

* = A lower figure is an improvement

Appendix 1

Corporate Support Measures

Measure - definition	2013-14	2014-15	2015-16	Direction of Ambition	2016-17
Translation Unit					
1. User opinion on quality of written translation work	-	100%	-	Maintain	New procedure is being set-up
2. User opinion on quality of simultaneous translation work	-	100%	-	Maintain	New procedure is being set-up
Research and Analysis					
1. The number of customers who note that the assistance helped them to benefit the people of Gwynedd	-	-	-	-	22 Yes 2 No
Comments	1. Of the two cases where an answer of "no" was given, the information asked for did not exist.				
Gwynedd and Anglesey Partnership Unit					
1. % of the partners who are agreed that the administrative elements of the partnerships are of good quality and timely Public Services Board Community Safety Partnership Children and Young People Partnership	- - -	- 100% 100%	- - -	-	100%
2. % of the partners who are agreed that the meetings and partnership work delivers effectively for the people of Gwynedd and Anglesey	-	-	-	-	New
Communication and Engagement					
1. Department's satisfaction with the Unit's support to help them engage with the residents of Gwynedd	-	-	-	-	9.5
Comments	1. Three Departments scored less than 10, and lessons have been recorded to enable improvement.				
Strategic Planning and Performance Team					
CG26 Gwynedd's residents are satisfied with the information available to them about what the Council is doing, and its future intentions	-	-	-	Improvement	-
CG27 Does the information help you to know how/what the Council is doing?	-	-	-	Set a baseline	-
Comments	CG26 and 27 Awaiting engagements results with the citizens Panel but responses received from other sources note issues such as not having seen the documents, do not feel that they are relevant and that the documents are too long. A desire to keep things simple and brief was noted using visual information and highlighting and conveying information about things which are important to the public such as grass-cutting, potholes, emptying bins and dog fouling. The Team has put steps in place in order to respond to these points.				

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Projects Team					
CG04 Percentage of projects, that receive support from the projects pool that have fulfilled their purpose in terms of aims, time and cost (to be measured at the end of the financial year)	-	-	-	Set a baseline	Annual
CG05 Customer Satisfaction - Project Board, Project Leader, Senior Supplier, Senior User	-	-	-	Set a baseline	Comments below
Comments					
<p>CG04 Monitored in one-to-one meetings with every project manager.</p> <p>CG05 Since the last meeting, appraisal arrangements have begun. The majority of information is now measured in this system with the manager discussing with customers who have not been included as part of these arrangements. Comments received as part of this process and steps have been taken in order to respond.</p>					

Legal Service Measures

Measure - definition	2013-14	2014-15	2015-16	Direction of Ambition	Latest information
1. Percentage of satisfaction questionnaire from client officers that score the service as excellent or good.	98%	98%	100%	Maintain	100%
2. The service to meet the requirements of the Electoral Commission's performance standards for a Returning Officer in an election	Achieved	Achieved	Achieved	Maintain	-
3. The service to achieve Electoral Commission performance standard requirements for Electoral Registration	Achieved	Achieved	Achieved	Maintain	-
Comments					
<p>1. No negative comments contained on the questionnaires in the year to date.</p> <p>2. Have satisfied the standards of the Commission for the 2015 General Election. It is too soon yet to be able to report on the 2016 elections (Assembly, Police Commissioner and the Referendum on Europe) as the Commission has not reported on them.</p> <p>3. The Council will submit information to the Commission soon after the Electors' Register is completed in December. Gwynedd is not one of the authorities which is monitored by the Commission this time (a percentage is monitored every year).</p>					