

\* = Lower figure is an improvement

## Appendix I - Measures

Reference	Measure	13/14 Performance	14/15 Performance	15/16 Performance	2016/17	
					Q1 Performance	Q2 Performance
<b>Integrated Transport Unit</b>						
Cludiant01	Percentage of public transport journeys that are punctual	-	-	80.00 (on average)	75.00	78.00
Cludiant02	Percentage of customers satisfied with the bus service in general	-	-	50.00 (on average)	43.00	49.00
Cludiant03	Percentage of customers satisfied with the commercial service	-	-	No measure	100 (12/12)	100 (7/7)
Traffig01	Percentage of customers stating that they are satisfied with the level of service	-	-	98.00 (on average)	100 (8/8)	100 (9/9)
GStryd01	Percentage of customers who responded to a survey and said that they were satisfied with the service level	-	-	99.00 (on average)	100 (285/285)	100 (16/16)
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 (285/285)	100 (796/796)
C&G02	Percentage of customers stating that they are satisfied with the level of service	-	-	No measure	-	100 (33/33)
<b>Comments</b>						
Cludiant 01 - 18 of 23 service buses monitored were punctual.						

Reference	Measure (definition)	13/14 Performance	14/15 Performance	15/16 Performance	2016/17	
					April/May Performance	June/July 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	0	97%
GyC07	Percentage of Air Pollution Processes businesses inspected during the year.	100	100	100	0	12%
GyC24	Percentage of the substantial offences that were resolved through intervention from Public Protection	92	88	86	34	53%
GyC26	Percentage of high risk businesses inspected in line with the programme.	100	100	99	9	24%
PAM9	Percentage of food establishments who roughly comply	97.49	97.2	97.95	97.87	98.22%

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	with food hygiene standards (equivalent to a score of 3 or more).					
GyC-T2	Average number of days taken to determine a taxi licence application.	-	-	-	0	9
<b>Comments</b>						
CyC02 - 89 customers participated with 86 noting that they were satisfied with the service.						
GyC07 - Challenge given regarding the increase and a response received noting that the rate is comparable with previous years.						
GyC26 - Challenge given regarding the increase and response received noting that the rate is comparable with previous years.						

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	51.75
PLA004b (National Measure)	Percentage of all relevant planning applications determined within 8 weeks	72.86%	76.44%	82.30%	86.06%
PLA/005	Average time taken to resolve Enforcement cases (Days)			164	133
PLA/005 (National Measure)	Percentage of enforcement cases solved within 12 weeks of receipt during the year	69.50%	71.43%	72.75%	76.55%
PLA/002	Percentage of planning applications determined that were approved	94.76%	93.28%	90.33%	90.83%
Cynllunio01	Percentage of customers who stated that they were satisfied or very satisfied with the level of the Planning service	-	-	88.68%	85.90%
<b>Comments</b>					
PLA/002 - It was asked if establishing the pre-app system has made a difference but it was noted that it was a little too early to determine if it has or not.					

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Reference	Measure	13/14 Performance	14/15 Performance	15/16 Performance	2016/17	
					Q1 Performance	Q2 Performance
<b>Corporate Property Unit</b>						
Eiddo1	Time (in days) taken to respond to a request for maintenance work	-	9	8	8	7
Eiddo2	Percentage of maintenance customers' satisfaction over the past 6 months.	-	97.5	98.09	99.08	100.00
Eiddo3	Percentage of Council buildings categorised as being in good or acceptable condition	-	96	97.18	97.18	97.35
Eiddo4	Percentage of buildings with appropriate security systems in place	-	New	66	70.00	75.00
Eiddo5	Percentage of customers who are satisfied that the service they received was efficient and purposeful	-	New	100	100.00	100.00
Eiddo11	Percentage of customers satisfied with the service received from the Property Development Unit during a construction project	-	New	100	-	100%
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	£141,000	£199,000
Parcio4	Percentage of appeals to the independent adjudicator which are approved	-	New	80	100.00	0.00
<b>Comments</b>						
<b>Eiddo4</b> - It is noted that the increase is not as good as anticipated as a result of poor performance by external consultants. This contract has been cancelled and new consultants have been appointed who are making good progress and it is anticipated that the performance will be around 90% within the next month.						