

Appendix I - Measures

Achievement Measures Councillor Ioan Thomas

Ref.	Achievement measure	2013-14	2014-15	2015-16	Latest information
Homelessness - TAI002	Time it takes to achieve what matters (Number of days)	145.85	84.94	69.08	78
Homelessness - TAI003	length of stay in temporary accommodation (Number of days)	113.78	75.82	126.02	131
Housing PSR/002	- The average number of calendar days taken to issue a Disabled Facilities Grant.	242	311	217	204
Housing PSR/004	- Percentage of private sector dwellings that that were returned to full-time occupation having been vacant for more than six months at 1 April, as a result of direct action by the local authority.	5%	6%	5%	1.77%
Housing Strat6	- Number of affordable units secured for Gwynedd.	70	144	48	24
Finance CD12.03	- The time (number of days) taken to process new claims for Housing Benefits and Council Tax Benefits.	21.1	19.7	16.4	17.3
Finance CD12.04	- The time (number of days) taken to process change in events for Housing Benefits and Council Tax Benefits.	6.91	6.2	5.2	5.8
Libraries LCL/001b	- Number of visits to public libraries during the year per 1,000 of the population	5,301	4,199	Data not available yet	Data ddim ar gael eto
Libraries	Percentage of library users (adults) who note that they found the information that	85	91	Data not	Data ddim ar

LLYFI2	they needed			available yet	gael eto
Libraries LLYF08b	Percentage who have benefitted from the Information Literacy sessions	-	-	Data not available yet	Data ddim ar gael eto
Customer Care CYSCW01	Percentage of phone calls answered by Galw Gwynedd in seconds	-	0.40	0.42	0.55
Customer care CYSW04	Percentage of calls not being answered by Galw Gwynedd	-	5.4%	7.8%	10.49%
Customer care CYSCW05	Percentage of service requests being resolved at the first point of contact in Galw Gwynedd	-	37.1%	38.9%	35.39%
Customer care CYSCW5b	Percentage noted that the customer care received by Galw Gwynedd was very good or good	-	-	98%	98%
Customer care CYSCW06	Percentage of requests for a service that are addressed immediately by Siop Gwynedd	-	77.8%	80.9%	83.33%
Customer care CYSCW6B	Percentage noted that the customer care received by Siop Gwynedd was very good or good	-	-	99%	98%
	Percentage noted that the waiting time before receiving service in Siop Gwynedd was acceptable / unacceptable.	New	New	New	100%
Customer care DCCof04	Percentage of satisfaction questionnaires that score the Births, Marriages and Deaths Registration Service as good or better.	-	100%	95.6%	Gweler y sylwadau
Customer Care DCCof05	Percentage of births registered within 42 days	-	-	97%	96%
Customer Care DCCof06	Percentage of customers who are offered a death registration appointment within the expected period (two days)	-	-	97.2%	98%
Customer Care DCCof07	Percentage of deaths registered within five days	-	-	92.6%	94.8%
Managing Information Service	Number of information incidents (since April 1st)	-	-	-	3
Managing Information Service	Staff opinion about the service provided	-	-	-	88% reported that the have received the service the

					wanted.
Website team	% of the customers reporting that they are unhappy / very unhappy with the website	-	-	-	0.02% (number 186)
Website team	% of the customers that failed to find what they were looking for.	-	-	-	0.02% (number 177)

Homelessness - TAI003 and TAI002 - It is believed that there is a combination of reasons for the decline in performance such as some individuals having lengthy stays in temporary accommodation, recent legislative changes, changes in welfare benefits, higher than usual staff sickness and a general increase in the demand on the system. It is noted that it could be misleading to compare directly with 2013/14 and 2014/15 directly as all 'cases' were not included in the figures for these years. i.e. the pilot during those years was comparatively small and collected the data in the form of the measure in question.

Housing - PSR/004 - This figure is measured accumulatively and it is, therefore, anticipated that the percentage will increase over the course of the year.

Customer Care - CYSWCW04 - Performance for April is 10.01%, May 9.24%, June 12.79%, July 9.68%, August 10.10%, September 12.50% and October 14.35%.

Customer Care - DCCof04 - Customer opinion collected once a year historically, work is underway to receive observations from our customers continually.