

\* = Lower figure is an improvement

## Appendix 1 - Performance Measures

### Effective and Efficient Council Measures (Councillor Peredur Jenkins)

Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	2015/16
<b>Gwasanaeth Ymgynghorol Adnoddau Dynol</b>					
CHR/002 Number of days of sickness absence per head	8.52	8.20	8.62	Improvement	8.44
CG23 Number of employment cases referred to the Employment Appeals Committee, and the number of appeals approved by that Committee (i.e. contrary to the employer's original decision).	-	-	-	Improvement	4 appeal cases 3 appeals approved by the committee
CG24 Percentage of Council managers who state that the Service contributes positively to their ability to achieve.				Establish baseline	83%
<b>Comments</b>					
CG24 Themes have come to light and discussions have been held to address the matters.					
<b>Human Resources Health, Safety and Welfare Service</b>					
CG18 Number of RIDDOR accidents (figures for the quarter in brackets)	64	75	63	Improvement *	40
CG19 Number of accidents across the Council (figures for the quarter in brackets)	2493	2636	3350	Maintain	2100
1. Number of H&S inspections (and as a result, the number of lack of compliance cases)	-	-	-	-	3
2. Satisfaction questionnaires (Score out of 10 by service managers)	-	-	-	-	7.8
3. Number of Occupational Health interventions that have been targeted on the basis of absence figures (the eventual effect of those interventions)	-	-	-	-	5
4. The number of Health and Safety Executive (HSE) interventions and number of material deficiencies					1 Plas Maesincla home inspection 2 x material deficiency

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	2015/16
<b>Comments</b>					
CG18 The three Departments where there is the greatest reduction – Adults, H&M and Education					
CG19 Data input work not completed for 15/16 accident forms and therefore this figure cannot be depended upon.					
1. Arfon Waste Collection and Recycling Depot – 10 matters of lack of compliance; Ffridd Rasus, Harlech – 4 cases of lack of compliance; Dolgellau Fleet Workshop – 6 cases of lack of compliance					
2. One appeal has been made but this will not avoid the fee. Another open intervention has been closed without further action.					
<b>Support Unit</b>					
CG15 Percentage of applicant satisfaction on the experience of applying for a post with the Council and to identify whether there are any barriers which have created unnecessary problems (and therefore if it is possible to abolish them)	-	-	-	Improvement	80%
CG16 Percentage of manager and relevant staff satisfaction within the Council to seek feedback on the service and to identify the barriers they may experience which create problems for them while servicing the people of Gwynedd (and therefore if it is possible to abolish them)	-	-	-	Improvement	80%
<b>Comments</b>					
Steps have been put in place in order to respond to the cases of lack of satisfaction where we have influence over the situation.					
<b>Organisational Development Service</b>					
CG06 Percentage of staff on a sample basis who feel that the benefits they can take advantage of have a positive impact on their satisfaction with the Council as an employer	-	-	62%	Improvement	64%
<b>Comments</b>					
Activities continue to raise awareness of the benefits available to staff following receiving feedback					
<b>Dysgu a Datblygu</b>					
CG01 Staff satisfaction with the learning provision helping them to provide an improved Service for the People of Gwynedd	-	-	-	Establish baseline	7.8
CG02 Satisfaction of Managers with the learning provision helping their staff to provide and improved Service for the People of Gwynedd	-	-	-	Establish baseline	7.6
CG03 Percentage of Member who feel that the learning provision helps them to achieve their role to provide an improved Service for the People of Gwynedd	-	-	-	Establish baseline	97%

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	2015/16
<b>Tim Arbedion</b>					
Arb01 Efficiency savings sum achieved as a percentage of the total savings	-	-	-	Improvement	98.9%
DT3.1b Savings sum achieved	-	-	-	-	£6.1m

### Effective and Efficient Council Measures (Councillor Dyfrig Siencyn)

Measure - Definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
<b>Translation Unit</b>					
1. User opinion on quality of written translation work	-	-	100%	Maintain	100%
2. User opinion on quality of simultaneous translation work	-	-	100%	Maintain	No recent information available
<b>Projects Team (to be measured from 2016/17 onwards, and the exact wording to be confirmed)</b>					
<b>CG30</b> Value for money - financial and non-financial benefits	-	-	-	Set a baseline	-
<b>CG31</b> Percentage of the team's customers that return	-	-	-	Set a baseline	-
<b>Comments</b>					
<b>CG31</b> The value of this measure has been challenged.					
<b>Strategic Planning and Performance Team</b>					
<b>CytC03</b> Percentage of the amount claimed through the Outcomes Agreement	£1.3m	£1.3m	£1.3m	Maintain	£1.284m
<b>To be measured from 2016/17 onwards</b>					
<b>CG26</b> Gwynedd's residents are satisfied with the information available to them about what the Council is doing, and its future intentions	-	-	-	Set a baseline	-
<b>CG27</b> Does the information help you to know how/what the Council is doing	-	-	-	Set a baseline	-
<b>CG28</b> Percentage of matters that should receive an Equality Impact Assessment which have been assessed.	-	-	-	Set a baseline	-
<b>CG29</b> The Equality Impact Assessment helped to reach a decision	-	-	-	Set a baseline	-
<b>Communication and Engagement</b>					
<b>CG13</b> Department's satisfaction with the Unit's support to help them engage with the residents of Gwynedd	-	-	-	Set a baseline	9.2

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<b>CG14</b> The people of Gwynedd's satisfaction with the Council's communication and engagement arrangements	-	-	-	Set a baseline	Start reporting in 16-17
<b>Comments</b>					
<b>CG13</b> - Two departments scored less than 10, and lessons have been recorded to enable improvement.					
<b>Research and Analysis</b>					
<b>CG07</b> The number of customers who note that the assistance helped them to benefit the people of Gwynedd	-	-	-	Set a baseline	26 Yes 3 No
<b>CG08</b> The number of customers who noted, after receiving the assistance, that they felt more confident when using information and evidence	-	-	-	Set a baseline	17 Yes 12 No
<b>Comments</b>					
<b>CG07</b> - 3 noted that the assistance had helped them and that steps had been taken to respond.					
<b>CG08</b> - A number of 'no' responses were cases where it was not possible, or intended for the customers to undertake the work themselves.					

## Legal Service Measures

Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
Percentage of satisfaction questionnaires from client officers that score the service as excellent or good.	-	98%	98%	Maintain	100%
The service to meet the requirements of the Electoral Commission's performance standards for a Returning Officer in an election	-	Achieved	Achieved	Maintain	Achieved
The service to achieve Electoral Commission performance standard requirements for Electoral Registration	-	Achieved	Achieved	Maintain	-

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## Financial Planning Measures (Councillor Peredur Jenkins)

### Creditors' Payments Service

Ref.	Measure - Definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
CD6.01	Percentage of invoices paid within 30 days (across the Council)	94	94	94	Maintain	93

### Payroll Service

Ref.	Measure - Definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
CD8.07	Number of cases which lead to further adaptations in salary.	-	-	-	Maintain	492
CD8.08	Number of employees who contact regarding the salary payment process within the Council.	-	-	-	Maintain	274
CD8.09	Ensure accurate payments within the time limit for external bodies (such as HM Revenue and Customs).	-	-	-	Maintain	100

#### Comments

CD8.07 Adaptations out of 20,312 payments in the quarter (0.0049%)

CD8.08 38 of these calls occurred due to a case within the Payroll Unit. (Total number of calls were 1,324 for the quarter).

### Information Technology Service

Ref.	Measure - Definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
TG01	Percentage of network availability	100	99.6	100	Maintain	99.95
TG02	Percentage of Public Website availability	99.96	99.73	99.79	Maintain	99.62
TG05	Average Help Desk user satisfaction score	-	4.73	4.8	Maintain	4.8
CD5.13a	Satisfaction of Departments and Services with the service and financial assistance (Information Technology)	-	-	-	Maintain	3
CD5.13b	Satisfaction of the Corporate Management Team with the finance service (Information Technology) provided to the Council on a corporate level	-	-	-	Maintain	3.6
TG16	Percentage of the unit's developmental systems which have met the customer's requirements	-	-	-	-	New measure - arrangements being set

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TG17	Percentage of staff satisfied or very satisfied with the service provided by the Information Technology service	-	-	-	-	New measure - arrangements being set
TG18	Percentage of staff satisfied or very satisfied with the Information Technology equipment used	-	-	-	-	New measure - arrangements being set
<b>Comments</b>						
CD5.13a and CD5.13b	Consideration has been given to the points raised in order to improve.					
The Service was challenged to consider reviewing the measures to ensure that they demonstrate or prove that the Units are achieving what they should.						

#### Tax Service

Ref.	Measure - Definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
CD11.01	Council Tax Collection Rate	97.15	96.88	97.20	Maintain	97.29
CD11.02	Non Domestic Tax Collection Rate	97.57	97.79	98.2	Maintain	98.13
CD11.03	Total debts written-off in the long-term (3 years) as a percentage of the total charged to the accounts over the same period	-	0.46	0.52	Maintain*	0.47 (Annual Measure)

#### Benefits Service

Ref.	Measure - Definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
CD12.03	Average time taken to process a new benefit application (days)	21.67	23.1	19.74	Maintain*	16.44
CD12.04	Average time taken to process a notice of change in circumstances (benefits) (days)	5.68	6.91	6.23	Maintain*	5.19