

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
2. User opinion on quality of simultaneous translation work	-	100%	-	Maintain	New
Research and Analysis					
1. The number of customers who note that the assistance helped them to benefit the people of Gwynedd	-	-	-	-	12 Yes
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	-	-	-	-	9.6 (Year)
Comments					
1. Out of 10 responses between September and November the average score was 10. .					
Projects Team					
CG05 Customer Satisfaction - Project Board, Project Leader, Senior Supplier, Senior User	-	-	-	Set a baseline	New
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	-

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%