

## **APPENDIX 2**

### **(Environment Cabinet Member's Performance Report)**

#### **Performance indicators for the Environment Department's Services**

The day to day work of the Department

# Performance measurement references

| Waste and Recycling                         |  |
|---|--|
| G&A1  | Gwynedd's Recycling Performance  |
| G&A2  | Tonnage of Residual Waste  |
| G&A3  | Missed Collections Enquiries   |
| G&A4  | Average Sickness   |
| Public Protection – Trading Standards       |  |
| SM1   | Percentage of high risk businesses that have had an inspection in accordance with the programme  |
| SM2   | Percentage of criminal law violations that have been identified by the service that have been resolved   |
| Public Protection – Pollution and Licensing |  |
| LL&TH1                                      | Average time taken to process a taxi licence application   |
| LL&TH2                                      | Number of private water Properties that have received a water sample inspection and risk assessments in accordance with programme for the year   |
| Public Protection – Health and Safety       |  |
| B&D1  | Percentage of Food Businesses that meet Food Hygiene Standards [score of 3 or higher]  |
| B&D2 (A)<br>B&D2 (B)                        | Percentage of Food Businesses that have had a Food Standards Inspection in accordance with the programme<br>Percentage of Food Businesses that have had a Food Hygiene Inspection in accordance with the programme |
| Planning                                    |  |
| C1  | Average time taken to decide a planning application  |
| C2  | Average time taken to close service requests   |
| C3  | Time taken to close alleged breaches of planning rules   |
| Planning policy                             |  |
| PC1   | Percentage of responses to consultations on planning applications and pre-applications advice provided on time   |

| Building Control        |  |
|-------------------------|--|
| RH1                     | Percentage of applications decided within a given time [5 or 8 weeks]  |
| RH2                     | Number of enforcement cases (not including dangerous structures) that have been closed within a certain time   |
| RH3                     | Number of dangerous structures cases that have been made safe but where there is still a need to complete work |
| Parking and Streetworks |  |
| P&GS1                   | Time taken to respond to complaints of illegal parking   |
| P&GS2                   | Percentage of successful appeals   |
| P&GS3                   | Number of notices on street/off street   |
| P&GS4                   | Number of works on the highway that have gone over the original timescale                                      |
| Traffic and Projects    |  |
| T&P1                    | Number of improvements introduced on the highway   |
| Countryside – Footpaths |  |
| CG1                     | Number of improvements made to structures on the county's path network   |
| Public Transportation   |  |
| TC1                     | Percentage of local bus services that arrive on time   |
| TC2                     | Percentage of travellers that use concessionary ticket/pay   |
| Business – Back Office  |  |
| B1                      | Average time taken to process land charges applications  |
| B2                      | Percentage of calls that were answered   |
| Finance Monitoring      |  |
| MC                      | Total financial bids compared to successful bids   |

# Waste and Recycling

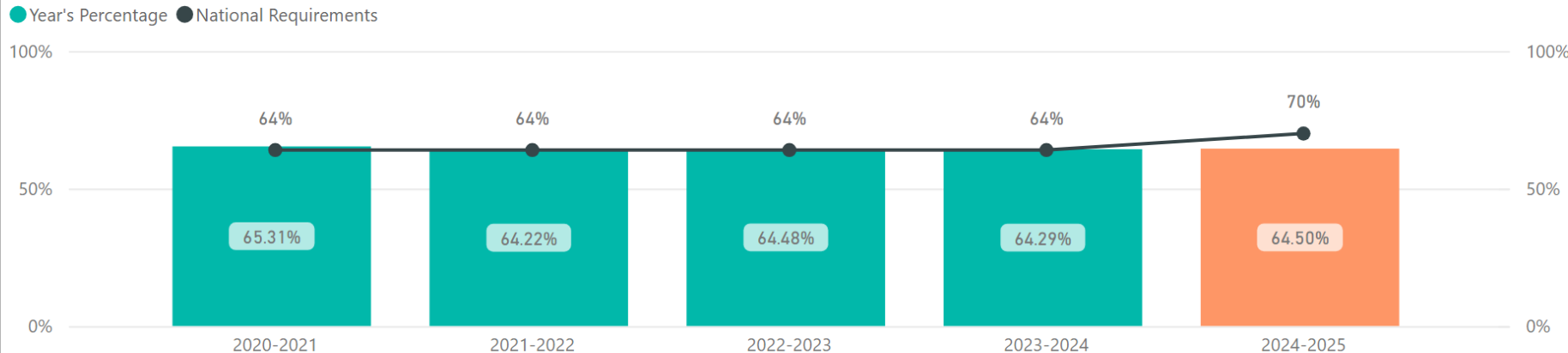
## G&A1 - Gwynedd's Recycling Performance

**Purpose of the Service:** Carry out local and county-wide campaigns to promote, educate and help residents reduce the waste generated and encourage more recycling

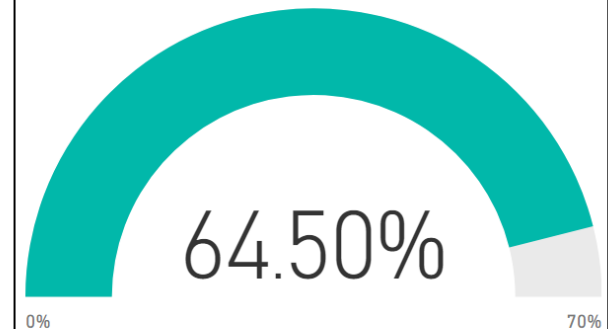
### Comments

Cyngor Gwynedd has managed to reach the Welsh Government's recycling target every year up to 2023-24. In 2024-25, the recycling percentage increased from 64% to 70% and now, the Council is not meeting the statutory target – and consequently, there is a risk of a fine. Cyngor Gwynedd's recycling percentage has stabilised and has remained at 64% since it reached this point. There will be a need to reconsider and do things differently to push through this limit to reach 70%. The proposed Waste Strategy details plans on how the department intends to meet this, e.g. assessing collection frequency, educating and engagement, etc.

### Gwynedd's Recycling Performance



### Recycling Performance Against the Requirements of the Welsh Government 2024 - 2025



# Waste and Recycling

## G&A2 - Tonnage of Residual Waste

**Purpose of the Service:** Reduce residual waste collected by maximising materials to recycle/reuse. In doing this, delivering a reliable and tidy collection service

### Comments

This reports on the total residual waste being collected and sent to the Parc Adfer Energy from Waste sites. It is essential to continue to encourage and educate the residents of Gwynedd to reduce residual waste levels as we know that recyclable materials continue in this stream. Reducing waste in the green bin will take us a step further towards the statutory recycling target, reduce the costs of the carbon tax that will be introduced in 2028, and allow for realistic options for us to reconsider collection frequency. It can be seen from the graphs that a reduction of 2% (560t) has been seen in the non-recyclable waste being sent to Parc Adfer this year, compared with 2023-24. The biggest reduction can be seen in the commercial waste tonnages; the main reasons for this is the change in regulations in March 2024, but also due to the substantial reduction that has been seen since last March in the number of business customers that the Council now has. We also saw a reduction in the tonnages received via our recycling centres and street waste. An increase was seen in the tonnes being produced by our residents at the kerbside. This can be quantified with the small increases seen in housing numbers between March 2024 and 2025 and houses transferred back from business rates to council tax rates, due to the change seen in tax rules.

### Tonnage of Residual Waste 2024 - 2025



Every household in Gwynedd produces **260kg** of residual waste each year



# Waste and Recycling

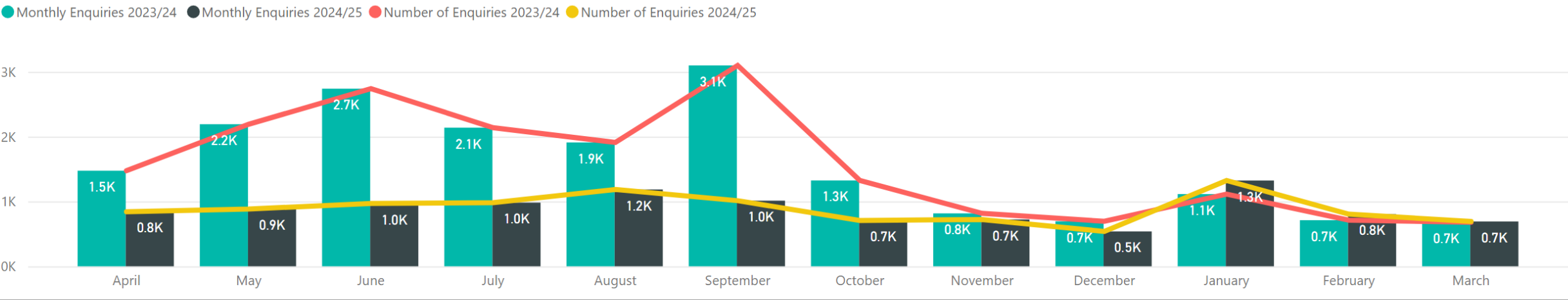
## G&A3 - Missed Collections Enquiries

**Purpose of the Service:** Waste and recycling collection from 64,000 homes in the county in accordance with agreed timetable

### Comments

It is pleasing to state that the number of complaints has reduced 8,200 (44%) this year, compared to last year. It can be seen from the graph that the situation has stabilised since December 2023, and although a peak was seen in January, the situation has settled back down to "normal". When adopting the Bartec IT system, which changed the reporting method, we are confident that we will reduce this further, instead of being complacent with the current plateau. It is likely that we will also be able to obtain statistics from the Bartec system to pin-point our 'actual' rate of missed collections. For information, the rate of reporting missed collections is around 0.2% of the bins / boxes that we are supposed to collect.

### Missed Collection Enquiries



# Waste and Recycling

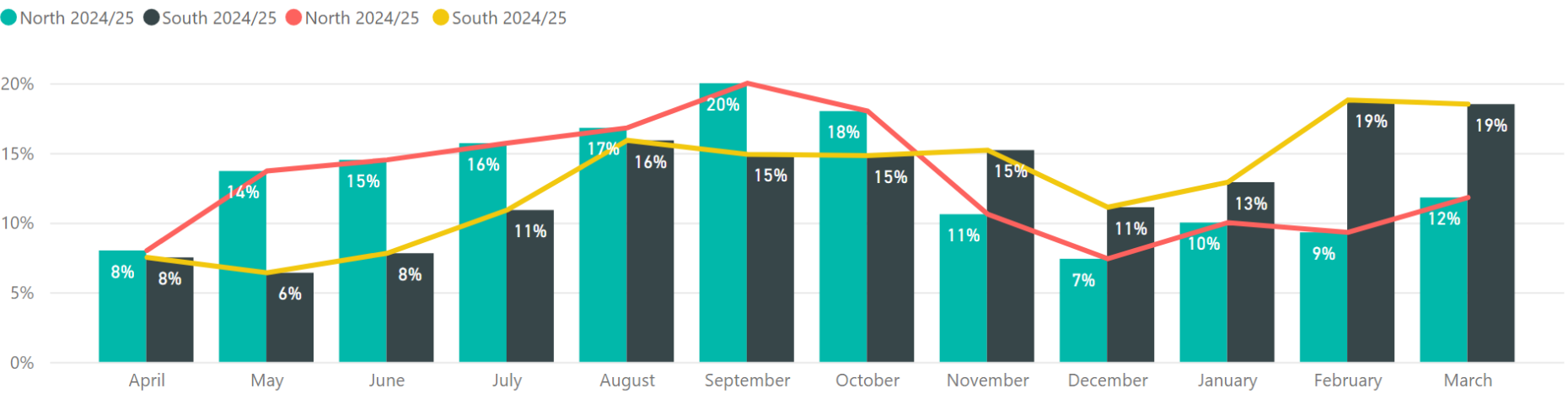
## G&A4 - Average sickness percentage

**Purpose of the Service:** Waste collection and recycling from 64,000 homes in the county in accordance with agreed timetable

### Comments

The measure highlights sickness percentages amongst our waste collection workforce. When managing sickness, it is possible to improve missed collection performance and reduce costs - which is one of the objectives when attempting to improve the service. It must be kept in mind that the nature of this work is physical and that the "fit to work" threshold is higher than in other work areas in the Council. Specific work has been done to incorporate corporate absence arrangements and policy, with training provided so that team leaders are qualified and empowered to address the high sickness levels seen in the service. Obviously, there is a personal story behind every sickness statistic, but it is important to show that the Department is taking proactive steps to look after its staff, whilst also attempting to protect the service. It is encouraging that sickness levels amongst our workforce have reduced in the north of the county, but it is concerning that the sickness levels of other areas have increased.

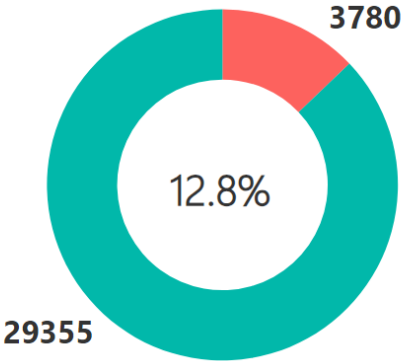
### Average Sickness Percentage



### Sickness Days

April 2024 - March 2025

Sickness days (Red), Possible working days (Teal)



# Public Protection - Trading Standards

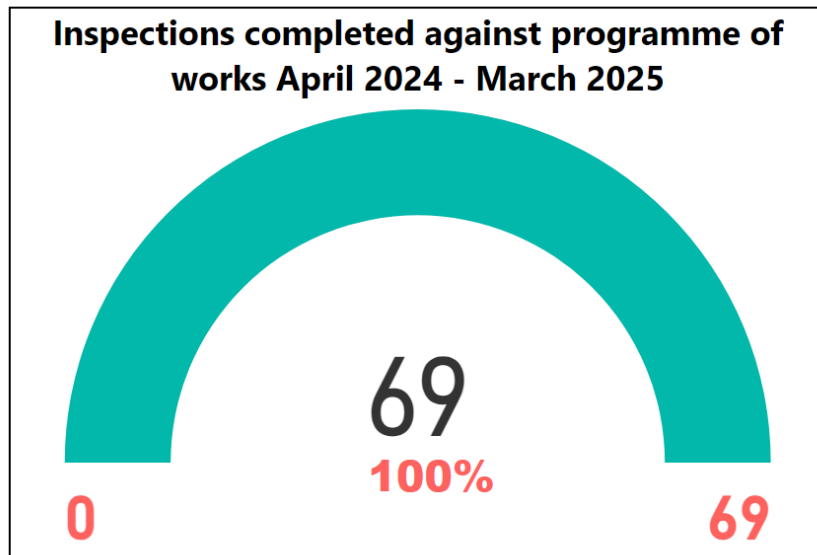
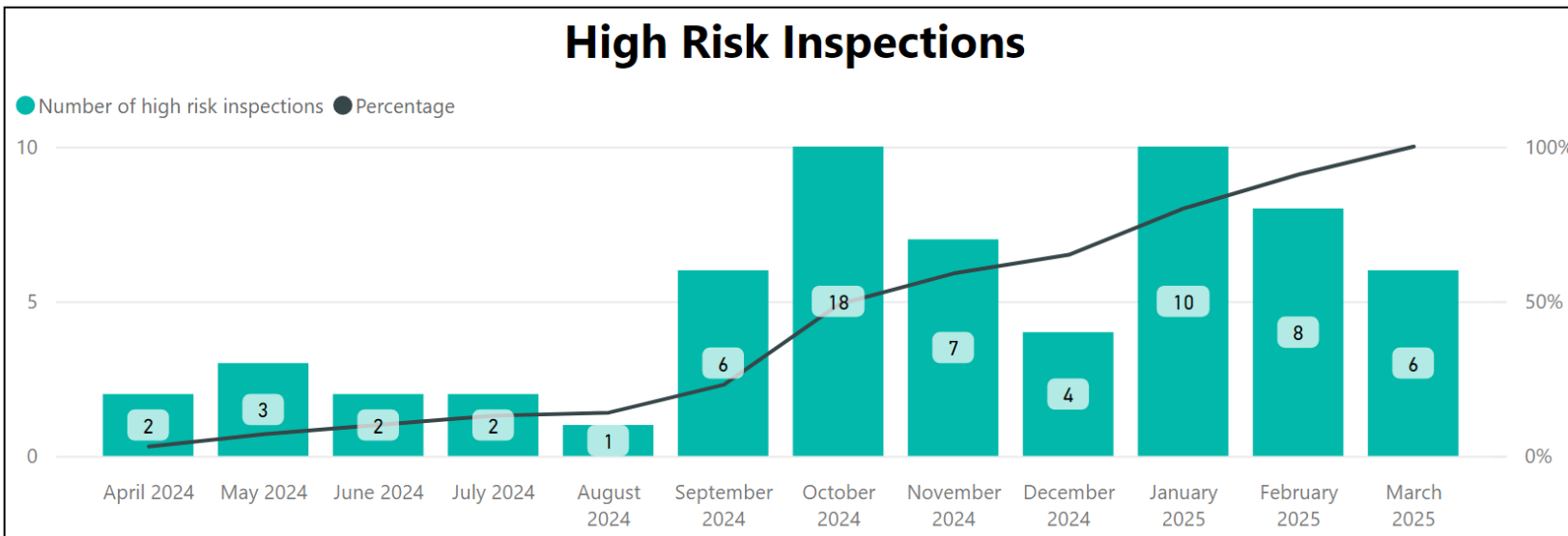
## SM1 - Percentage of high risk businesses that have had an inspection in accordance with the programme

**Purpose of the Service:** To protect public health and welfare from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain procedures and comply with the legal requirements applicable to their business. 2) Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals.

### Comments

A total of 69 'high-risk' category premises were identified across the service for 2024-25. 29 of these had been earmarked as inspections to premises being licensed to sell explosives and fireworks, whilst the other remaining 40 premises fall to the Animal Health team. These are premises/businesses that are identified as high risk due to the complexity of the business activity, or there is a history and risk of lack of compliance with Trading Standards Regulations over a period of time. I am pleased to be able to report that we have managed to reach the target of inspecting 100% of the high-risk inspections list for 2024-25.

**\*\*Note\*\*** There has been a substantial increase in the number of high-risk inspections being carried out during this period, since this is the period that inspections must be carried out on premises which store fireworks. There is no point inspecting these businesses until it is very close to the time when they are permitted to be sold.





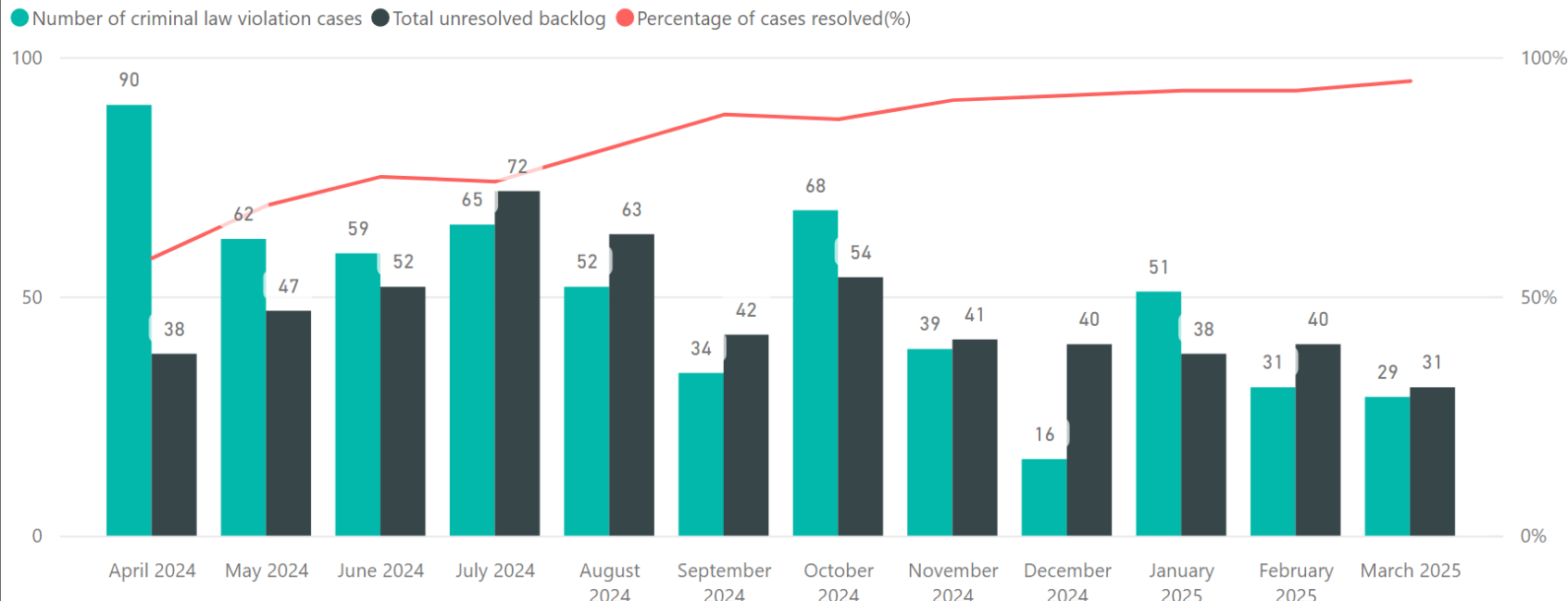
# Public Protection - Trading Standards

## SM2 - Percentage of criminal law violations that have been identified by the Service that have been resolved

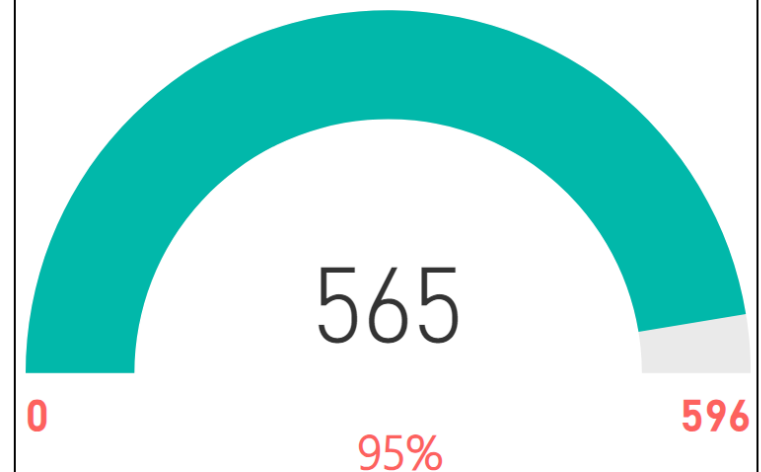
**Purpose of the Service:** To protect public health and welfare from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain procedures and comply with the legal requirements applicable to their business. 2) Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals.

Comments included on the next page

### Percentage of criminal law violation cases



### Number of cases resolved April 2024 - March 2025





# Public Protection - Trading Standards

## SM2 - Percentage of criminal law violations that have been identified by the Service that have been resolved

**Purpose of the Service:** To protect public health and welfare from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain procedures and comply with the legal requirements applicable to their business. 2) Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals.

### Comments

This is a new measure that was developed to be operational from 1 April 2024. Breach cases are identified through a combination of reports/concerns/complaints brought to the attention of the service by members of the public and businesses, as well as proactive work identified by the service as a part of business inspections. The measure also considers the total backlog of lack of compliance which continues open from 01/04/2024, and the service is working on it to resolve it. Criminal breaches are considered as a 'breach of any criminal legislation that Gwynedd Trading Standards Officers have been authorised to enforce'. This does not include civil breach matters.

Since reporting on our performance up to the end of December 2024, the Animal Health and Welfare team has been continuing with the work of responding to service requests relating to animal health and welfare matters, as well as holding programmed inspections of collection centres, livestock markets and programmed inspections relating to animal feed hygiene and safety.

The Consumer Protection team has continued to prioritise the response to intelligence relating to the sale of illegal goods across the county - mainly tobacco and e-cigarettes. The team is also a part of a multi-agency campaign which is currently underway in Bangor (led by the Police) - mainly conducting joint inspections in shops identified as being associated with anti-social problems in the city, with the intention of seizing illegal goods that fall within our field of work.

# Public Protection - Pollution and Licensing

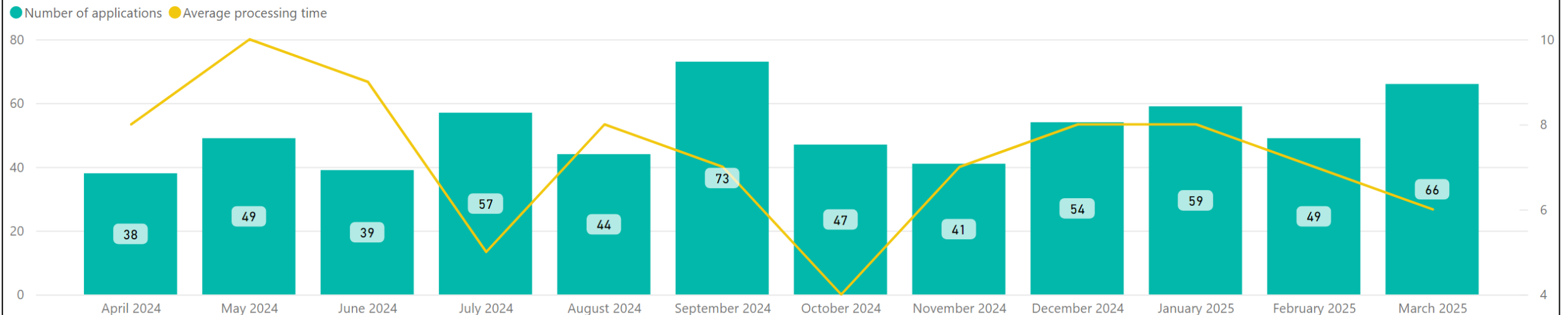
## LL&TH1 - Average time taken to process a taxi licence application

**Purpose of the Service:** To ensure that licensed activities relating to taxis, alcohol, gambling and entertainment are provided in a way that protecting the public and supporting businesses

### Comments

Although a shift was seen with more taxi vehicle licence renewal applications using the on-line self-service system and clear guidelines available on the use of the system, a few applications are still submitted late and incomplete, with a delay in receiving essential documents in order to be able to process licences. Applications for driver licences which need to be referred to Committee take more time to process. In the latest period, processing time has reduced, although many applications have been referred for a committee decision, and an increase in service requests such as alcohol licence applications. The service has recently made permanent appointments to two vacant posts, with experienced officers who had been seconded to the jobs previously. For the latest period, some delay was seen with the processing some applications due to a delay in receiving complete applications, and some applications being referred for a Committee decision. Nevertheless, the average processing time is very low, and many complete applications are processed on the same day. The delegation Scheme has been reviewed in December, which means that only applications for taxi licenses which are contrary to policy are referred for a decision by the Licensing Committee.

### Taxi licensing applications and processing times



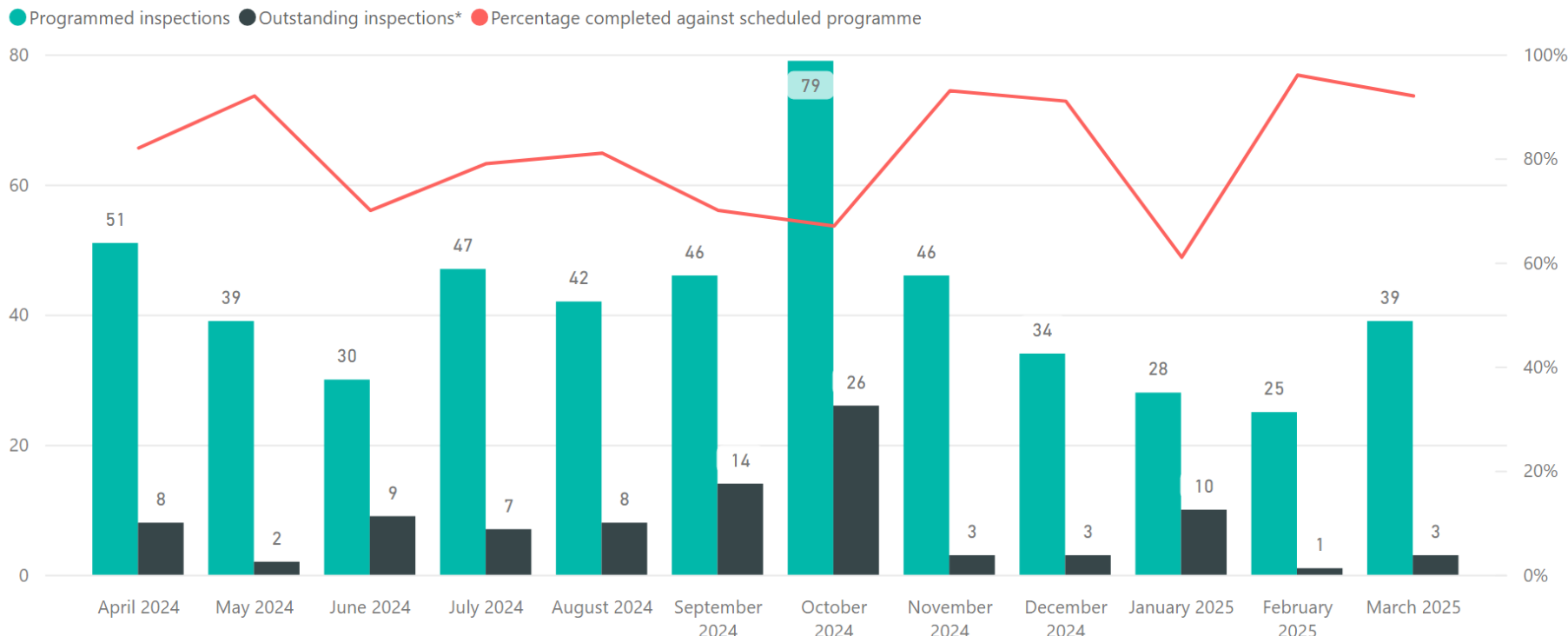
# Public Protection - Pollution and Licensing

LL&TH2 - Number of private water properties that have received a water sample inspection and risk assessments in accordance with programme for the year

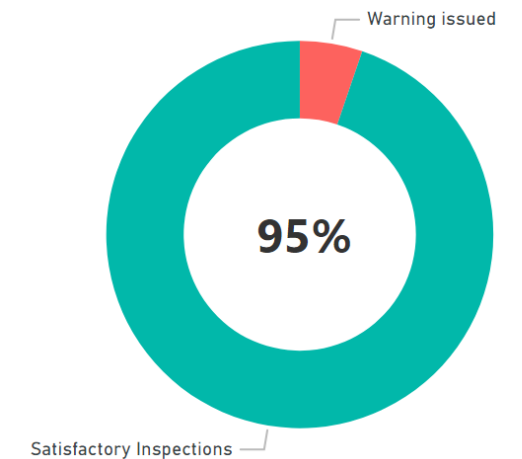
**Purpose of Service:** Protecting public health and welfare from unsafe practices by ensuring that businesses and individuals do not pollute the environment with unpleasant substances or noise.

Comments included on the next page

## Private property water sample inspections



## Percentage of Satisfactory Inspections January - December 2024



# Public Protection - Pollution and Licensing

LL&TH2 - Number of private water properties that have received a water sample inspection and risk assessments in accordance with programme for the year

**Purpose of Service:** Protecting public health and welfare from unsafe practices by ensuring that businesses and individuals do not pollute the environment with unpleasant substances or noise.

## Comments

\*some are being done soon, so do not always show as 100%.

There are 497 private drinking water supplies on the sampling and risk assessment schedule. The work is statutory to assure the safety of water in rural supplies from private sources. We report per 12 calendar months to the Drinking Water Inspectorate, which regulates and verifies the work of Local Authorities in order to ensure that the private supplies of businesses, such as holiday accommodation and hotels, provide safe, clean water for their customers and staff. Also, regular applications are received to sample individual domestic water supplies, and this is on top of the workload reported upon; it is estimated that there are around 2,000 individual domestic private supplies.

When a supply fails on parameters which directly impact health - officers serve a notice, and the work is done, and a re-sample is taken. Around 5% and 10% of samples fail on sufficiently serious levels to warrant a notice. Compliance with the notices is almost at 100%; therefore, the most important element of the work is to identify premises in the schedule and conduct the inspections in order to identify where the risks to public health are. The sampling and risk assessment schedule is statutory, and whilst most of the samples in the 12-month schedule are conducted, we are under-performing substantially on conducting Risk Assessments, which need to be held every 5 years. In addition, 90 new supplies have been sampled which have not received an initial Risk Assessment. Officers from the food and health and safety team have been contributed to the temporary sampling programme work, which has allowed the team's core officers to recommence the Risk Assessment work over the past 12 months.

NOTICES - 26 formal notices were issued in 2024. 100% of commercial supplies which have failed have received notices, and 100% have now complied.

# Public Protection - Health and Safety

## B&D1 - Percentage of Food Businesses that meet Food Hygiene Standards [score 3 or higher]

**Purpose of the Service:** To ensure that food and drink sold for human consumption, produced, stored, distributed, cultivated or used in the County is free from any danger to consumers and complies with constitutional and labelling requirements. Ensure county workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Preventing cases of communicable disease from arising and where this is not possible, preventing the spread of communicable disease among the population.

### Comments

On 31/3/25, 2,052 food businesses were registered with Cyngor Gwynedd. Of these, 2,026 (98.73%) met the satisfactory or higher food hygiene standard and 26 did not meet the standard (1.27%). Every premises that does not meet satisfactory food hygiene standards receives a re-visit within 3 months of the original inspection to ensure that standards have improved. To draw attention to this field and to encourage the public to check the scores of businesses, the Service is collaborating with the Communication Service to support national campaigns, led by the Food Standards Agency.

The food hygiene score of Gwynedd food businesses can be viewed by following this link:

**<https://ratings.food.gov.uk/cy/search-a-local-authority-area>**

**Percentage of food  
businesses with a score of  
3 or higher**

**99%**

# Public Protection - Health and Safety

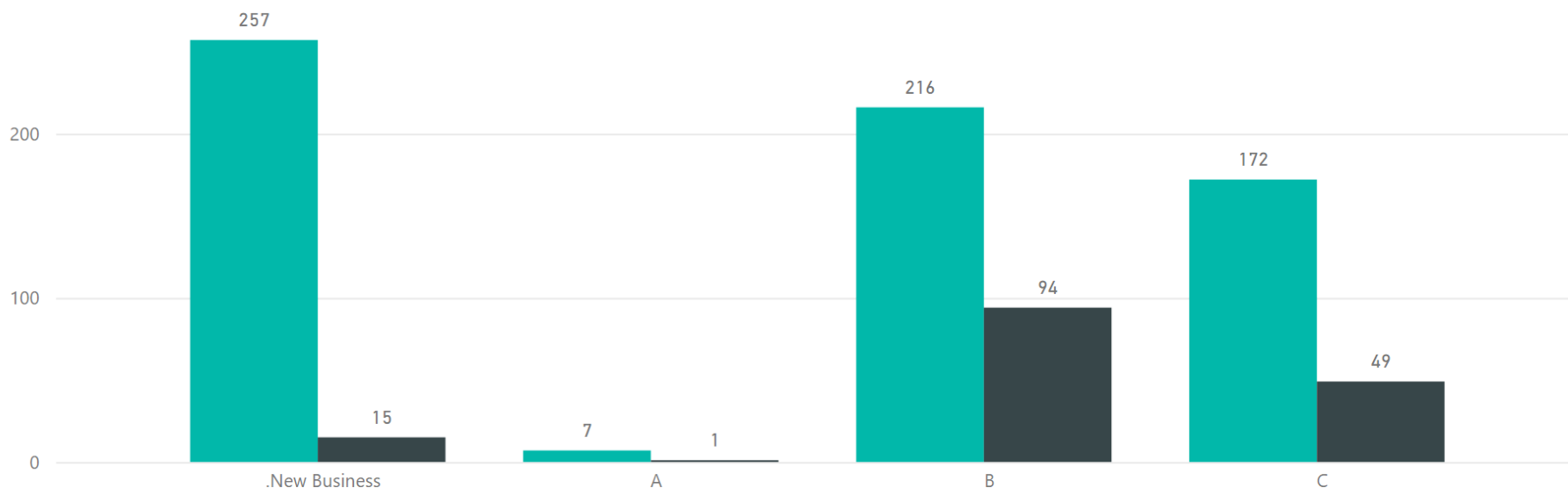
B&D2(A) - Percentage of Food Businesses that have had a Food Standards Inspection in accordance with the programme.

**Purpose of the Service:** To ensure that food and drink sold for human consumption, produced, stored, distributed, cultivated or used in the County is free from any danger to consumers and complies with constitutional and labelling requirements. Ensure county workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Preventing cases of communicable disease from arising and where this is not possible, preventing the spread of communicable disease among the population.

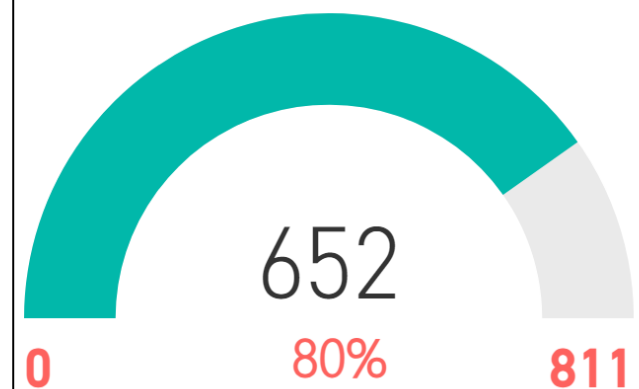
Comments included on the next page

## Food Standards Inspections April 2024 - March 2025

Inspections Completed ● Late Inspections



**Inspections completed against  
the programme of works  
April 2024 - March 2025**





# Public Protection - Health and Safety

B&D2(A) - Percentage of Food Businesses that have had a Food Standards Inspection in accordance with the programme.

## Comments

Significant changes have occurred in the service's arrangements over the past two years, with several experienced officers leaving their posts. Three inexperienced officers are currently in training (who require further qualifications to undertake official food safety duties), and one experienced officer is off on maternity leave. In addition, following the recent savings exercise, one vacant post will be cut from the structure at the end of March 2025. This means that we are unable to complete our food hygiene inspection schedule in line with the requirements. We have been and we continue to prioritise high / higher risk food business inspections and new businesses. It is noted that the Food Standards Agency (FSA) carried out an audit of the Food Service during October 2024, and they raised concerns about the lack of resources provided for the work. As a result, the FSA have stated that the Council is not meeting its statutory duties in terms of the frequency of food standards and food hygiene inspections (see B&D2(B)). The Service is in the process of seeking to meet the FSA's recommendations. A recent bid for a Cynllun Yfory Public Protection Trainee has been successful. The Service is also undergoing a Ffordd Gwynedd review to identify and adopt more effective working arrangements.



# Public Protection - Health and Safety

B&D2(B) - Percentage of Food Businesses that have had a Food Hygiene Inspection in accordance with the programme.

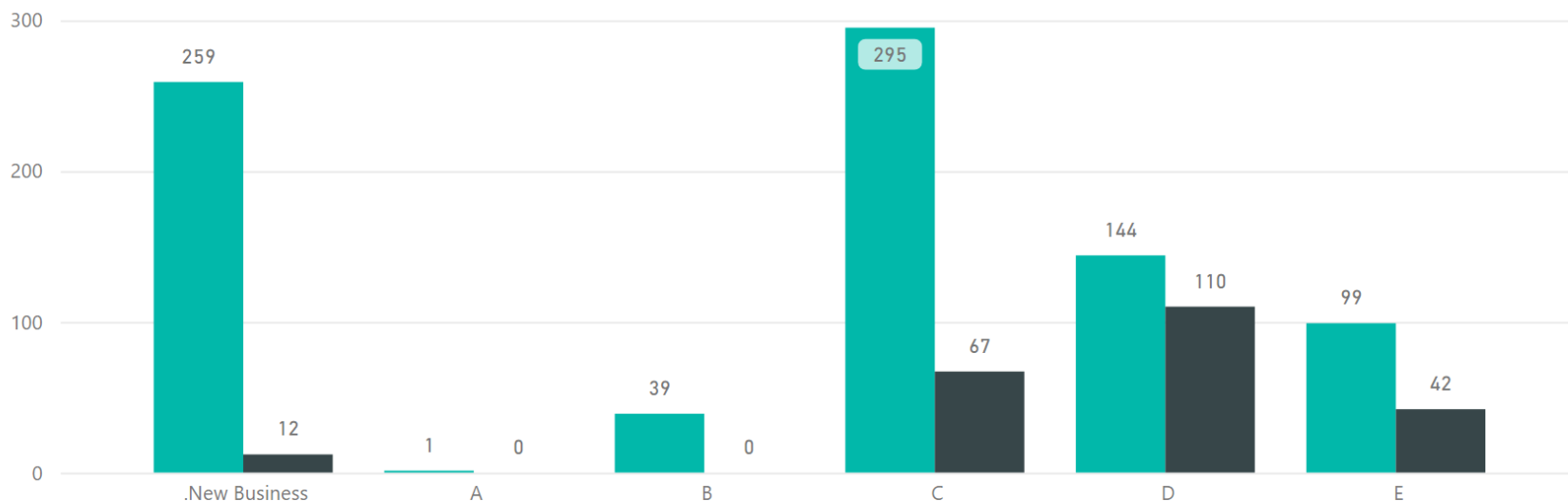
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## Comments

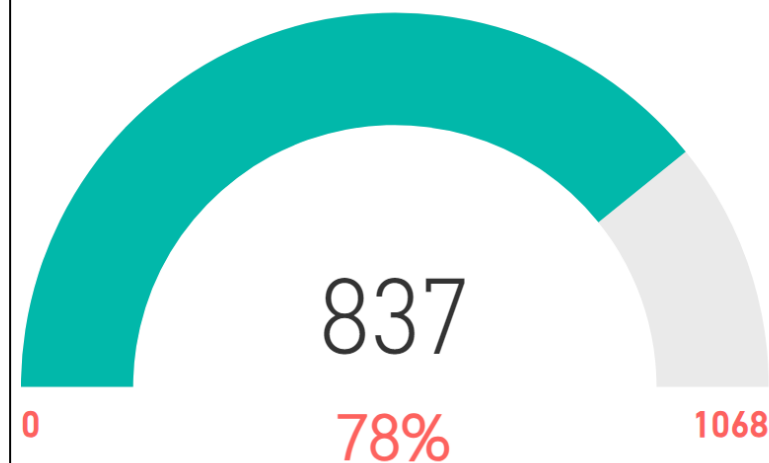
The observations noted in B & D2 (a) also apply to this measure. Business risk categories A, B and C, as well as new businesses, are receiving priority during quarter 4 of 2024-25.

## Food Hygiene Inspections April 2024 - March 2025

Inspections Completed ● Late Inspections



## Inspections completed against the programme of works April 2024 - March 2025

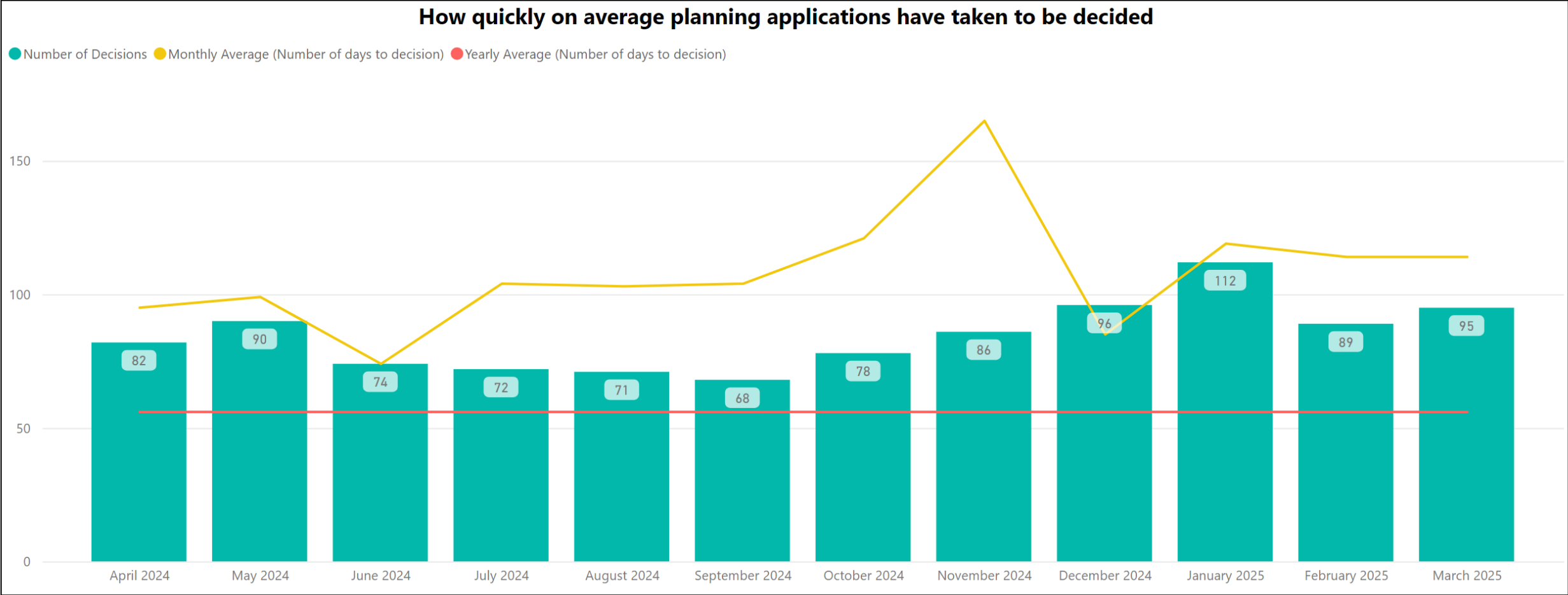


# Planning

## C1 - Average time taken to decide a planning application

**Purpose of the Service:** Facilitating appropriate/suitable developments for the benefit of communities, economy and environment

Comments included on the next page



## Planning

### C1 - Average time taken to decide a planning application

#### Comments

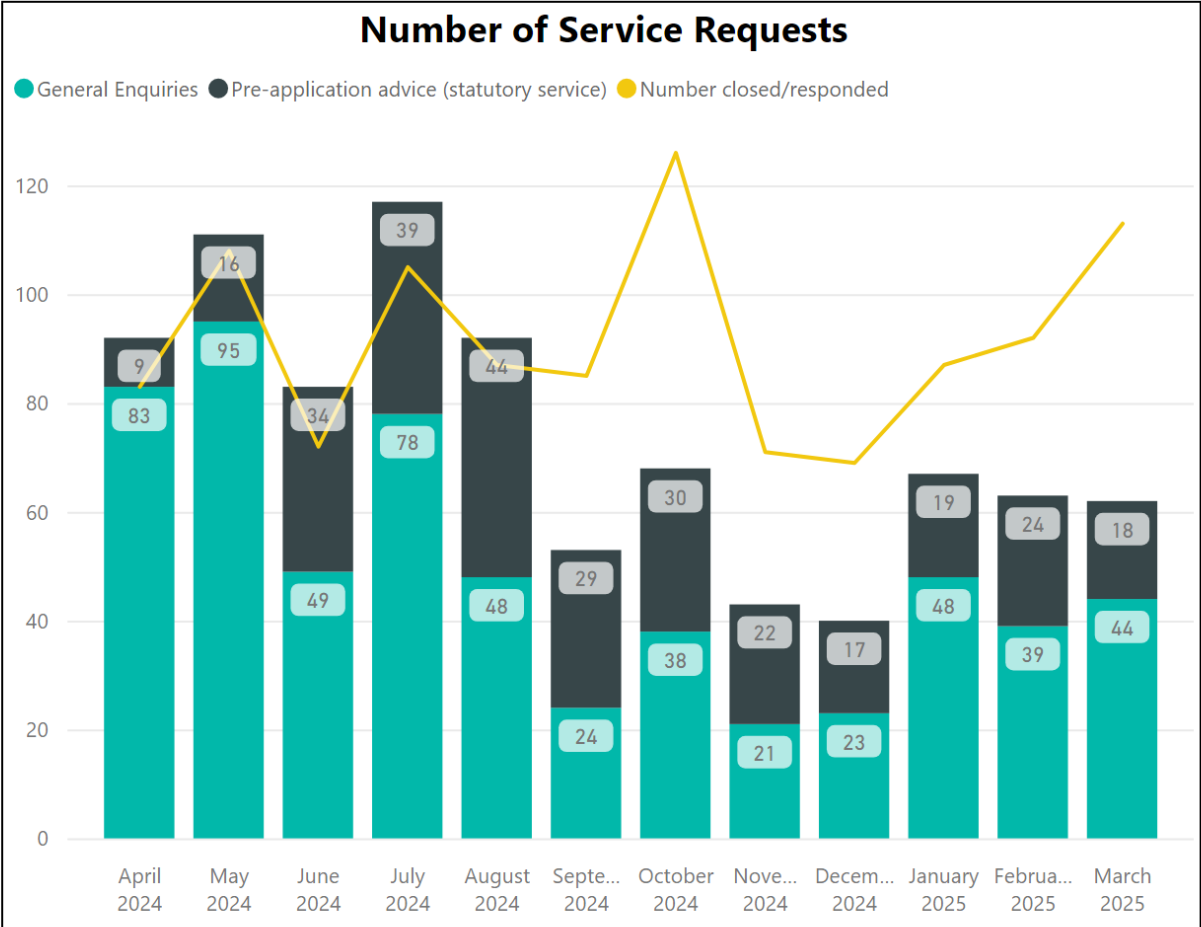
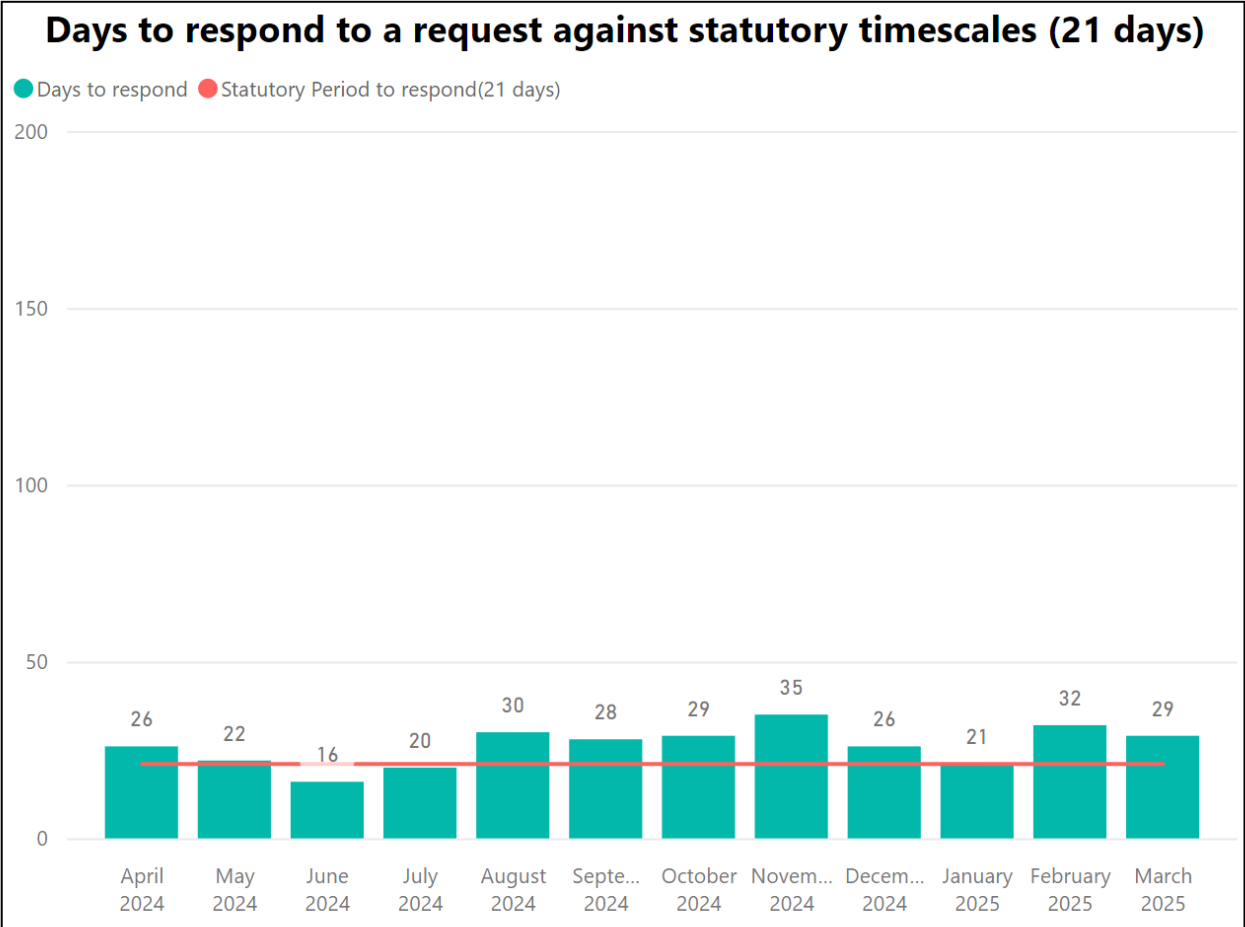
During the latest period (January 2025 to the end of March 2025), 259 new applications were received, and a decision was made on 296 applications. It was previously reported that an increase had been seen in the number of new applications, but it is seen that the latest number has reduced, and the increase was seen over a period of four months only. The number of applications in the system without a decision made is around 515, which has reduced from the 547 previously reported.

The average time taken to determine applications has increased to 103 days (86 days in the previous year). 80% of decisions were made within the statutory time (either under 56 days or with an agreed time extension), which is slightly less than usual, but not unexpected considering the increase in the end of quarter applications last year.

C2 - Average time taken to close service requests

Purpose of the Service: Facilitating appropriate/suitable developments for the benefit of communities, economy and environment

Comments included on the next page



# Cynllunio

## C2 - Average time taken to close service requests

### Comments

During this period, 192 enquiries and applications for pre-application advice were received and 292 cases were closed (either because they were invalid, or a response was provided). Looking back over the previous period, it seems that the workload has been relatively stable. The number of enquiries open is around 68, which is less than the 124 reported in the previous period. Over this period, the average days to respond increased from 22 to 41 days, but considering the number of cases closed and the increase in planning applications, this is not considered to be unexpected.

It seems that the number of e-mails received regarding Article 4 has stabilised. 39 formal enquiries were received, with 10 of them being pre-application advice requests before a formal application was submitted. On average, the time taken to respond is 18 days, which shows a good level of service and that the team is coping with the workload.

# Planning

## C3 - Time taken to close alleged breaches of planning rules

**Purpose of the Service:** Facilitating appropriate/suitable developments for the benefit of communities, economy and environment

Comments included on the next page

### Alleged breaches of planning rules

● New cases ● Closed cases ● Number of ongoing requests that remain open



# Planning

## C3 - Time taken to close alleged breaches of planning rules

### Comments

56 new complaints were opened, and 46 cases were closed. The number of open cases seems stable and with the current arrangements and resources, the number of cases which can be closed per month on average is still around 15, and consequently there is no substantial increase in the number of open cases. 1 non-compliance case with an enforcement notice was successfully prosecuted in the courts over the period, and another hearing in the court will have been held by the time of the next performance challenge meeting. 1 enforcement notice was issued, and the team is in the process of dealing with 6 planning appeals against planning notices. Many planning breach and Section 330 notices have been issued where the investigations are ongoing. The work of managing and monitoring unauthorised/illuminated signage in our main centres is continuing. Three cases have been resolved voluntarily with the removal of the signage.

The Article 4 team has 21 open cases, which is fewer than the 26 reported previously. Six cases have been closed and seven new cases were opened. It shows a small increase in the number of new cases which are relevant to Article 4 since the new year. A section 330 notice has been sent out to one property, and we await voluntary compliance on another two sites by the end of the month. These cases are likely to require formal action if there is no voluntary compliance.



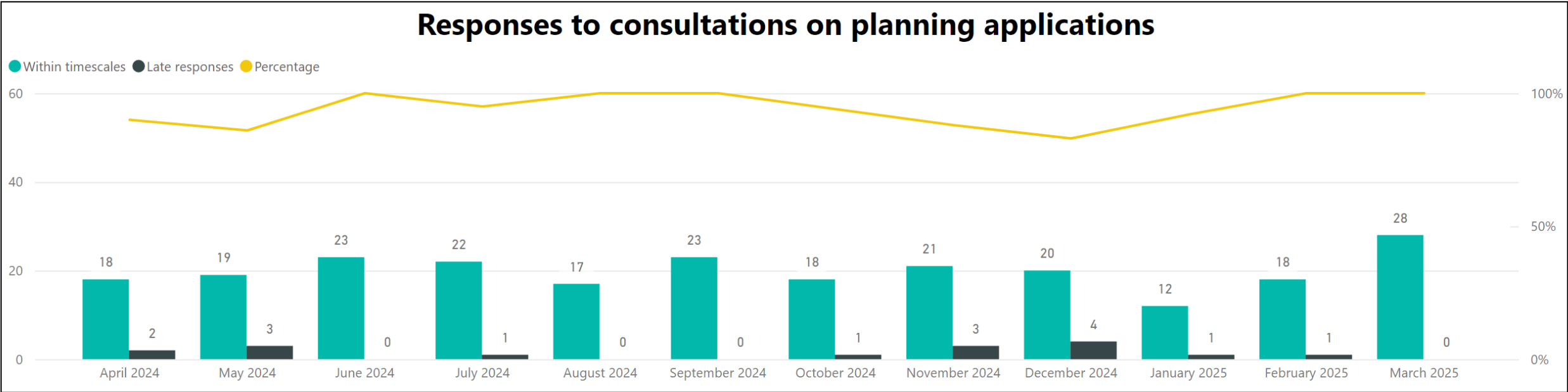
# Planning Policy

PC1 - Percentage of responses to consultations on planning applications and pre-application advice provided on time.

**Purpose of the Service:** Facilitating appropriate/suitable developments for the benefit of communities, economy and environment

**Comments**

Of the 239 consultations on planning applications and pre-application advice this year, 223 of them were submitted in time (93%). This is consistent with last year's performance of 93%, with the responses beyond the timeframe mainly caused by other work pressures, including the work associated with the new LDP and work relating to confirming and implementing the Article 4 Direction. It should be noted that the figures do not necessarily portray the complete picture every time; some applications, whilst 'completed' for the purposes of this indicator (as planning policy advice has been provided), can lead to lengthy and continued discussions as they are complex applications which ask to go into policy input over a period.

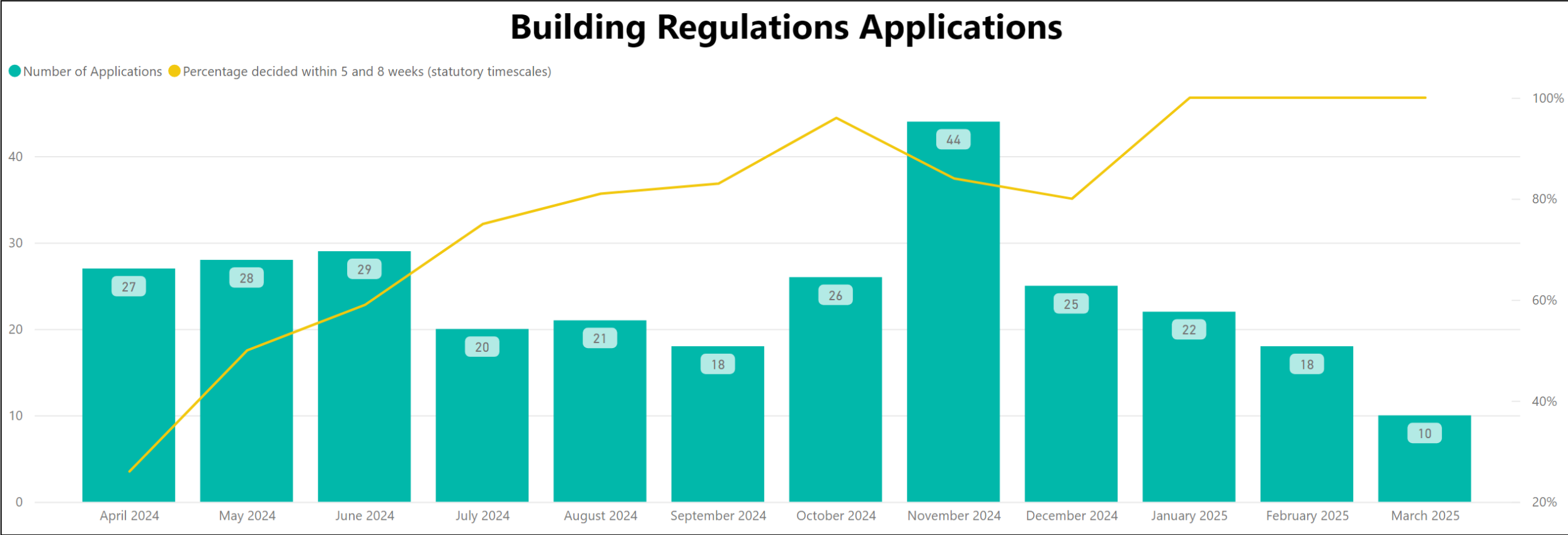


# Building Control

RH1 - Percentage of applications decided within a given time [5 and 8 weeks]

**Purpose of the Service:** Ensuring that construction works meet reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

Comments included on the next page



# Building Control

RH1 - Percentage of applications decided within a given time [5 and 8 weeks]

**Purpose of the Service:** Ensuring that construction works meet reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

## Comments

The aim of the Service is to meet the statutory timeframes and achieve the required target for each application. The latest period has shown good progress in performance in terms of the decisions made on applications within the statutory timeframes. This has occurred following the recruitment of 2 Assistant Building Control Officers, and a Trainee LABC Building Inspector which is fully funded on a two-year secondment contract. This has proven to be a great boost to the service, and we will ensure that new team members are fully supported. Following a new Building Safety Act 2022 legislation, the service has training plans for 2024/25 to act on the statutory Local Government Building Control requirements, as well as Approved Private Inspectors, in terms of competency, where officers need to register with the Building Control Regulator as 'Registered Building Inspectors'. This is a threat to the service and the Council, because officers are required to be eligible and registered to be able to practice within the sector, and it is also dependent on the building class that the registration is relevant to (domestic, commercial, high-risk). There will also be statutory responsibility and additional performance standards to be achieved which present a challenge to the Service and Council, where the Council will be audited by the Welsh Government/Building Safety Regulator to ensure that the Council's Building Control Service performs to the required standards. This is added pressure on the officers of the Service, who will all need to register and pass relevant examinations so that they have a legal right to do their day-to-day work from 1 October 2024. The service has 5 Registered Building Inspectors for Class 2F (Commercial and Domestic), and 4 Trainee Registered Building Inspectors. There are support and training arrangements, including a workforce plan for the team at work, to move the rest of the staff to register to the necessary level and competency. Officers who do not hold the necessary registration will need to be supervised by Officers who hold the relevant registration of the class, and this will impose additional legal responsibilities and duties. The Auditor General for Wales announced, in relation to building safety and Local Authority Building Management Services in Wales, 'Cracks in the Foundations' - Building Safety in Wales. There are four recommendations for Local Authorities, and there is a need to respond to how Councils intend to implement/satisfy these recommendations to improve the Building Control Services in terms of satisfying the requirements of the Building Safety Act and statutory performance standards. This work is progressing, and support, guidance and collaboration is being provided by LABC for Local Authorities in Wales. Following the Grenfell inquiry's final report, published on 4 September 2024, the following recommendations were made in the executive summary in relation to Building Control. "A competition for work between approved inspectors and local government building control departments raised similar conflicts of interests which affected them. As things currently stand, basic conflicts of interests will continue to exist and will continue to threaten the integrity of the system. We therefore recommend that the government appoints an independent panel to consider whether it is in the public's interest for building control functions to be delivered by those who have a commercial interest in the process. " "The shortcomings noted in local government building control suggests, in the interest of professionalism and service continuity, that all building control functions, including those currently delivered by local authorities, are exercised nationally. In line with that, we recommend that the same panel is considering whether a national authority should undertake all building control functions." The service and the Department will monitor these developments and hold discussions with the Welsh Government via LABC Cymru.

# Building Control

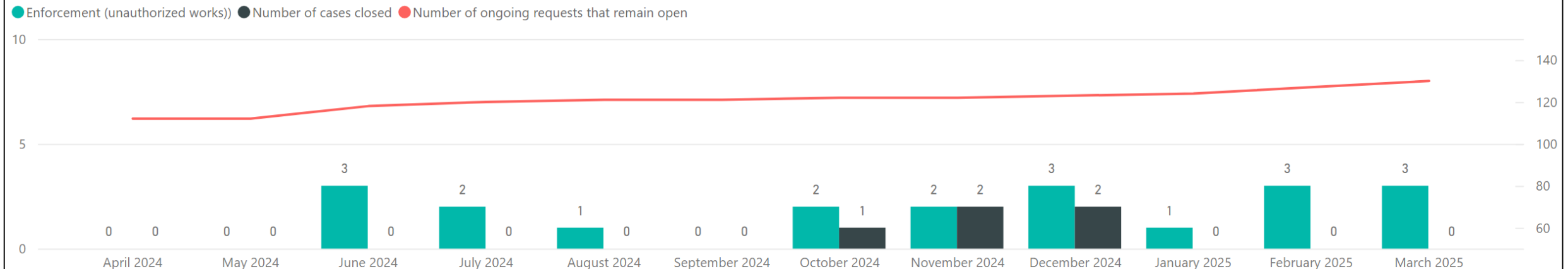
RH2 - Number of enforcement cases (not including dangerous structures) that have been closed within a certain time

**Purpose of the Service:** Ensuring that construction works meet reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

## Comments

Following feedback, we have split this measure and measure RH3 into separate measures to provide more clarity. During this period (1/6/24 to 31/3/25), the Service has registered 20 cases / applications of unauthorised work, and 5 cases have been closed. The number of open cases is now 130, which highlights the challenges of dealing with the existing workload whilst balancing the time available for elements of the service which relate to attracting fees and elements without a fee. We are continuing with the intention to introduce further changes to the work-flow arrangements in the back-office system, and to ensure staff training to enable the collection of necessary information in terms of reporting in full on the open files within defined timeframes. In order to assist the Building Control Officers, discussions and arrangements will be made with the technical support unit to provide the required administrative support for the team, e.g. open and closed cases in the system. We also need to review the cases being shown as open at present to confirm whether they continue to be open or not - but unfortunately, delay has been inevitable with this due to sickness.

## Enforcement Cases



# Building Control

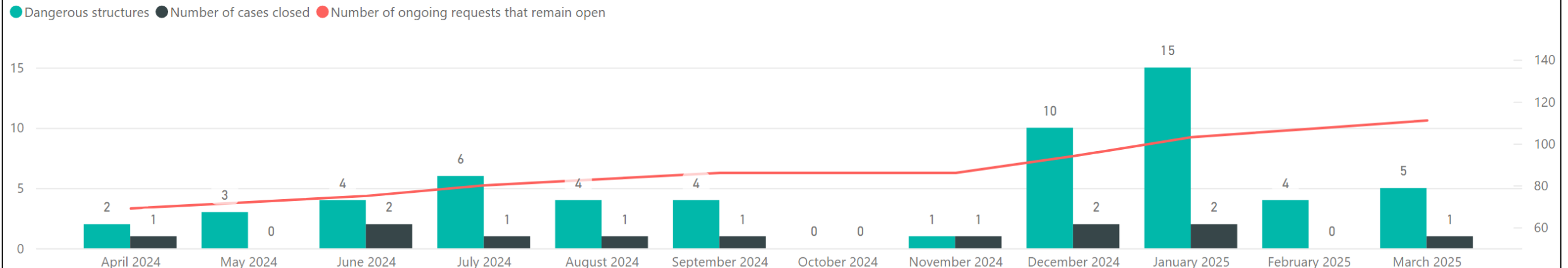
RH3 - Number of dangerous structures cases that have been made safe but where there is still a need to complete work

**Purpose of the Service:** Ensuring that construction works meet reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

## Comments

It must be emphasised that dangerous buildings are made safe within 24 hours in order to safeguard the public. In the period since adapting the measures (1/6/24 to 31/3/25), the Service has dealt with 53 cases of dangerous buildings which have been made safe within 24 hours, with 11 cases closed. The dangerous buildings cases are not closed until the work that needs to be done on the site has been completed. Therefore, with the 111 cases that remain open, action has been taken by the Service to make the building safe for public safety, but work needs to be completed on the site. It must be noted that cases can remain open when the building has been made safe and work on the site has been completed, in cases where the Service has had to take steps to do work and pay for it, as a result of the legal steps required to reclaim costs. It is also noted that the cases currently shown as open need to be reviewed to confirm whether they continue to be open or not - but unfortunately, there has been inevitable delay with this because of sickness.

## Dangerous Structures Cases





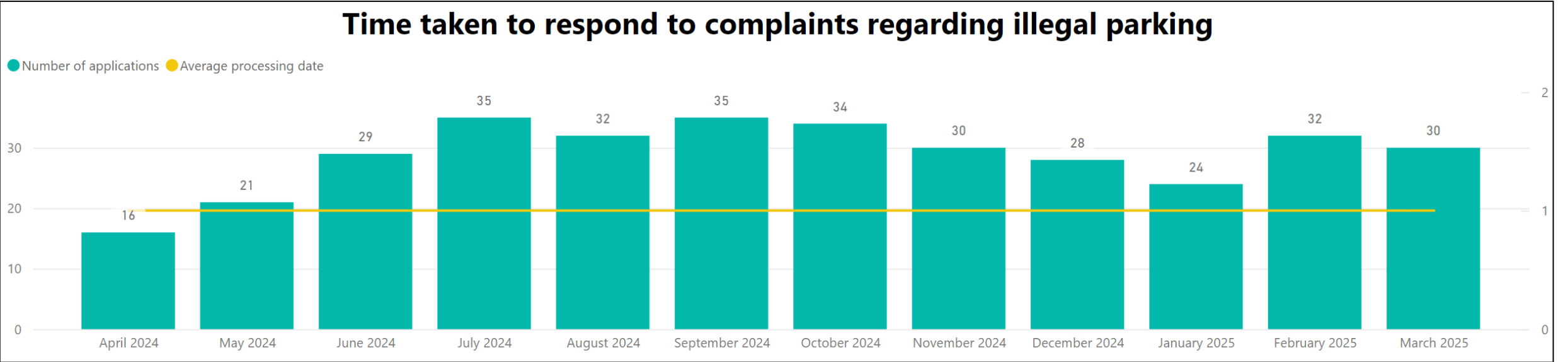
# Parking

## P&GS1 - Time taken to respond to complaints of illegal parking

Purpose of the Service: Ensure safe management of the highway

### Comments

We have a total of seven Parking Enforcement Officers working across the county, and the service is operational over seven days a week. The service receives complaints every day about all aspects relating to parking. Very often, it is not possible for the service to act due to a lack of powers or parking restrictions. For the purpose of this exercise, the following graph includes complaints from Local Members and/or members of the public about illegally parked vehicles on parking restrictions only - therefore, the officers were able to act. 70% of the locations received a visit within 1 day, with every location receiving a visit within 3 days. Every effort is being made to respond to complaints promptly, nevertheless, it is possible that periods of sickness or other absences within the team can cause delay. It was not possible for the Officers to enforce in 10% of locations as the condition of the restrictions did not meet the standard which allows for lawful enforcement. Applications have been transferred to the Council's Highways Department to repaint the road.



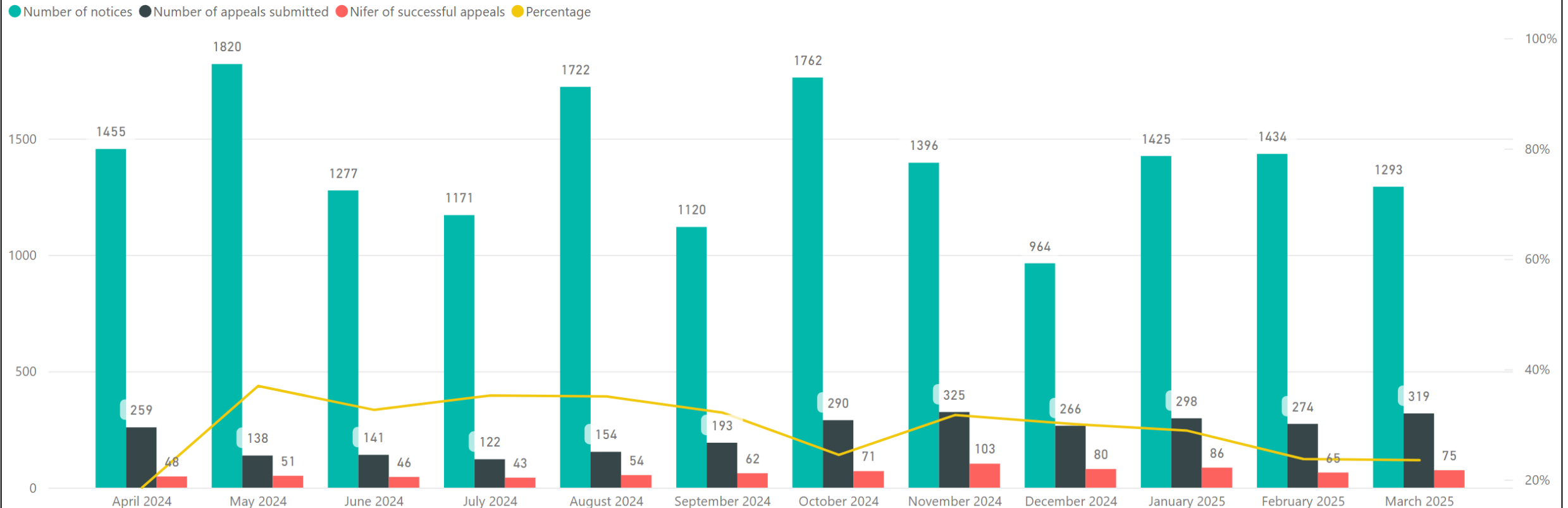
# Parking

## P&GS2 - Percentage of successful appeals

Purpose of the Service: Ensure safe management of the highway

Comments included on the next page

### Percentage of successful appeals





# Parking

## P&GS2 - Percentage of successful appeals

**Purpose of the Service:** Ensure safe management of the highway

### Comments

Fines are issued for vehicles that park in breach of the on-street and off-street restrictions (car parks). The service takes pride in the ability to deal with everyone in a consistent, fair and transparent manner. Every motorist who receives a fine is entitled to submit an appeal, should they feel that any unfairness or error has occurred.

Of the total 16,839 tickets issued by the Council, 2,779 appeals were submitted (April 2024 - March 2025), and 784 of these, namely 28% of the appeals, were revoked. 4.7% of all tickets issued during the financial year to date have been revoked.

Apart from in extreme situations, most successful appeals are from individuals who have bought a ticket in the car park but have not paid and displayed for various reasons, e.g. the ticket has fallen from sight, or a customer has inputted one wrong digit by using the Pay by Phone app, or blue badge holders have misunderstood the terms. Every appeal is considered in full and if robust evidence reinforces the claim that a genuine mistake has occurred, the fine is revoked. In relation to the number of appeals transferred to the independent adjudicators for consideration, it is noted that only one case was submitted during the specific period in question, and that the outcome of this case was favourable to the Council.

We have adapted the measure to include the total number of Fixed Penalty Notices (FPNs) submitted to provide a broader context instead of only those who have appealed who were successful/unsuccessful as previous. We have also added to note the total FPN and shown whether they are 'on the street' and 'off the street' - see the next measure.

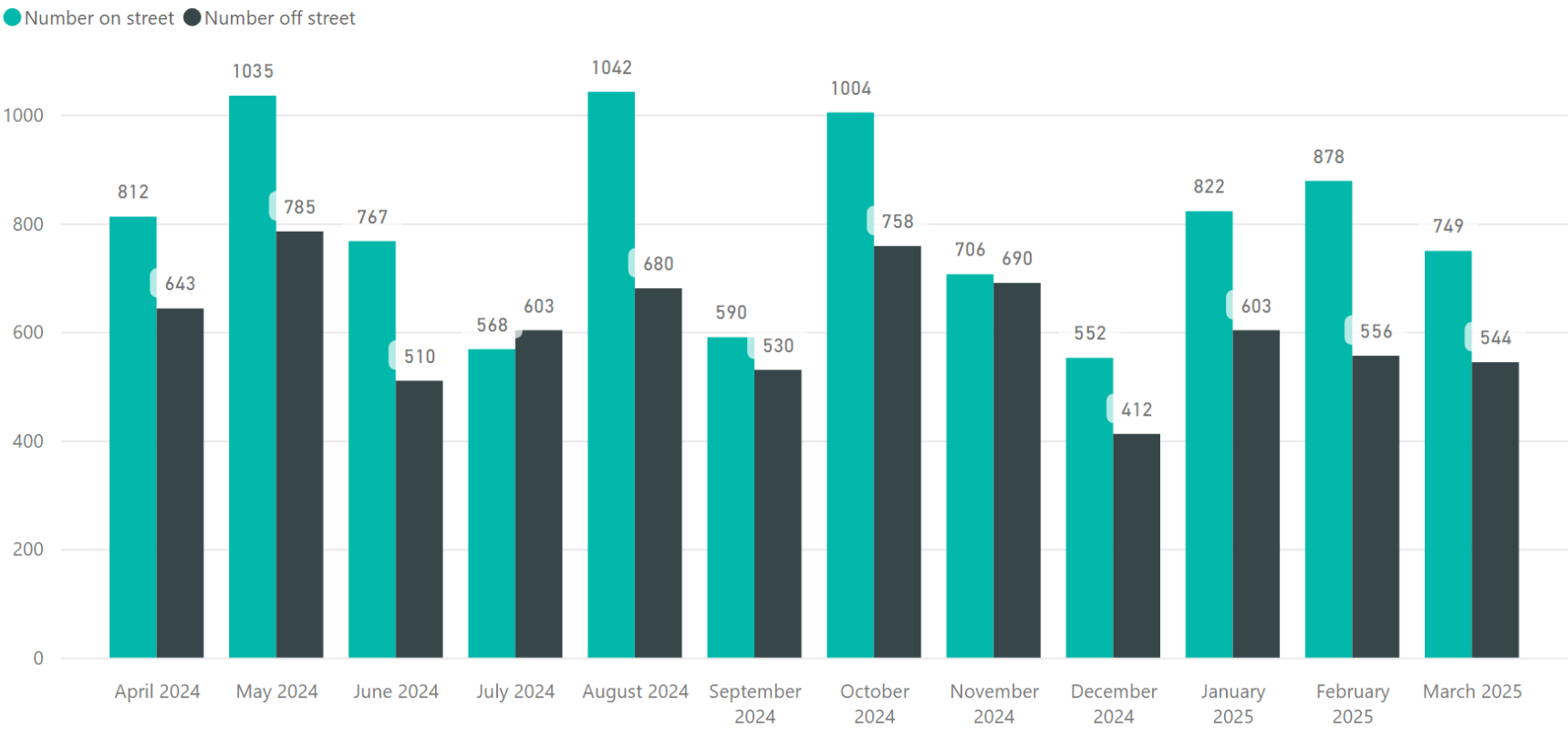
# Parking

## P&GS3 - Number of notices on street/off street

Purpose of the Service: Ensure safe management of the highway

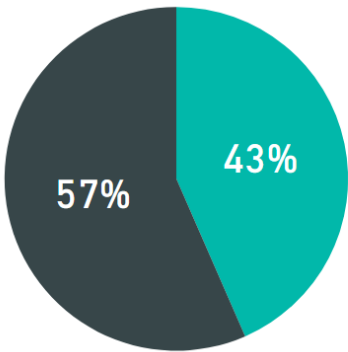
Comments included on the next page

### Number of notices on street/off street



### Percentage on street/off street

● Off Street ● On Street



# Parking

## P&GS3 - Number of notices on street/off street

**Purpose of the Service:** Ensure safe management of the highway

### Comments

A special effort is made by the Council's Parking Enforcement Officers to ensure that there is an appropriate level of monitoring the roads network to ensure that the traffic flow moves unimpeded. They take appropriate enforcement steps against motorists who choose to park illegally on sections of the highway, including parking spaces where parking is permitted on the street for specific periods. The officers also make a valuable contribution to the maintenance of our pay and display machines, which are an important source of income to the Council. The graph highlights that 57% of the Fixed Penalty Notices issued to motorists between April 2024 and March 2025 were for parking offences on the highway, e.g. parking where there are parking restrictions such as single yellow lines, double lines, clearways, white lines to protect accesses, restricted stay parking bays or misuse of disabled parking bays.

# Streetworks

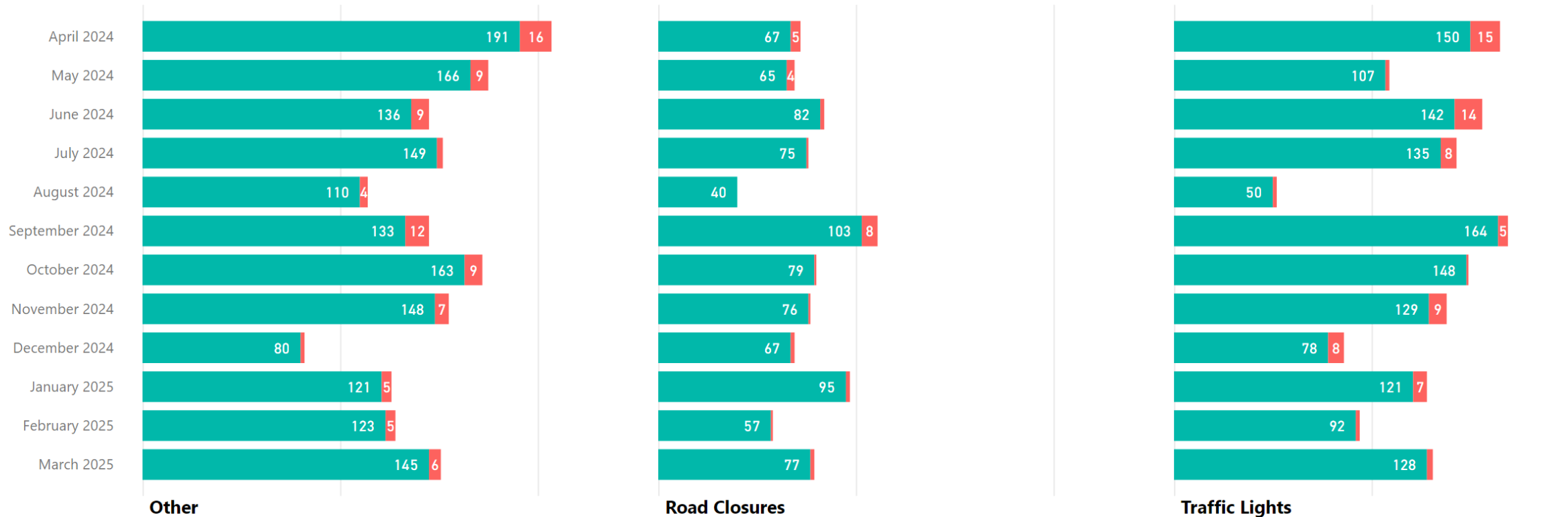
## P&GS4 - Number of works on the highway that have gone over the original timescale

**Purpose of the Service:** Ensure safe management of the highway

Comments included on the next page

### Works on highway that have gone over original timescale

● Number of works ● Number of works over the original timescale



# Streetworks

## P&GS4 - Number of works on the highway that have gone over the original timescale

**Purpose of the Service:** Ensure safe management of the highway

### Comments

The work carried out on our street or roads is a part of daily life, and although it causes disruption to members of the public from time to time, such work is key in order to provide and maintain utility and transport services. The service's street inspectors are responsible for coordinating and monitoring all activities carried out on the public highway network by statutory undertakers or contractors and strive to avoid situations where areas are disturbed for long periods as a result of works. A set of specific conditions are imposed to manage this, and in some circumstances, there is no option for an undertaker to extend the period. Although most activities are achieved within the original timetable, it is not uncommon to run over time on occasions, for various reasons, e.g. encountering something unexpected after starting to dig-up the road, delays due to staffing problems, relying on other companies, unable to obtain the appropriate tools or equipment. The above graph includes the data held about the percentages of works that ran behind the original schedule during the fixed period. There was a reduction in the number of works permitted on the highway during August, due to the national embargo period during the summer holidays.

\*There may be rare occurrences where companies have decided to undertake works without informing the Streetworks Service - the data does not include such situations."

# Traffic and Projects

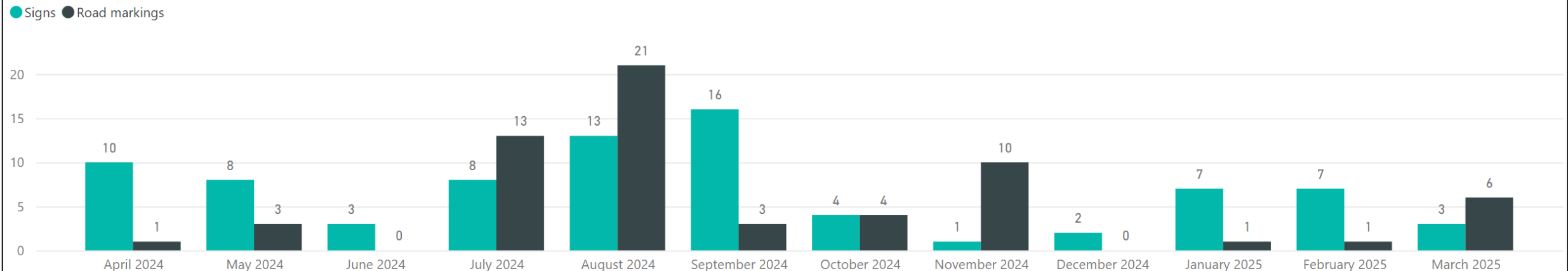
## T&P1 - Number of improvements introduced on the highway

**Purpose of the Service:** Manage and coordinate a safe and purposeful road network along with developing and implementing transportation projects

### Comments

This is a measure which has the intention of reporting on progress when introducing improvements on the highway that the Council is responsible for (e.g. road markings / signage). This service has made substantial progress in 2024/2025 to reduce the work list relevant to traffic matters. Although some matters remain unresolved, we are making progress in terms of addressing the issues which are more challenging to achieve. The type of work includes introducing resident parking schemes, parking prohibitions and traffic signs. Inflation pressures on costs affects what can be achieved. Therefore, there is a need to prioritise some traffic schemes to ensure that funding is allocated to the most appropriate areas. This can affect our timetables for achieving changes in some cases.

## Number of improvements introduced to the highway



# Countryside - Footpaths

## CG1 - Number of improvements made to structures on the county's path network

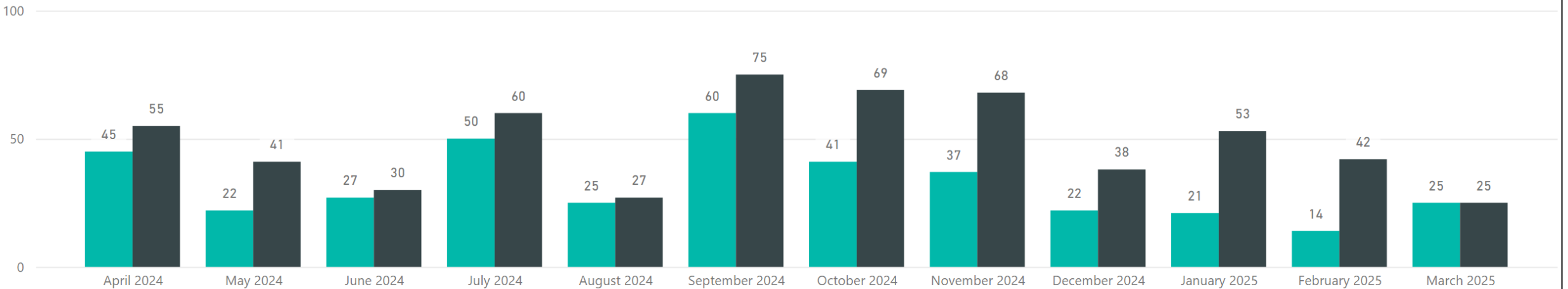
Purpose of the Service: Maintan and manage access networks

### Comments

This measure is new and is operational since April 2024, and the intention is to show the work being achieved to maintain and improve the public rights of way network. The new structures being inputted on paths include improvements such as new gates (to replace stiles) and signs to facilitate use. In addition, the number of operations to maintain paths is reported, these are separate actions, as well as maintenance work such as cutting surface growth, improving the condition of a surface, etc. These measures have been in place for almost a year and the statistics continue to show variance from month to month on the two measures; it can be noted that fewer new structures have been installed over the last quarter as the winter in general is a period where less work is completed as a result of the weather and less favourable conditions to complete some aspects of the work.

### Number of improvements made to structures on the county's path network

● Number of new structures ● Number of routes maintained





# Public Transportation

TC1 - Percentage of local bus services that arrive on time (up to 1 minute early or 5 minutes late)

**Purpose of the Service:** Providing quality transport for residents of Gwynedd in a cost effective and sustainable manner

**Comments**

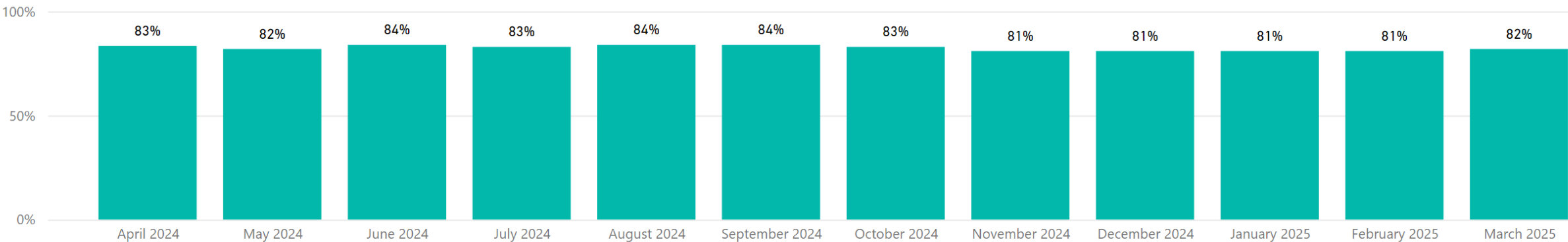
Cyngor Gwynedd through close collaboration with Transport for Wales, has been reviewing the public bus network in Gwynedd. This has been done on an area-by-area basis and the work has now been completed.

The aim of the review was to:

- Optimise resources to make travel opportunities more attractive to the public (including potential new customers as well as those already travelling in an effort to make services environmentally positive and financially sustainable)
- Easy-to-understand timetables
- Providing a fairer ticketing approach across Gwynedd

This has led, overall, to positive feedback and an increase in passenger numbers, which bodes well for the viability and sustainability of services moving forward. This is in a climate where bus passenger numbers across Wales have been steady or decreasing, with rationalisation and reduction of bus service levels implemented in areas of the country. One part of the work was to look at timetables and ensure that there was sufficient time for the buses to travel along the route. The percentages are seen to improve as the network settles down.

Percentage of local bus services that arrived on time



# Public Transportation

## TC2- Percentage of travellers that use concessionary ticket/pay

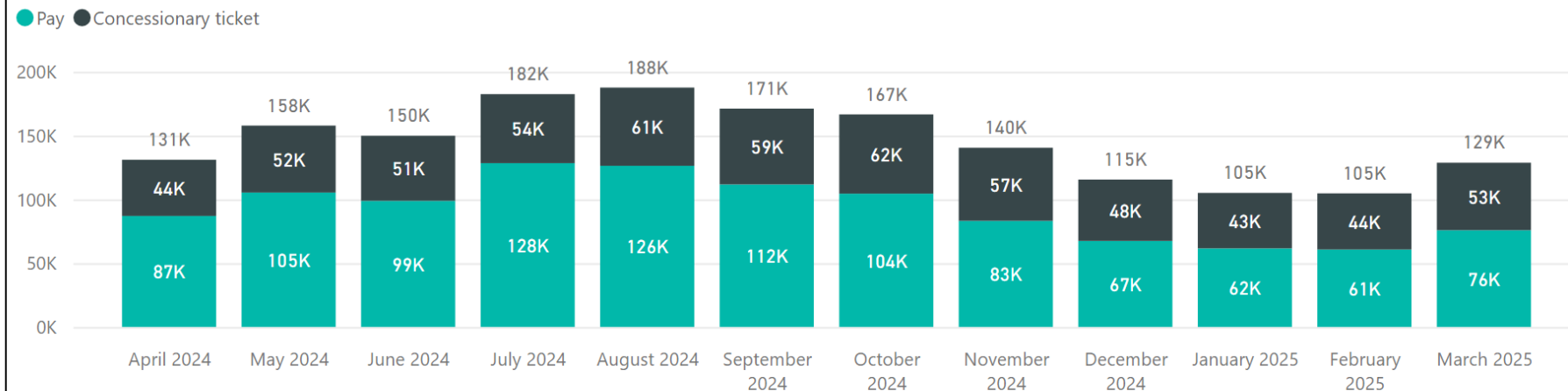
**Purpose of the Service:** Providing quality transport for residents of Gwynedd in a cost effective and sustainable manner

### Comments

It is encouraging to see the split in terms of those who pay for journeys compared to those who travel using concessionary travel passes, and we are confident that this is testament to the network review that has been carried out (see TC1). It shows that the network in Gwynedd continues to offer services that residents and visitors to the county make good use of.

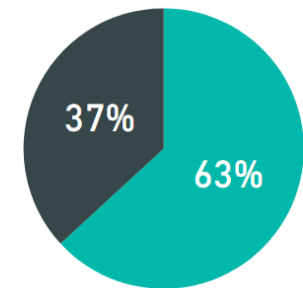
In the last quarter of 2024/5, the number of passengers who have paid has reduced, with those using a concessionary travel pass, increasing. We have introduced a change to travel passes recently, with passengers paying according to the distance they have travelled, with one-way tickets capped at £4. This means that the price is cheaper for several passengers who travel on our buses.

### Number of travellers that use concessionary ticket/pay



### Percentage of travellers that use concessionary ticket/pay

● Pay ● Concessionary Ticket



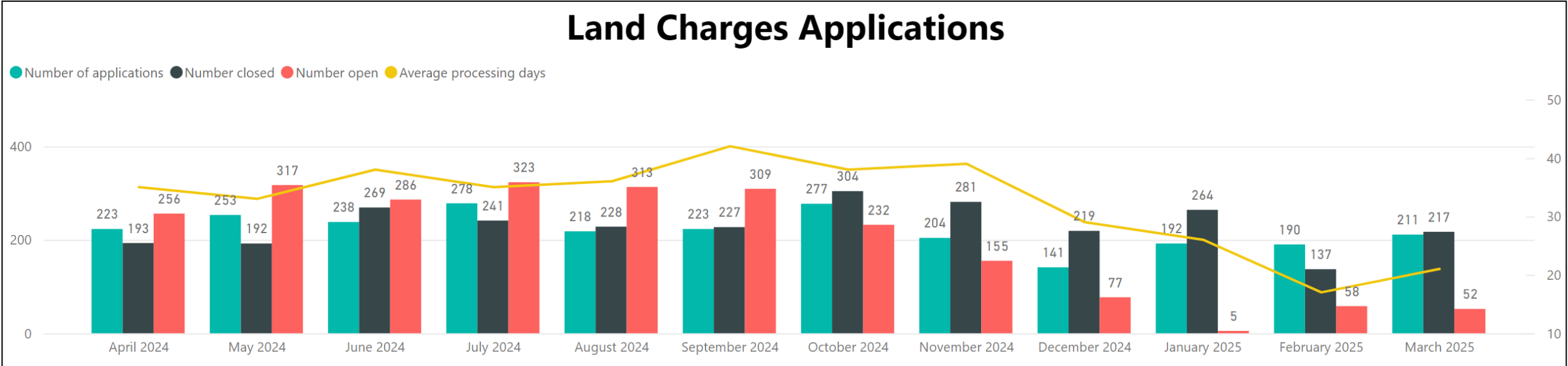
# Business - Back Office

## B1 - Average time taken to process land charges applications

**Purpose of service:** To provide search information for anyone wishing to purchase property or land within the Local Authority Area

**Comments**

There has been very encouraging progress in the team who deals with Land Charges, with the average time to process applications having improved significantly over the course of the year and stabilising at around 21 by the end of 2024/5. It is recognised that the situation has been challenging with searches having been taking more time than we would have wished for our customers in the past. This was due to an increase in demand for the service, as well as work relating to the transfer of data to a national office system, with Gwynedd among the first Councils in Wales to be part of the change. In addition, to complete searches, there is a need to contact and receive a response from a number of services and other departments, and subject to the location of the search, with the Eryri National Park Authority also, which all have their own specific challenges. While there has been an improvement over the past few months, a possible slippage is anticipated for a period due to capacity issues relating to long-term absences. The transition to the national system will go live October this year, and there is some uncertainty about the exact impact. We will review the situation regularly and deploy a resource within the Business Unit to assist the Land Charges Unit where possible and when required.



# Business - Back Office

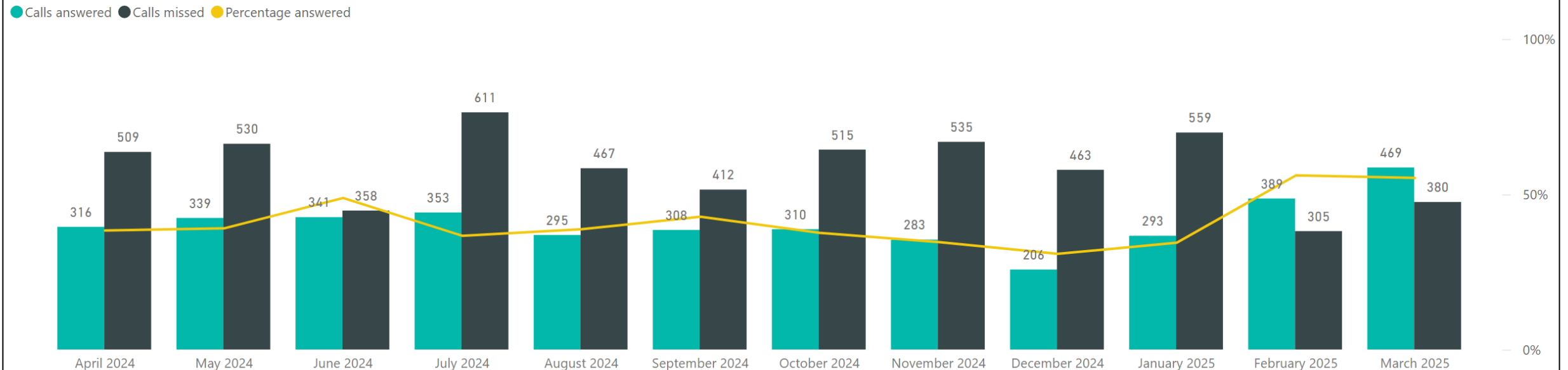
## B2 - Percentage of calls that were answered

**Purpose of the service:** Support public protection officers by providing a front-line service for customer inquiries

### Comments

A slippage has been seen in the percentage reported over the past year, as we have been acting on and implementing a savings scheme to reduce the team's structure from 4 to 3 and the third officer has now obtained a new job, which means that the team has been down to two members, and to one at times, due to absence. We have successfully recruited a new member to the team at the beginning of February, and this has had a positive impact on our call-answering percentage over the past two months, and a further improvement is projected after a further period of training.

### Calls to the Public Protection hunt group



# Finance Monitoring

## MC - Total Financial Bids Compared to Successful Bids (Managerial Data)

**Purpose of the Service:** Supporting services across the department on financial monitoring issues, procurement processes and IT systems

### Comments

One of the aspects in which the Department excels is attracting grants for improvement schemes on our network of roads, footpaths and multi-use 'active travel' network, reactive work to protect wildlife and landscapes, improving Rights of Way, developing and maintaining coastal paths, improving the quality and condition of AONB areas; lonydd glas network; Pen Llŷn a'r Sarnau Special Area of Conservation; Marine Ecosystems; and the Llŷn landscape. The Department has traditionally succeeded to attract grants for schemes such as road and bridge improvements; cycle paths and safe routes within our communities, maintaining and developing footpaths, cycle paths and bridleways, as well as conserving and safeguarding species and landscapes.

### Financial Bids Compared to Successful Bids 2024 - 2025

