available yet – reported annually
Corporate Property	Eiddo13a - Site manager satisfaction with the cleaning / caretaker service	-	-	-	Establish a Baseline	No data available yet – reported annually
Corporate Property	Parcio4 - Percentage of appeals to the independent adjudicator which are approved	-	-	80	Improvement	100.00
Corporate Property	Parcio03 – Percentage of customers stating that they are satisfied with the level of service	-	-	73.00	Improvement	71.00

Comments:

Eiddo4 – A challenge given in terms of how suitable the wording of the measure is as it suggests that if it isn't 100% that the building cannot be used to provide a service. A challenge has also been given for clarity regarding the work programme to deal with the lack of legionella paper work which is noted as the main reason why it cannot be stated that appropriate safety systems are in place and what the other reasons are.

Parcio4- A challenge has been given regarding whether it is the number of appeals that should be measured.

Service	Measure - definition	2013-14	2014-15	2015/16	Direction of Ambition	2016/17 (Situation at the end of May)
Integrated Transport	Cludiant01 Percentage of public transport journeys monitored (buses) which are within the reliability limits (bus timings)	-	-	81.96	Improvement	75.00
Integrated Transport	Cludiant02 Percentage of customers stating that they are satisfied with the level of service	-	-	40.00	Improvement	43.00
Traffig	Traffig01 Percentage of customers stating that they are satisfied with the level of service	-	-	99.57	Establish a Baseline	100 (12/12)

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Street Works	GStryd01	Percentage of customers who responded to a survey and said that they were satisfied with the service level	-	-	97.97	Establish a Baseline	100 (8/8)
Road Safety	DFFI	Percentage of attendees who have learned to be safer on the roads as a result of the lesson/training	-	-	96.67	Establish a Baseline	100 (285/285)

Comments:

Cludiant01 - 24 of 32 service buses have been monitored within the punctuality boundaries and steps have been taken to try to establish the reasons why they are late or early.

Cludiant02 - General reduction in the number of complaints received and of the 13 who are unsatisfied, 8 are for commercial services which are not in our control.

Service	Measure - definition	2013-14	2014-15	2015/16	Direction of Ambition	2016/17 (Situation at the end of May)
Planning and the Environment	PLA004b Local Percentage of all relevant planning applications determined within 56 days and how quickly they are determined on average. National Measure: PLA004b Percentage of all relevant planning applications determined within 8 weeks	72.86%	76.44%	82.30%	Maintained	90.12%
	Average time taken to decide all applications (Days)	-	-	60	Maintained	51
	How quickly were the applications determined within 8 weeks actually determined on average (Days)	-	-	36	Maintained	36
Planning and the Environment	PLA006b Percentage of affordable houses approved with planning applications for housing. National Measure: PLA006b Number of affordable housing units as a percentage of all new housing units provided during the year through the planning system.	41.00%	50.00%	56.30%	Direction to be confirmed	61.50%
Planning and the Environment	PLA/005 Percentage of enforcement cases solved within 12 weeks of receipt during the year	69.50%	71.43%	72.75%	Maintained	77.50%
	Average time taken to resolve Enforcement cases (Days)	-	-	164	Maintained	142

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		How quickly were the enforcement cases resolved within 12 weeks actually resolved on average (Days)	-	-	-	Maintained	41
Planning and the Environment	PLA/002	Percentage of planning applications determined that were approved	94.76%	93.28%	90.33%	Maintained	91.97%
Planning and the Environment	Cynllunio01	Percentage of customers who stated that they were satisfied or very satisfied with the level of the Planning service	-	-	88.68%	Improvement	81.80%

Comments:

PLA004b Local - Challenge given regarding the need to have these three measures.

PLA006b - 13 houses approved with eight being affordable via a 106 or affordable in any case.

PLA005 – Challenge given regarding the need to have these three measures.

Cynllunio01 - 11 responses with nine happy with the service. Challenge given regarding why two were not satisfied with the service.

Service	Measure - definition	2013-14	2014-15	2015/16	Direction of Ambition	2016/17 (Situation at the end of May)
Public Protection	GyC02 Percentage of customers who responded to a survey and said that they were pleased with the service level	97	97	99	Maintained	-
Public Protection	GyC03 Percentage of Service Requests which receive a response within the target.	92	95	92	Maintained	91
Public Protection	GyC04 Percentage of Service Requests resolved within 6 months of the date the request was received	93	92	91	Improvement	59
Environment	GyC07 Percentage of Air Pollution Processes businesses open to an inspection during the year.	100	100	100	Improvement	0
Client Services	GyC23 Percentage of the responses to service requests relating to stray dogs made within 24 hours	78	92	96	Maintain (92-97%)	87
Public Protection	GyC10 Percentage of new food businesses that were subject to a risk assessment visit during the	-	-	-	To be established	67

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		year.					
Public Protection	GyC26	Percentage of high risk businesses open to an inspection that has been inspected.	100	100	99	Improvement	9
Well-being	PAM9a	Percentage of food establishments in the system which achieve a food hygiene standards 4/5 rating.	91	93	93	Maintain (75 - 100%)	93
Public Protection	GyC24	Percentage of the significant breaches that were corrected through intervention from Public Protection	92	88	86	Improvement	34
Public Protection	PAM9	Percentage of food establishments who broadly comply with food hygiene standards.	97.49	97.2	97.95	Maintained (85-100%)	97.87

Comments

GyC03 - Request made to compare with the same period in previous years.

GyC04 – It is noted that it is likely that the figure is lower than the actual performance because staff historically update their records at the end of the quarter. A challenge has been given regarding this and the need to ensure that the information is up-to-date and for comparative information for previous periods. A request has also been made to look at the wording of the measure in order to ensure clarity.

GyC07 – Inspections scheduled to start in July 2016. Request made to compare with the same period in previous years in order to ensure that the performance is reasonable.

GyC23 - 26 of 30 service requests in relation to stray dogs responded to within one day. Challenge given regarding the need to establish the reasons why the other four cases for service had not been met.

GyC10 – Challenge given to look at the wording of the measure.

GyC26 – Challenge given to look at the wording of the measure and a request to provide comparative information for the same period in previous years.

PAM9a and PAM 9 – Challenge given regarding the need to have these two measures.

GyC24 – Challenge given regarding why the other 66% were not corrected and to look at the wording of the measure again in order to ensure that it reflects what people want.