



PERFORMANCE MEASUREMENT AND  
SUPPORT MEETING

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HIGHWAYS, ENGINEERING AND YGC

29/05/25



# AGENDA 29/05/25

1. Welcome
2. Action Points from the last meeting 27.03.25
3. Risk Register
4. Improvement Priorities
5. Service Reviews
6. Performance Measurement Presentation

# Performance Measurement and Support (PP/YGC)

Period: 01 May 2025

24

Measures

Highway Maintenance Service

Street Lighting Service

Fleet Management

Street Scene

Public Toilets

Financial Targets/Customer Satisfaction YGC

Water and Environment Service

Structures

0%

% Red

16.7%

% Amber

83.3%

% Green

## Highway Maintenance

Number of critical and safety defects

01

## Highway Maintenance

Number of complaints regarding potholes

02

## Street Lighting

Average number of days to repair street lamps

03

## Street Lighting

Use of energy: street lighting

04

## Street Lighting

Audit Programme

05

## Fleet Management

Total Fleet

06

## Fleet Management

Number of electric vehicles

07

## Fleet Management

Fuel Consumption

08

## Fleet Management

Time taken to respond to Service requests

09

## Green Fleet Plan

Charging Point Programme

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## Street Scene

Fly Tipping Complaints

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## Street Scene

Dog Fouling Complaints

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<b>Street Scene</b>  Number of FPN  13	<b>Street Scene</b>  Number of National FPN  14	<b>Tîm Tacluso 'Ardal Ni'</b>  15	<b>Public Toilets</b>  Number of complaints  16
<b>Public Toilets</b>  Type of complaints  17	<b>YGC Financial Target</b>  18	<b>Meeting the Building Unit's financial target</b>  19	<b>Combined Customer Satisfaction</b>  20
<b>Flood Risk Management Asset Audit Programme</b>  21	<b>Average number of days to close an SDC application</b>  22	<b>Flood Risk Schemes</b>  23	<b>Maintaining Structures/ Bridges</b>  24

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# Highway Maintenance Service

## (Road Conditions)

**Responsible Manager:**  
Gareth Roberts (Dwyfor Area Engineer)

PP-01

**Purpose of the service:**

To enable the public to travel on Gwynedd's roads safely and unhindered.

**Performance overview:**

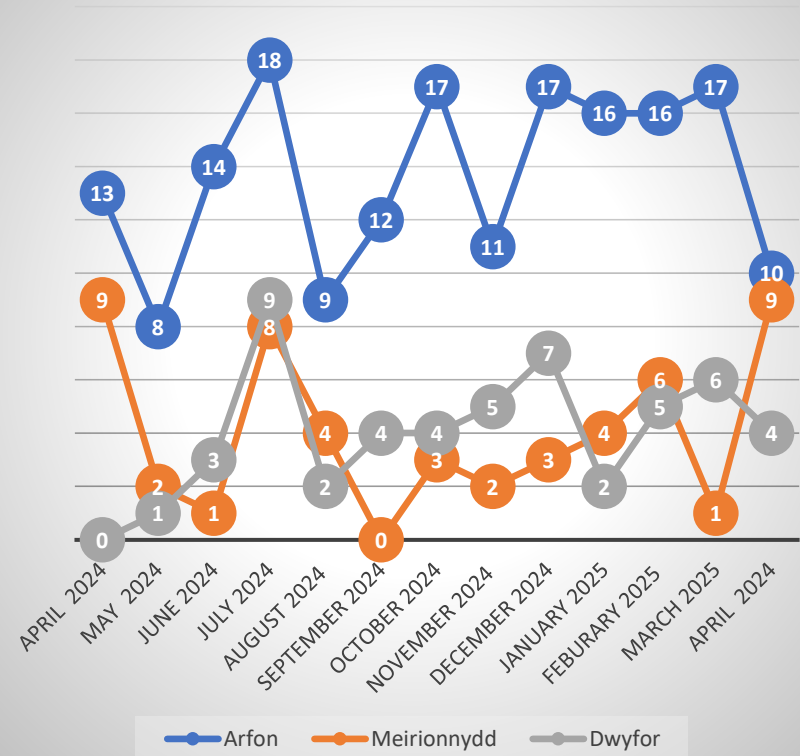
**Critical Defect:** Response to this type of defect is within 2 hours.

**Safety Defect:** Respond before the end of the next working day.

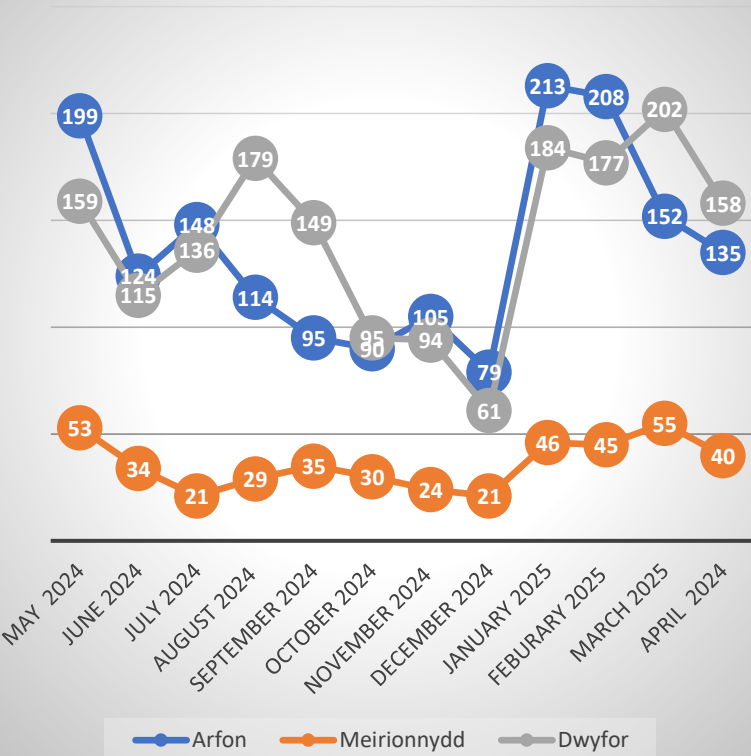
The number of monthly critical defects is seen to be in the single figures and about a tenth of the number for safety defects. As a result of the low number, severe weather events, accidents, inspection time and other factors can have a significant impact on the monthly number of Critical Defects. However, overall, the numbers are consistent over the reporting period. The numbers of safety defects seen over the reporting period are also fairly consistent for each area, with seasonal variation as expected.

A high percentage of the network in the Meirionnydd area is part of the trunk road network, which explains the reason for the reduced number of defects compared to the other two areas.

Critical Defect



Safety Defect



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# Highway Maintenance Service (Road Conditions)

**Responsible Manager:**  
Adrian Wyn Williams  
(Meirionnydd Area Engineer)

PP-02

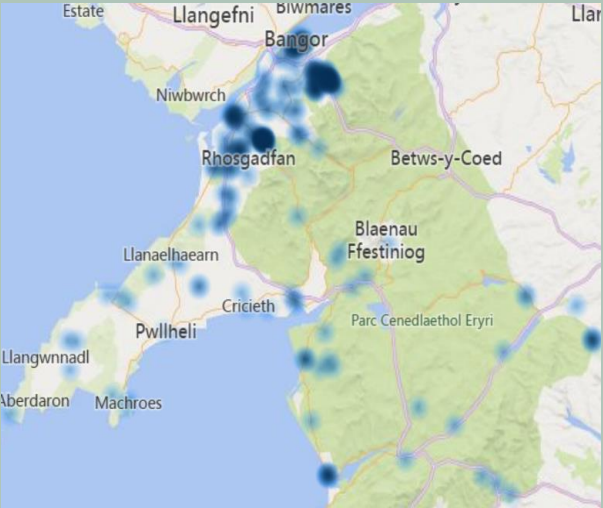
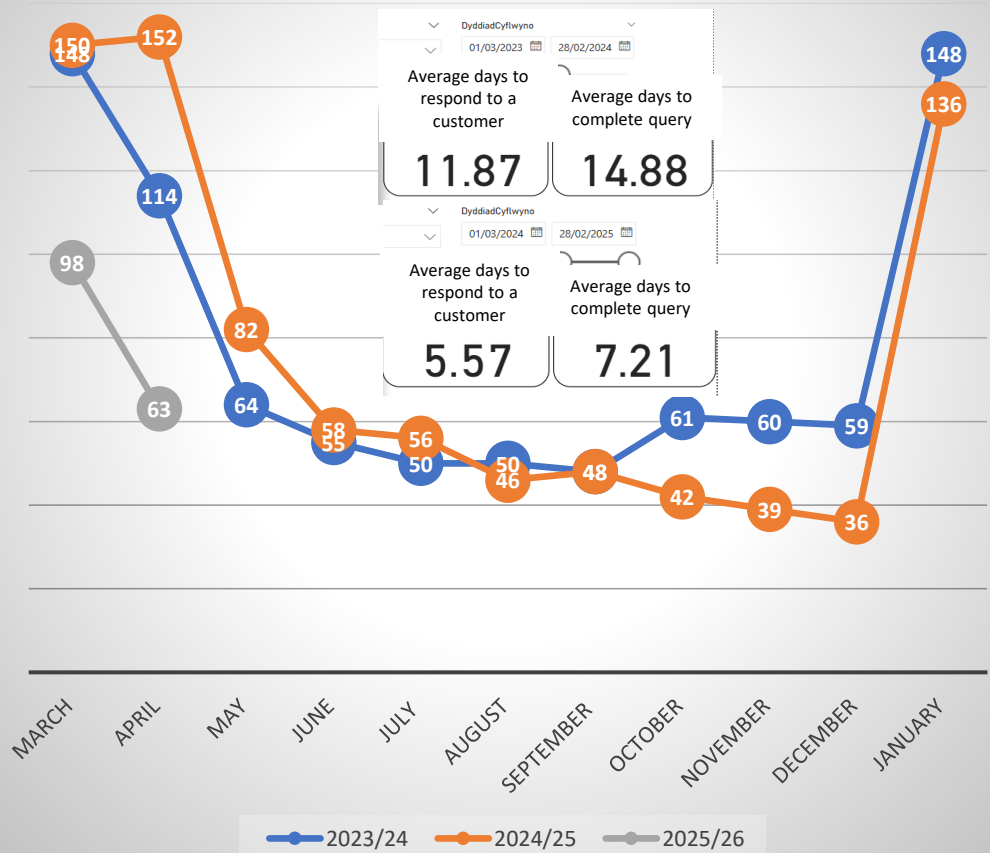
**The Purpose of the Service:**

To enable the public to travel on Gwynedd's roads safely and unhindered.

**Performance Overview:**

- The line graph compares the numbers of enquires received over the past year. March/April 2025 show that there are fewer than the previous two years.
- The graph also reports that the customer received a response in 3.75 days and the average completion of an enquiry is within 5.09 days.
- This is about 1.5 days better than what was reported at our last meeting.
- Comparing the response time to the same period last year there is an improvement in service performance.
- We think this is down to the change we made at FFOS by asking for more information from the customer so that we can respond quickly.
- The 'road surface problems' can range from potholes, surface water to road litter etc. Of the 60% of calls about a hole in a road, not all queries are acted upon because not all reach the threshold that needs attention.
- The heatmap from Power BI shows the locations of the queries between January 1 and April 30, 2025.

**Number of Enquires: Potholes**  
(Across Gwynedd)



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# Street Lighting Service

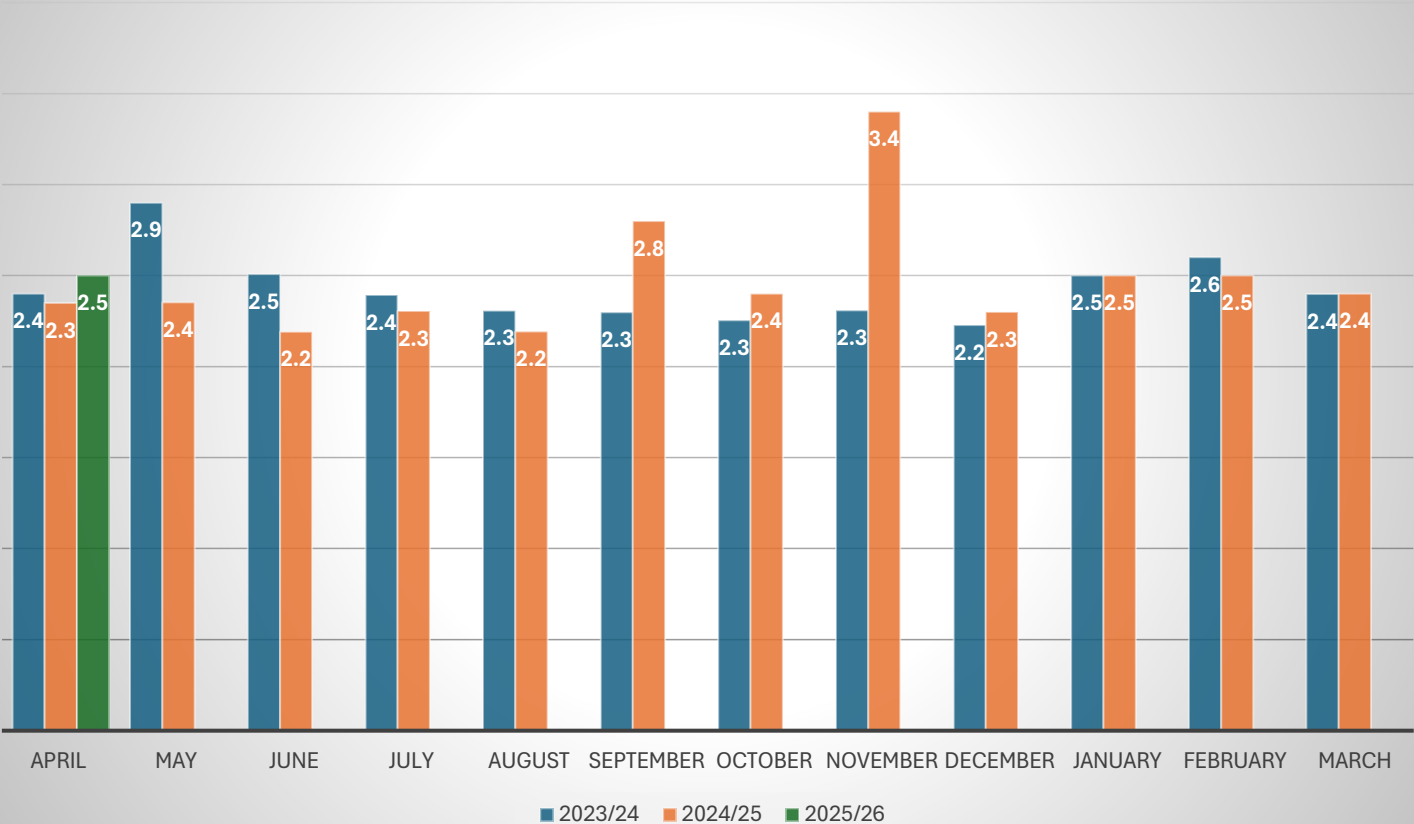
**Responsible Manager:**  
Colin Worth (Lighting Services  
Manager)

**PP-03**

**The Purpose of the Service:**  
Provision of street lighting located on the County  
's road network, paths and public spaces.

**Performance Overview:**  
  
This year, the average time to repair streetlamps  
is 2.5 days.  
  
Response time was higher in November due to  
night work on the A55 and one electrician away  
was ill.

Number of Days to Repair Street Lamps



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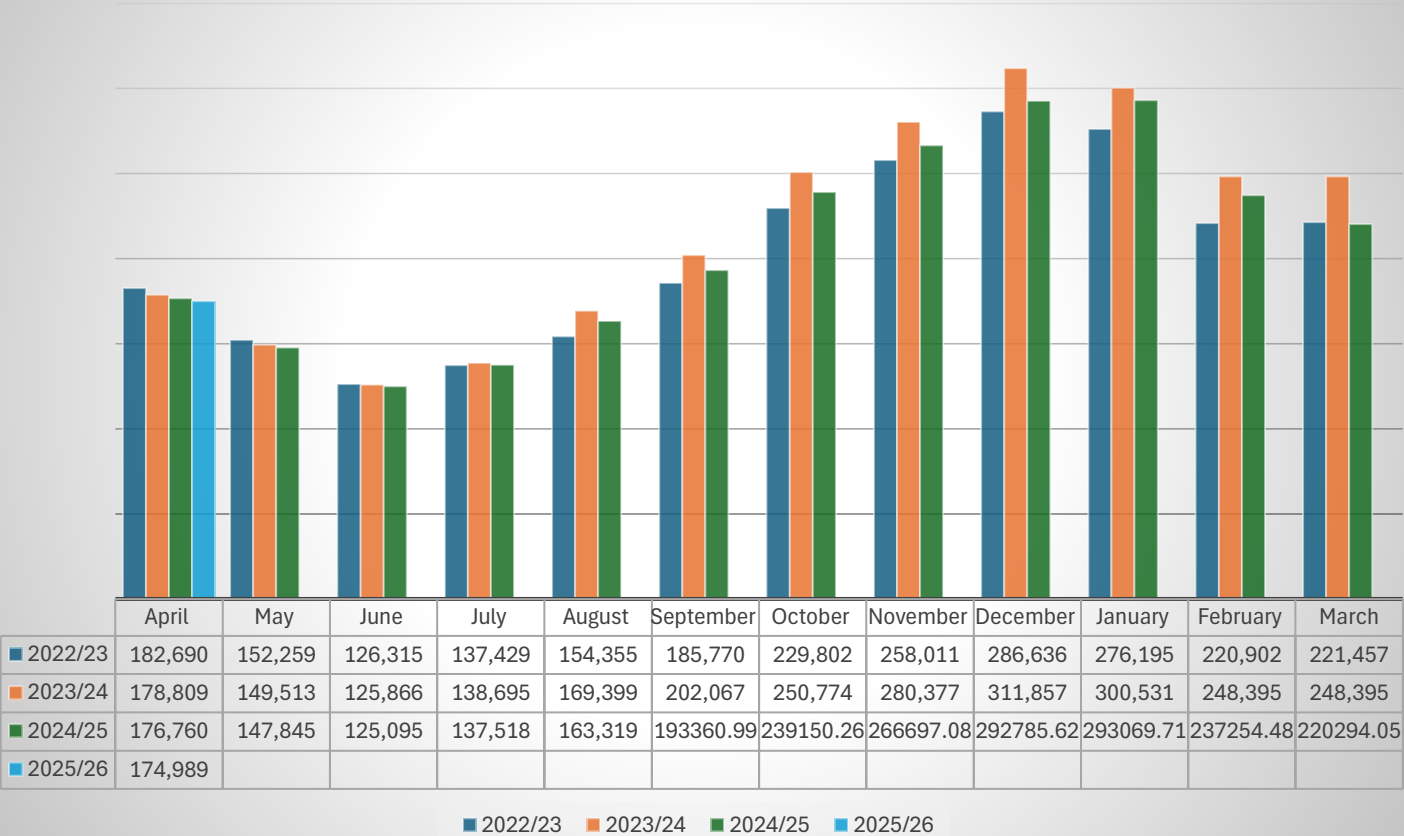


# Street Lighting Service

Responsible Manager:

Colin Worth (Lighting Services Manager)

Street Lighting Energy Consumption (KWH)



PP-04

**The Purpose of the Service:**

Provision of street lighting located on the County's road network, paths and public spaces.

**Performance Overview:**

The energy consumption of street lights and road signs is quite stable as expected in the period in question. Consumption will usually rise from this time over the winter period.

Since the adoption of the former trunk road a significant number of street lighting assets have passed into our possession.

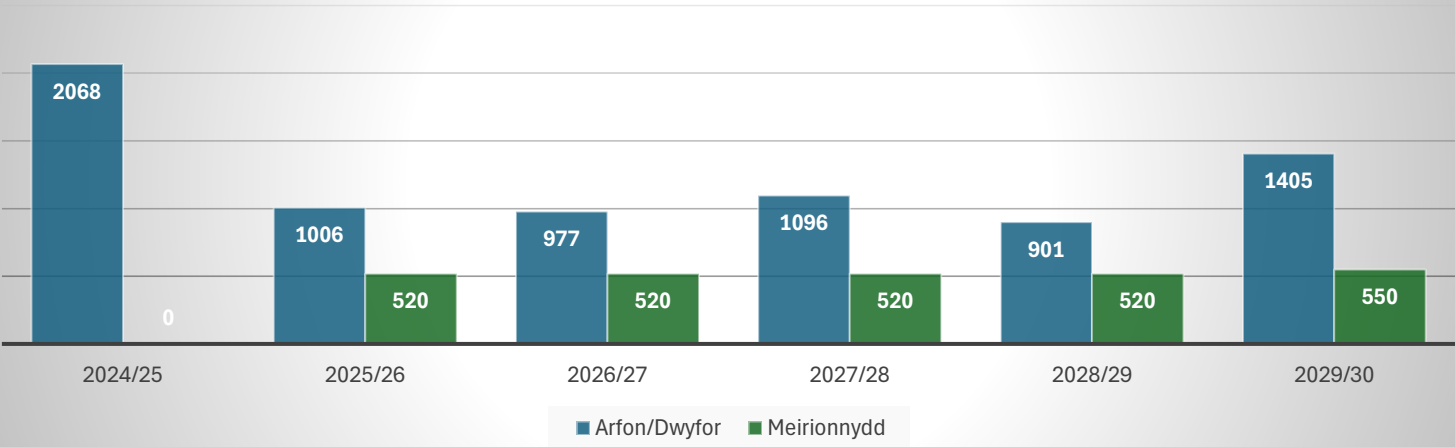
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# Street Lighting Service

Responsible Manager:

Colin Worth (Lighting Services Manager)

Number of Assets Needing Inspection



PP-05

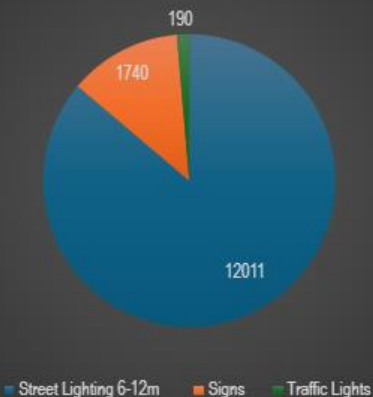
**The Purpose of the Service:**

Provision of street lighting located on the County's road network, paths and public spaces.

**Overview of performance:**

**DRAFT:** Development of a new measure for the Lighting Service

\*explanation to be shared during the meeting\*



Yn ôl i'r dashfwrdd

# Fleet Management Service

**PP-06**

**Responsible Manager: Kev Sheret (Fleet Manager)**

**Purpose of the Service:**

Ensuring that the Council's fleet is driven efficiently to reduce the use of fuel and carbon emissions.

**Performance Overview:**

A new measure to provide context regarding the Council's fleet, mainly when considering financial implications for the replacement of the vehicles.

529 vehicles within the Council Fleet, with 73.35% a part of future funding schemes.

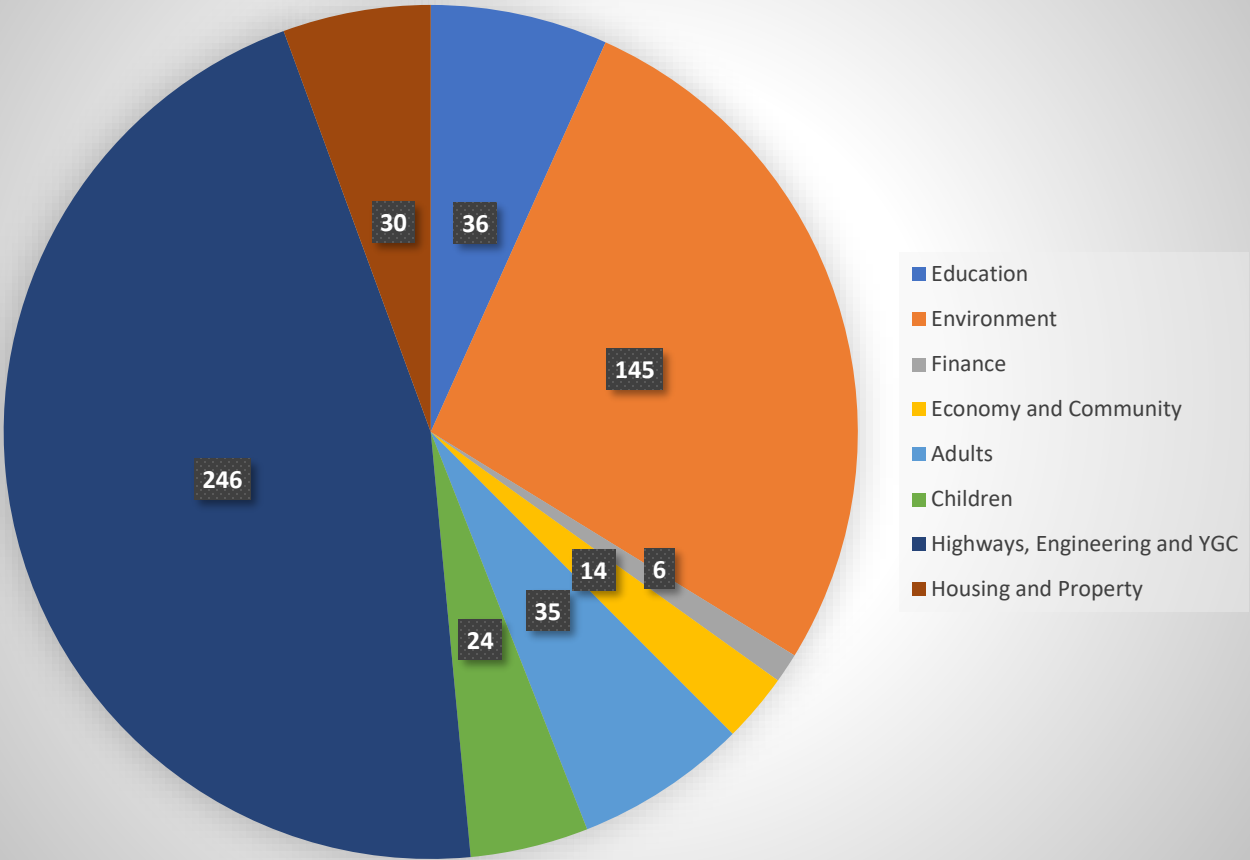
57 (10.78%) are found to be self-funded within services.

38 (7.18%) vehicles remain as part of the Fleet despite the provision of a new vehicle

46 (8.70%) vehicles hired by Council services

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Gwynedd Council's Fleet



Department	Total	Funded	Not Funded	Have been upgraded	Hired
Education	37	7	29	1	
Environment	142	106	3	14	19
Finance	6		4	1	1
Economy and Community	13	9	4		
Adults	35	30	5		
Children	23	16	4	3	
Highways, Engineering and YGC	243	196	7	14	26
Housing and Property	30	24	1	5	
Total	529	388	57	38	46

# Green Fleet Plan: Number of Electric Vehicles

## PP-07

**Responsible Manager: Kev Sheret (Fleet Manager)**

### Performance overview:

A new measure to show the Council’s progress in growing their electric fleet.

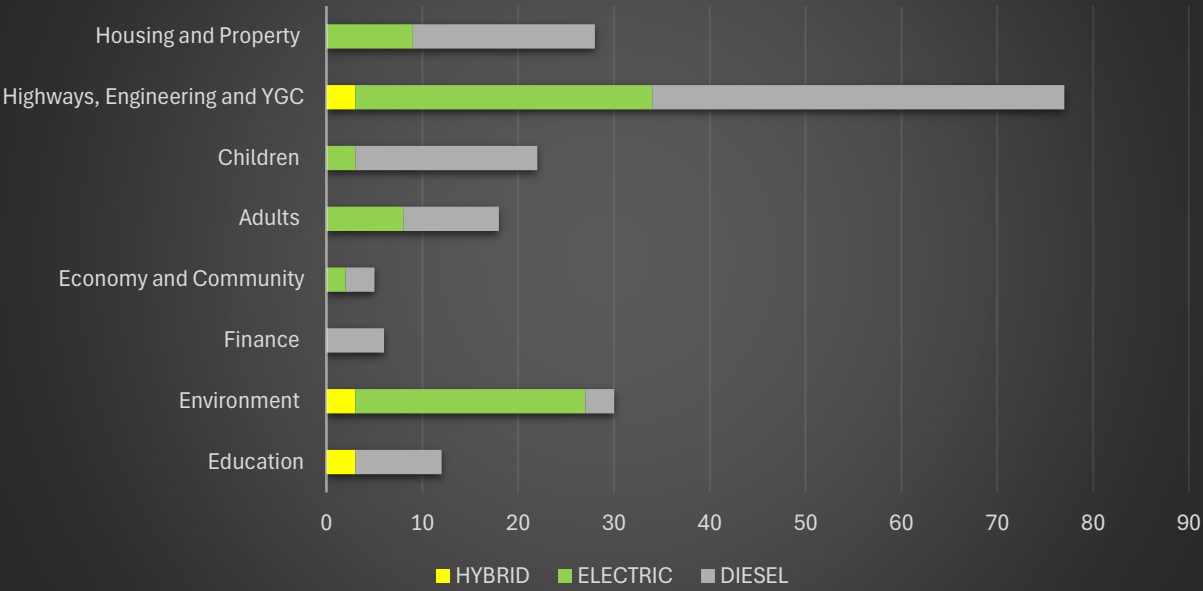
### WHOLE COUNCIL

- 87 (38%) of the 231 cars or vans are now green (electric or hybrid).
- Of the remaining 144 diesel/petrol vehicles 76 are vehicles that have either been replaced, kept or have been hired or have no funding schemes for them.

### HIGHWAYS, ENGINEERING AND YGC

- 34 (44%) of the 77 cars and vans are green (electric or hybrid).
- Of the remaining 43 diesel or petrol vehicles, 27 are vehicles that have either been replaced, maintained, or have been hired or have no funding schemes for them.

Fuel Type: Gwynedd Cars and Vans



Service	ELECTRIC	DIESEL
Municipal Assets	4	8
Highways	6	10
Grounds Maintenance	2	2
Fleet Service	5	5
Street Lighting	2(hybrid)	2
Street Cleaning	10	5
Ash Dieback		1
YGC	5	3

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# Fleet Management Service

PP-08

**Responsible Manager:**

Kev Sheret (Fleet Manager)

**Purpose of the Service:**

Ensuring that the Council's fleet is driven efficiently to reduce the use of fuel and carbon emissions.

**Performance Overview:**

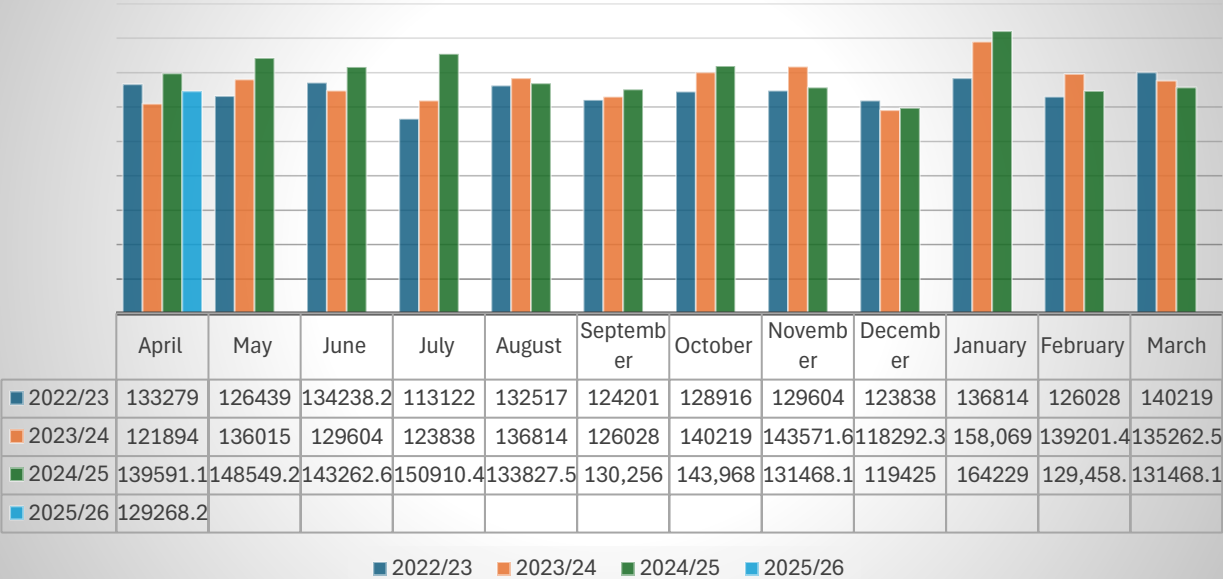
The number of litres used during March this year saw a decrease of 2.89% compared to 2024

The number of litres used during April this year saw a 7.99% decrease compared to 2024.

When comparing the last 12 months (May 24 to April 25) and the previous 12 months (May 23 to April 24), we see a 0.98% increase in fuel consumption.

However, we see that the number of litres has decreased over the last 6 months. There was a 4.95% decrease in the number of litres used.

Fleet Management: Fuel Consumption (ltr)



March	Ltr	Individual transactions	Vehicles/Equipment
Bunker	124,430.06	2,304	411
Card	7,038.05	189	57
Total=	131,468.11	2,493	468
April	Ltr	Individual transactions	Vehicles/Equipment
Bunker	123,745.53	2,312	383
Card	5,522.64	84	43
Total=	129,268.17	2,396	426

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# Fleet Management Service

**PP-09**

**Responsible Manager:**

Kev Sheret (Fleet Manager)

**Overview of performance:**

A new measure that reports on service performance responding to a variety of requests.

**These include requests for:**

- Vehicle hire
- Access to fuel
- Adding drivers to the register
- Training applications
- Access to Fleet systems

The team aim to complete these within 1 hour of receiving the application which can be seen within this results slide for March and April this year.

Month	Number of Requests	Average Time to Complete
March 2025	15	00:30
April 2025	10	00:29

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# Green Fleet Plan: Charging Points Programme

## PP-10

### Responsible Manager:

Owen Rhys Jones (Technical Service  
Manager)

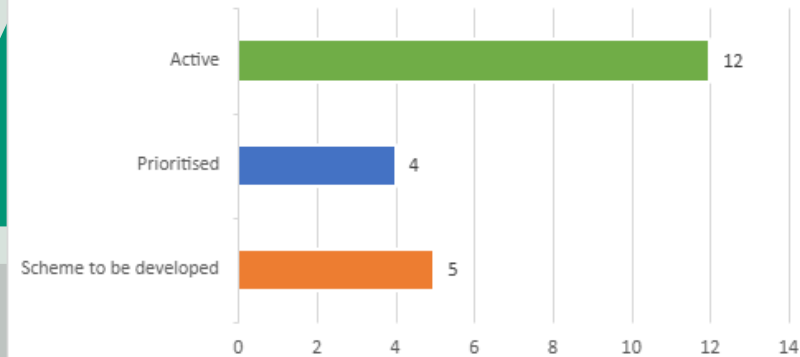
### Overview of performance:

See here an update on the charging point installation program.

The program so far has been shaped around existing fleet vehicle orders. You will see that Category A,B,C has been completed. The work program has been developed prioritising the placements in blue.

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Charging Point Installation Programme



#### Active

Site	Details
Llyfrgell Caernarfon	2 x 7kw
Penarlâg, Dolgellau	10 x 7kw
Cibyn	10 x 7kw
Bloc J	2 x 7kw
Ffordd y Bala, Dolgellau	4 x 7kw
Ffordd y Cob, Pwllheli	12 x 7kw
Glan y Don, Pwllheli	4 x 7kw
Drws y Nant	2 x 7kw
Penrallt, Caernarfon	4 x 7kw
Canolfan y Gwystl	2 x 7kw
Plas Gwilym	2 x 7kw
Cwm y Glo	2 x 7kw

#### Prioritised

Site	Details
Pencadlys Caernarfon	14 x 7kw, 2 x 22kw
Maes Parcio Penllyn	4 x 7kw
Hafod Lon, Penrhyndeudraeth	2 x 7 kw
Galw Gwynedd, Penrhyndeudraeth	1 x 50kw

#### Scheme to be developed

Site	Details
Hafan, Pwllheli	2 x 7 kw
Afonwen	4 x 7 kw
Stuart House, Cibyn	2 x 7 kw
Plas Pawb, Maesincla	2 x 7 kw
Ffridd Rasus	2 x 7 kw

# Street Scene

PP-11

**Responsible Manager:**

Steven Edwards (Street Scene Manager)

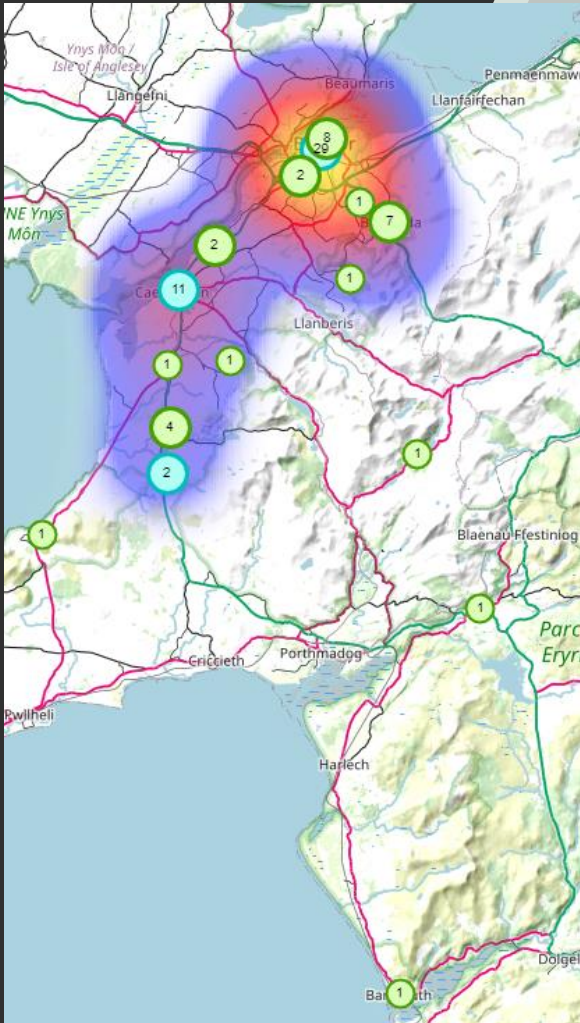
**The Purpose of the Service:**

Provision of clean and tidy streets and public areas.

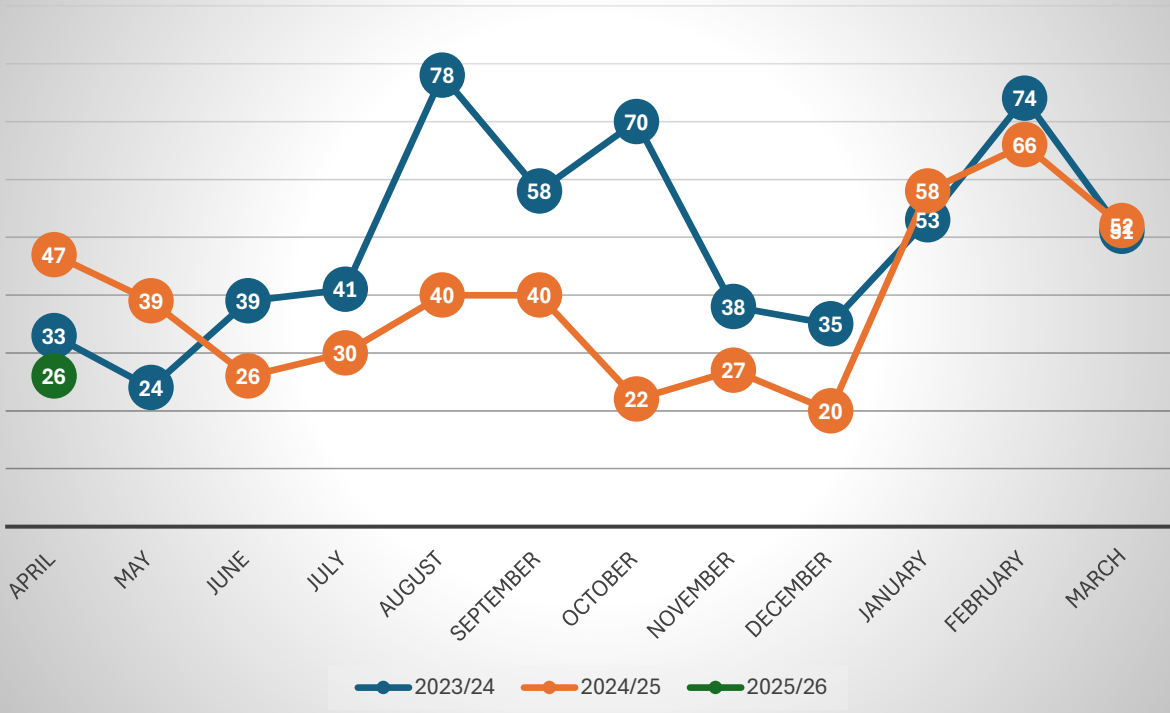
**Performance Overview:**

The heatmap shows an example of what appears on the flymapper system. The Enforcement Wardens use it as the basis for their programme of work.

The number of cases this year is relative to last year's.



Number of Flytipping Cases



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# Street Scene

**PP-12**  
**Responsible Manager:**  
Steven Edwards (Street Scene Manager)

**The Purpose of the Service:**  
Provision of clean and tidy streets and public areas.

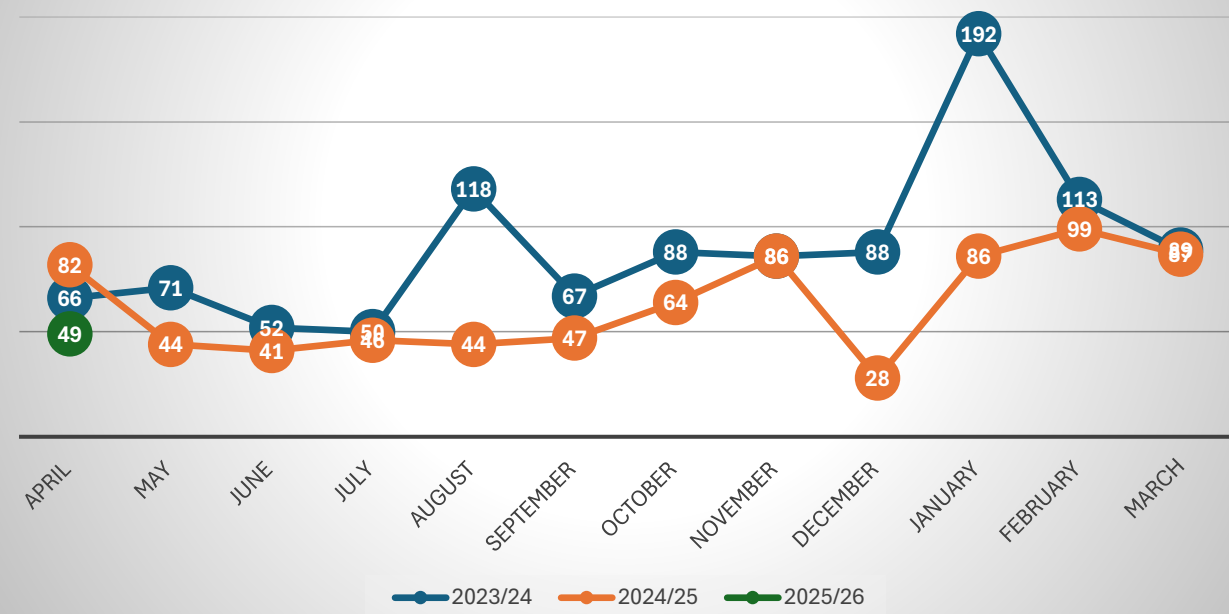
**Performance overview:**

You will see from the graph that the number of Dog Fouling enquiries/complaints is generally lower compared to the same period last year.

We are pleased to report that as a unit we have responded to these queries within a reasonable time.

The difference is based on the impact of the winter-specific awareness raising campaign, Enforcement and Street Cleaning input.

Number of Inquiries: Dog Fouling



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# Street Scene

**PP-13**  
**Responsible Manager:**  
Steven Edwards (Street Scene Manager)

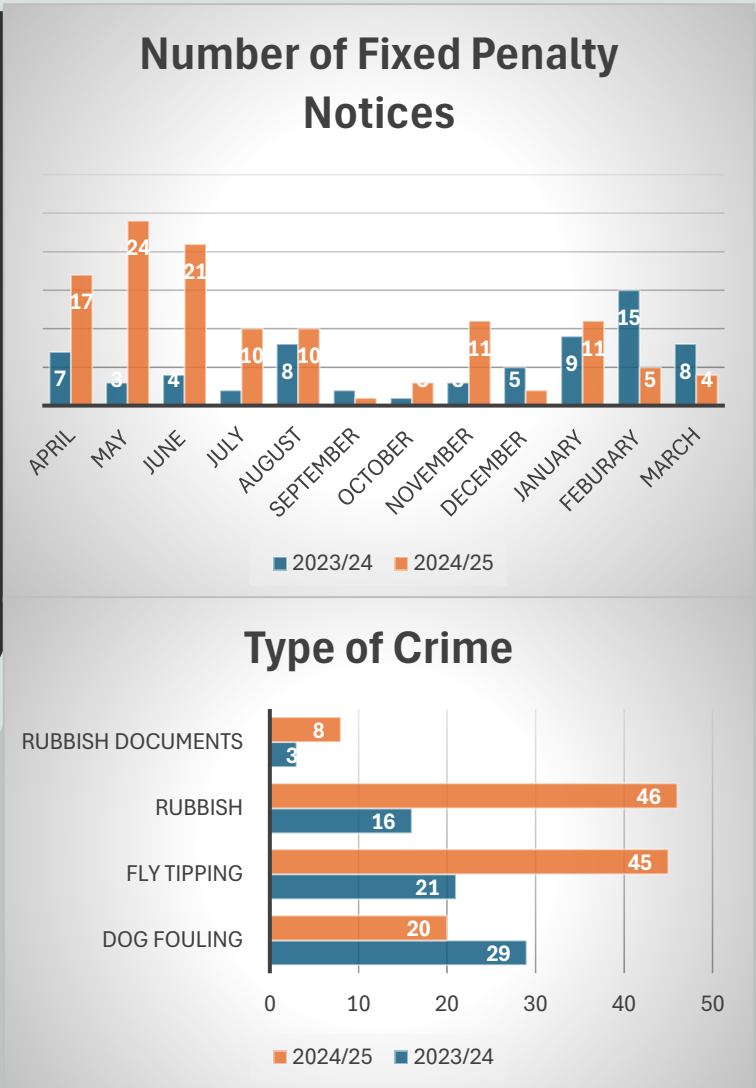
**The Purpose of the Service:**  
Provision of clean and tidy streets and public areas.

**Performance overview:**

The number of fixed penalty notices has increased over the past year.

This is down to the ownership of the Enforcement Officers who are enthusiastic in their role to ensure improvement in the appearance of our environment.

The team is very proactive in dealing with complaints and queries received through the FFOS procedure ensuring timely inspections of the incidents.



	Number of FPNs 2023-2024	Number of FPNs 2024-2025
Fixed Penalty Notices		
Fly Tipping	21 FPN 12 paid 8 cancelled 1 court case	45 FPN 30 paid 14 cancelled 1 court case
Dog Fouling	29 FPN 23 paid 1 court case 5 cancelled	20 FPN 14 paid 5 cancelled 1 court case
Rubbish	16 FPN 12 paid 4 cancelled	46 FPN 35 paid 1 unpaid 10 cancelled
Rubbish Documents	1 FPN (cancelled )	8 FPN 6 paid 2 cancelled

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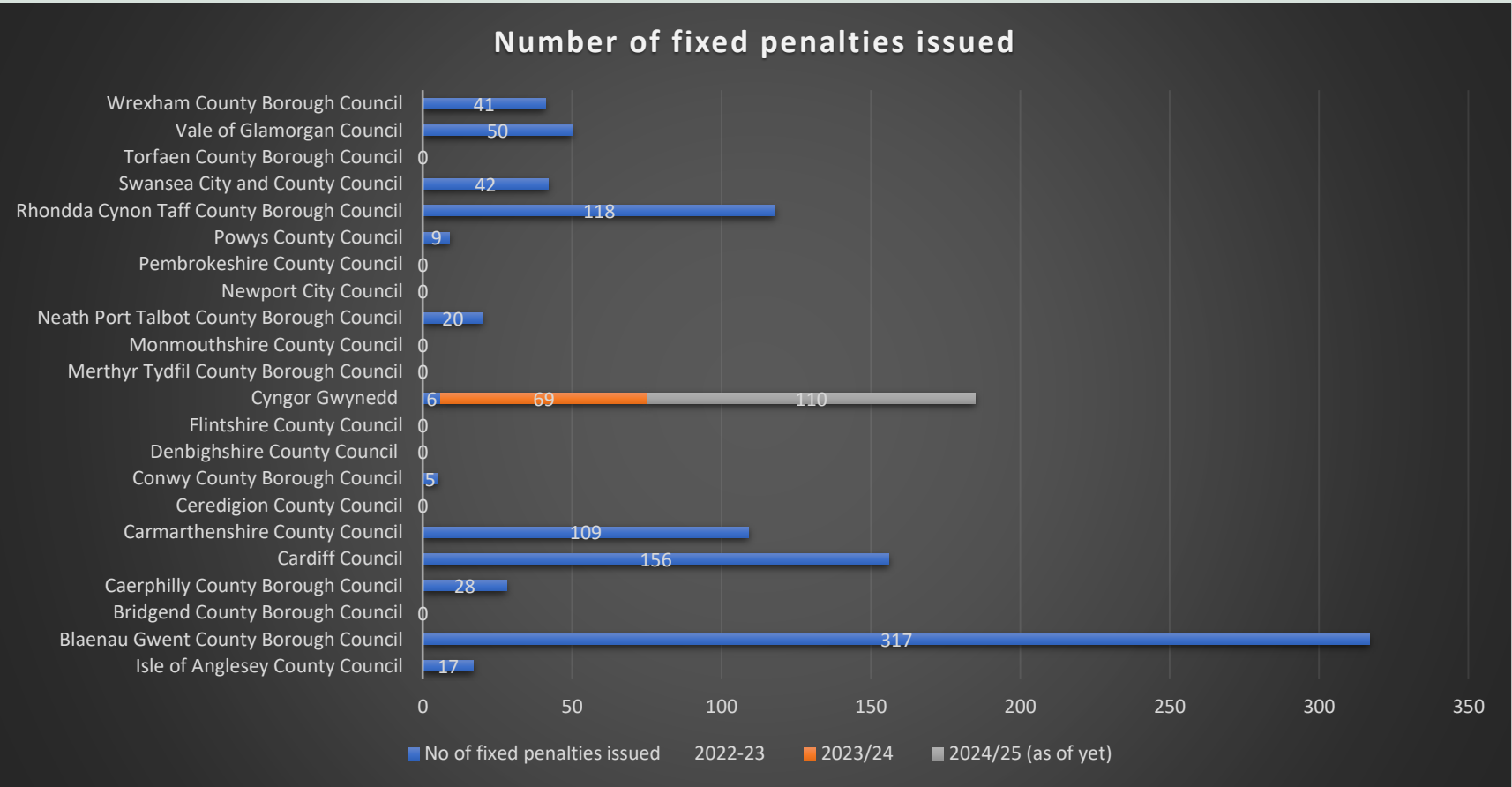
# Street Scene

**PP-14**  
**Responsible Manager:**  
Steven Edwards (Street Scene Manager)

**The Purpose of the Service:**  
Provision of clean and tidy streets and public areas.

**Performance overview:**  
  
This is a national comparison of the number of fixed penalty notices issued during 2022/23.

Since 2022/23 you will see that we have increased the number of fixed penalty notices.



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## **PP-15**

### **Responsible Manager:**

Steven Edwards (Street Scene Manager)

### **The Purpose of the Service:**

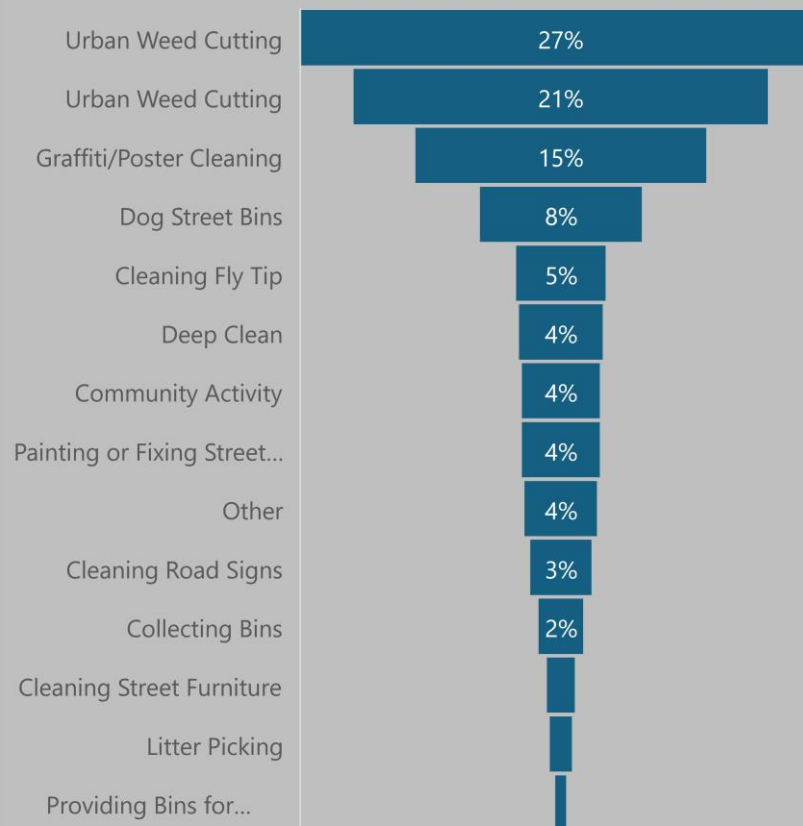
Facilitating physical improvements to the built environment within and in the vicinity of towns and villages in Gwynedd, by focusing on public open spaces, e.g. roads, streets, parks, promenades, etc.

Promote local ownership and develop a sense of community pride by working at community level while building relationships with local groups/organisations, volunteers and the third sector.

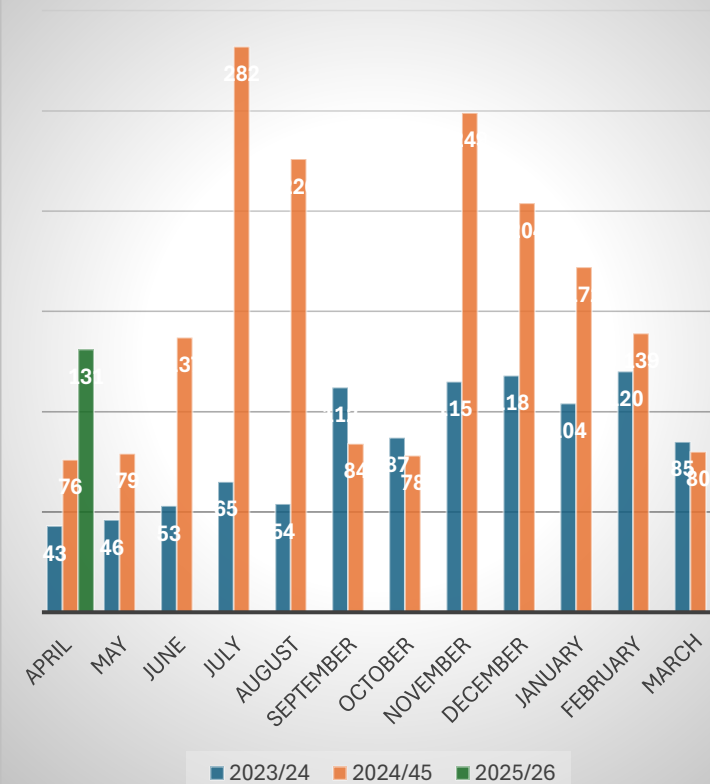
### **Performance overview:**

You will see from the graph that the number of job requests for the tidying teams has increased significantly this year. This is for a number of different reasons, but we can confirm that the teams are coping with this increase.

Type of Work (01/02/25-30/04/25)



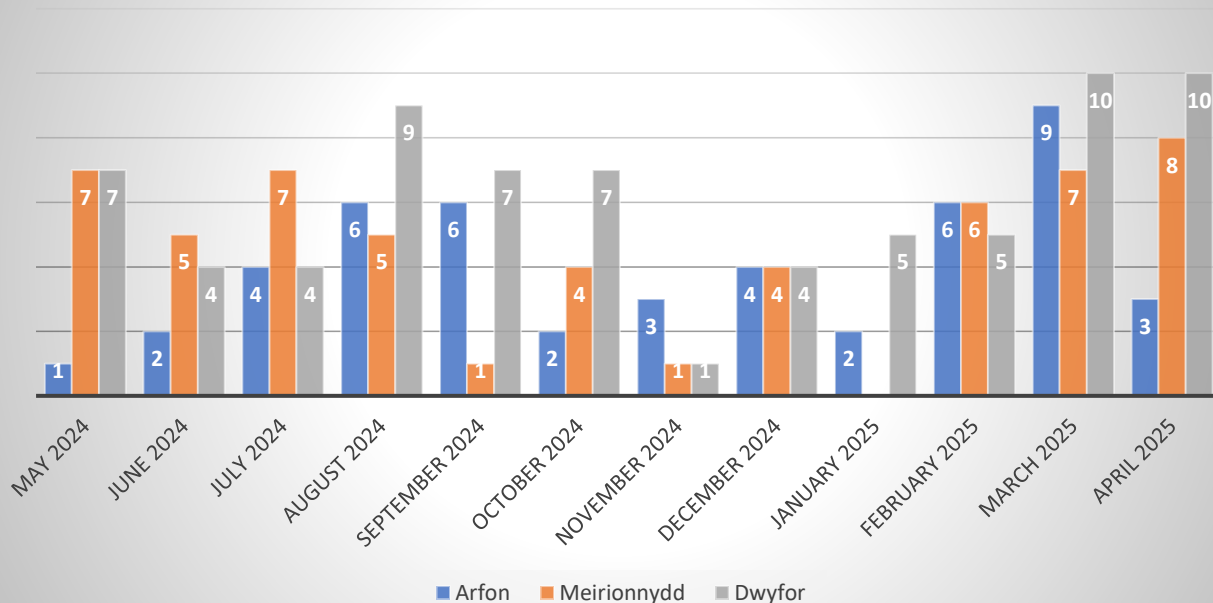
Applications for Work



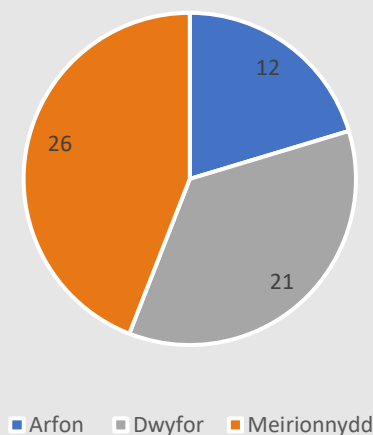
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# Public Toilets Service

## Number of Complaints/Enquiries



## Number of Facilities



### PP-16

#### Responsible Manager:

Amanda Murray (Municipal Asset Manager)

#### Purpose of the Service:

Providing clean and safe facilities for Gwynedd residents/visitors.

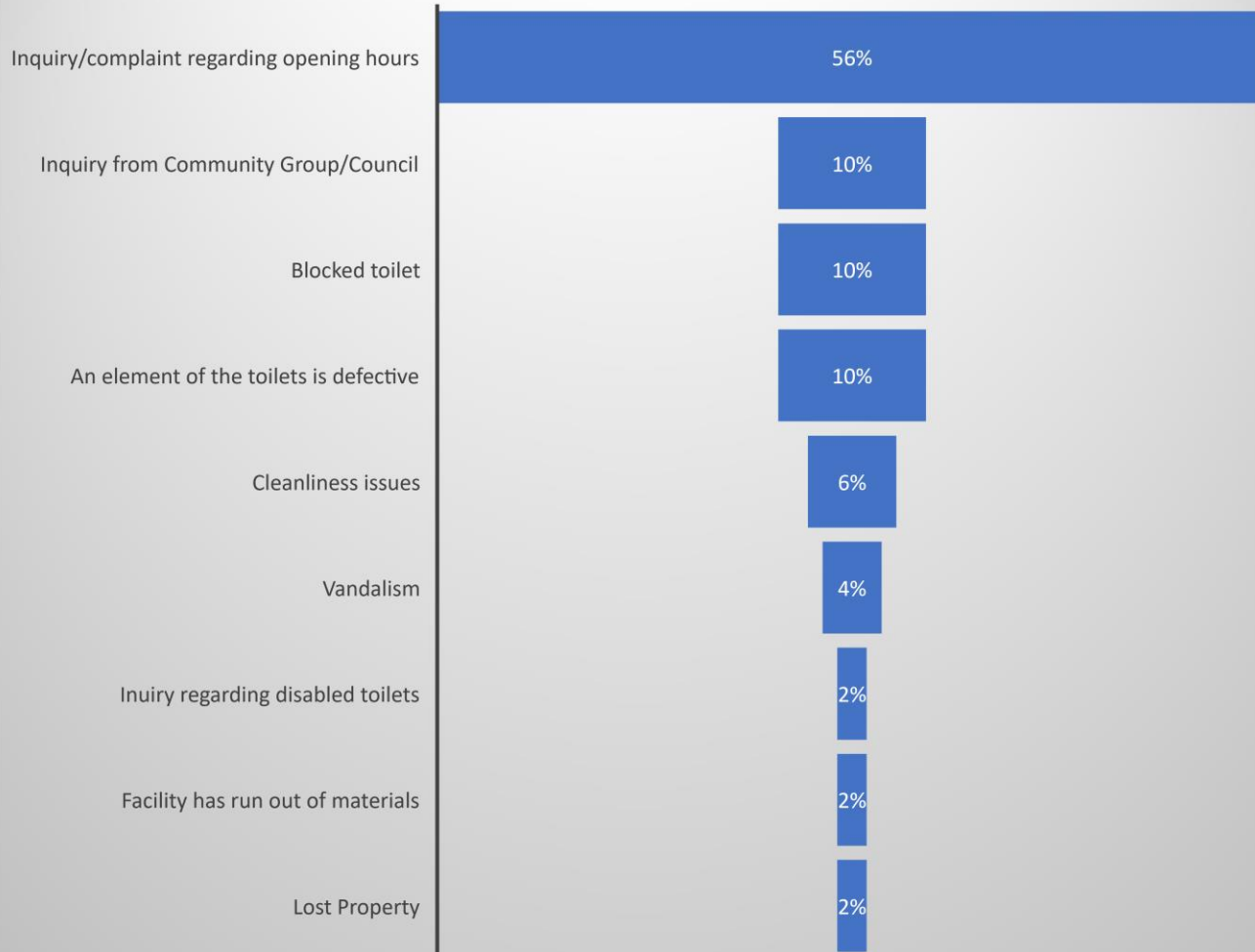
#### Performance overview:

The performance is usually better this time of year due to a reduction in visitor numbers using the service.

But having said that the comparison by area is one that we are trying to tackle, the Dwyfor area has always performed lower than the other two areas due to the numbers of toilets on the County's beaches. The level of usage is always higher than the toilets in the countryside. The Service strives to improve performance during the off-season by undertaking necessary work to the toilets on the beaches and to organise deep cleaning.

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## Complaints/Queries (01/03/25 - 30/04/25)



# Public Toilets Service

## PP-17

### Responsible Manager:

Amanda Murray (Municipal Asset Manager)

### Purpose of the Service:

Providing clean and safe facilities for Gwynedd residents/visitors.

### Performance overview:

The Service is still striving to improve the standard of cleanliness but it can be difficult to get the balance of use in some of the county's busier toilets in terms of the frequency of cleaning and re-supplying materials. It is proposed to review the opening hours depending on the resources available within the service.

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# YGC Financial Target

## PP/YGC-18

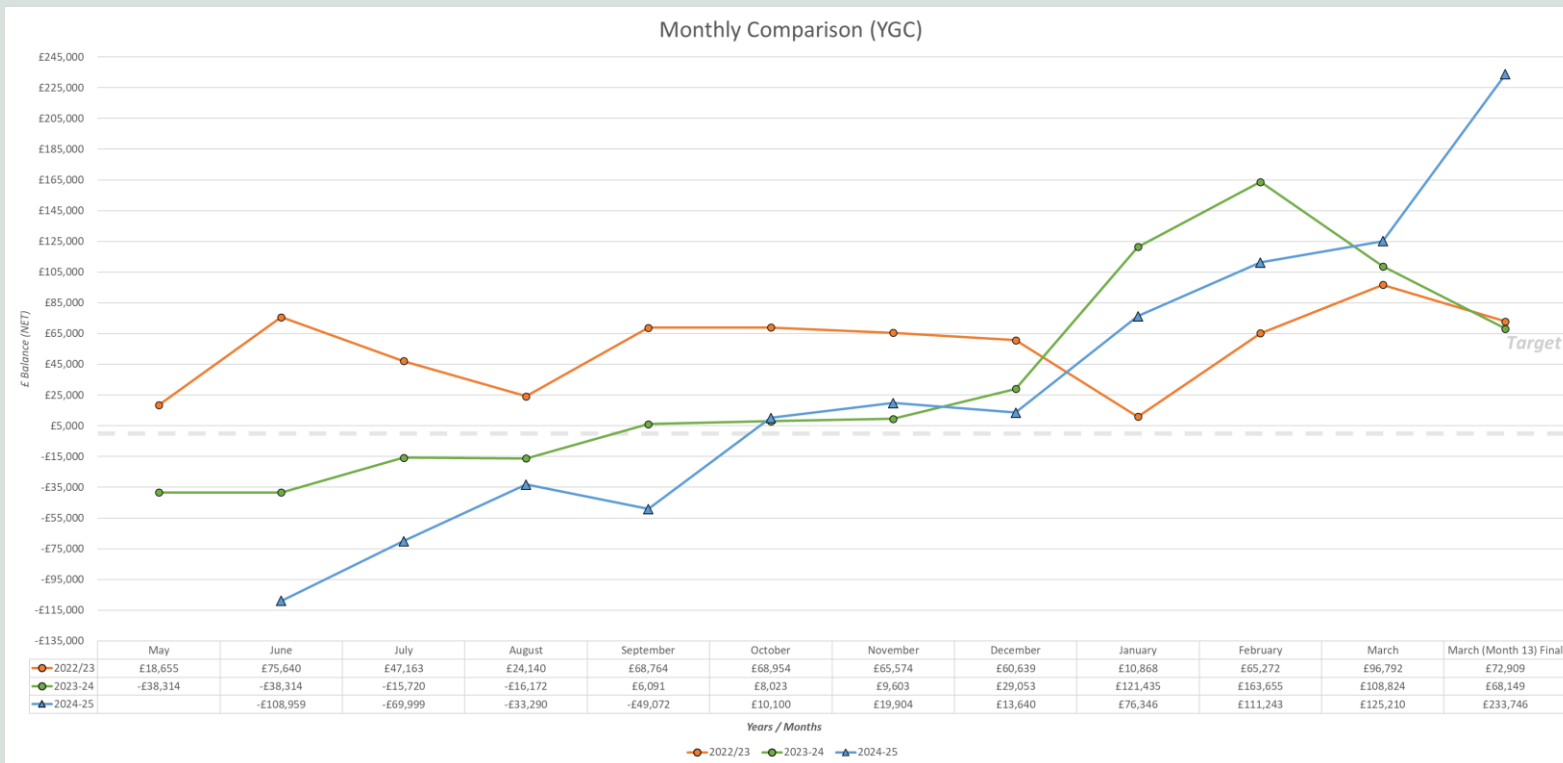
**Responsible Manager:** - Rhys Wynn Williams

### Purpose of the Service:

Maintain a high-quality service for YGC Customers that is competitive and meets the customer's requirements to enable YGC to reach the annual income target.

### Performance Overview:

- The target for 2024-25 was £7.9 million.
- The end of year result for 2024-25 is £234K above the target.
- The profile of the work programmed towards this year is consistent with those of previous years.
- Adequate work is currently available from our main clients for the remainder of the year. In addition, we continue to discover and gain new work streams.
- At the moment we see no risk of not meeting our target.



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# Meeting YGC's Building Unit Financial Target

## YGC-19

**Responsible Manager:** - Gareth Wright

## Purpose of Service

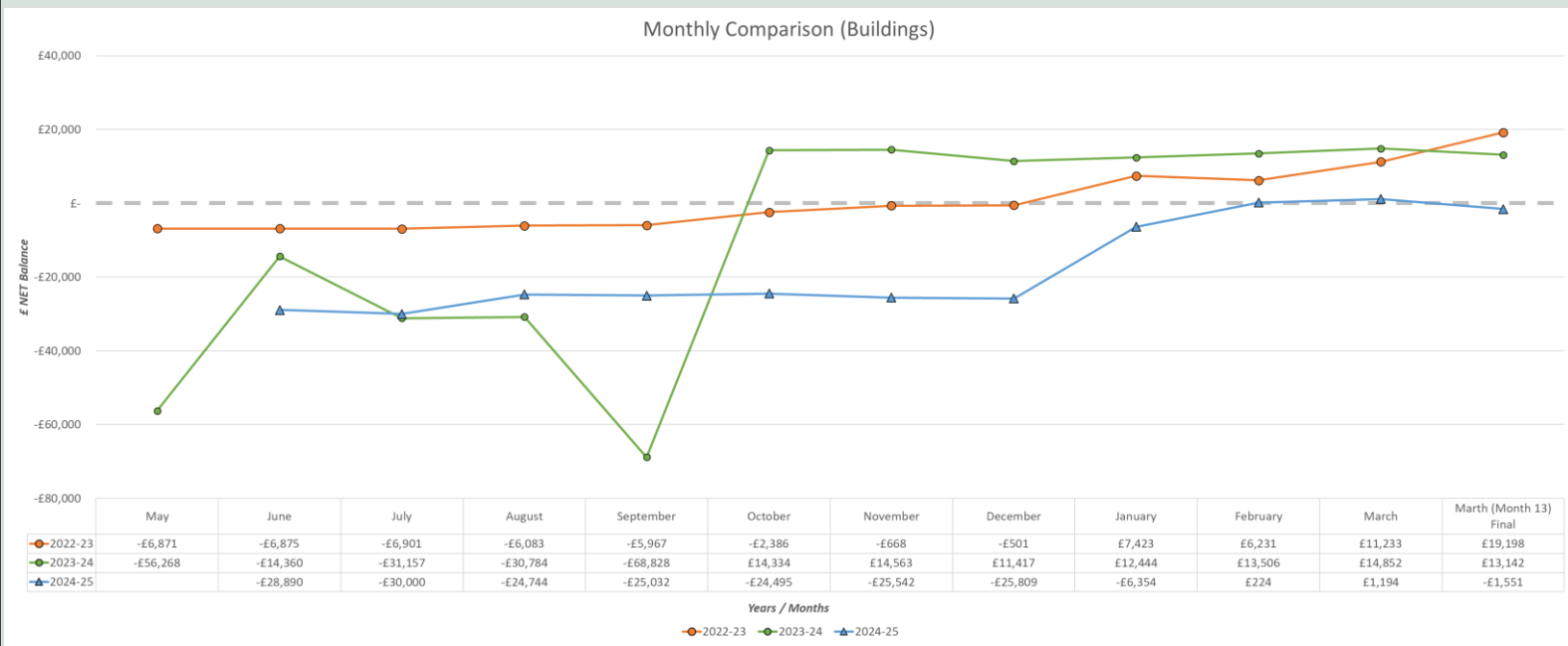
Maintain a high standard service to YGC Building Unit Customers that is competitive and meets customer requirements to enable the Service to meet the annual income target.

## Performance Overview:

The teams' are performing well on their projects but a risk has already been identified following a reduction in the Property Department's Repairs & Maintenance programme. The short-term gap has mainly been filled with 'School Condition and Suitability' work from the Property/Education Departments but long-term plans will need to be put in place in consultation with the Housing and Property Department. This will be instrumental in the development of the YGC Business Plan.

The team were successfully appointed to supervise and manage the contract associated with installing PV's across Isle of Anglesey County Council' properties.

Last year's target was £728K. This year's target is £758K.



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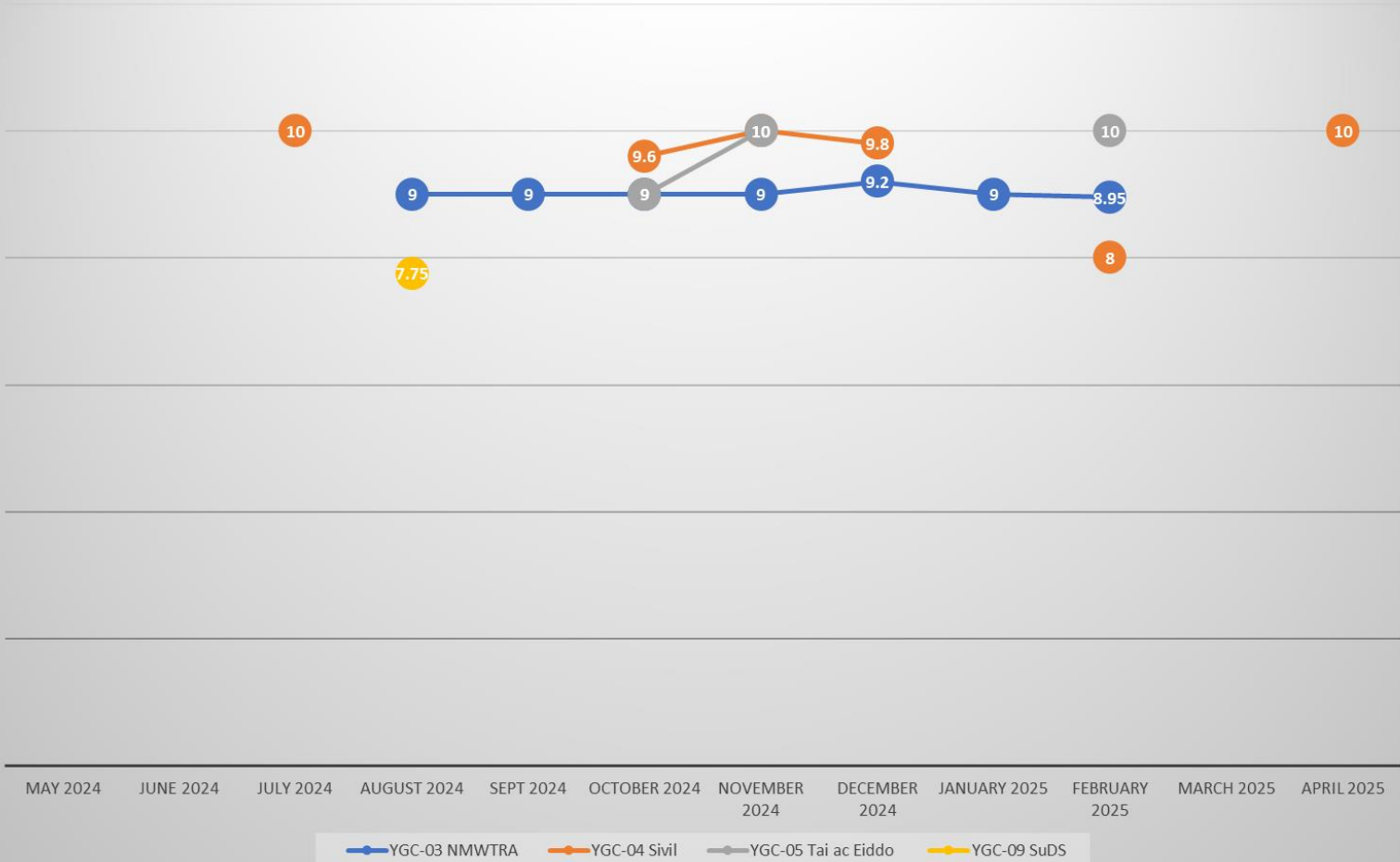
# Combined YGC Customer Satisfaction Results

## YGC-20

### Purpose of the Service

Maintain a high quality service for YGC's Customers and clients that is competitive and meets its requirements.

YGC Customer Satisfaction May 2024 April 2025



Field	Performance overview
NMWTRA	17 New projects created since April 2025.
Sifil	No new responses.
TaE	No new responses.
SuDS	No new responses.

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# Asset Inspection and Maintenance Programme (Flood Risk Management)

YGC-21

**Responsible Manager** - Rob Williams

**Purpose of Service:** Maintain the County's Coastal and Inland Asset Maintenance Program in a safe and timely manner to reduce flood risk to Gwynedd residents.  
There are 304 assets under the service's management which includes 21km of coastal assets

**Performance overview:**

Asset Inspections has completed, and a programme has been established based on those inspections.

Asset condition*	Number of assets	Revenue Programme**	Capital Programme	No Current Act***
5	27****	0	25	2
4	20	5(3)	1	14
3	81	15(13)	2	64
2	68	5(3)	0	63
1	3	1(1)	0	2

\* Acceptable = 3 and below  
\*\* Works completed in brackets  
\*\*\* Assets are low priority and will be considered on future capital program  
\*\*\*\* Includes 16 groynes at Barmouth which were not inspected in 2024

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# Average number of days taken to complete Sustainable Drainage Systems (SDC) application

YGC-22

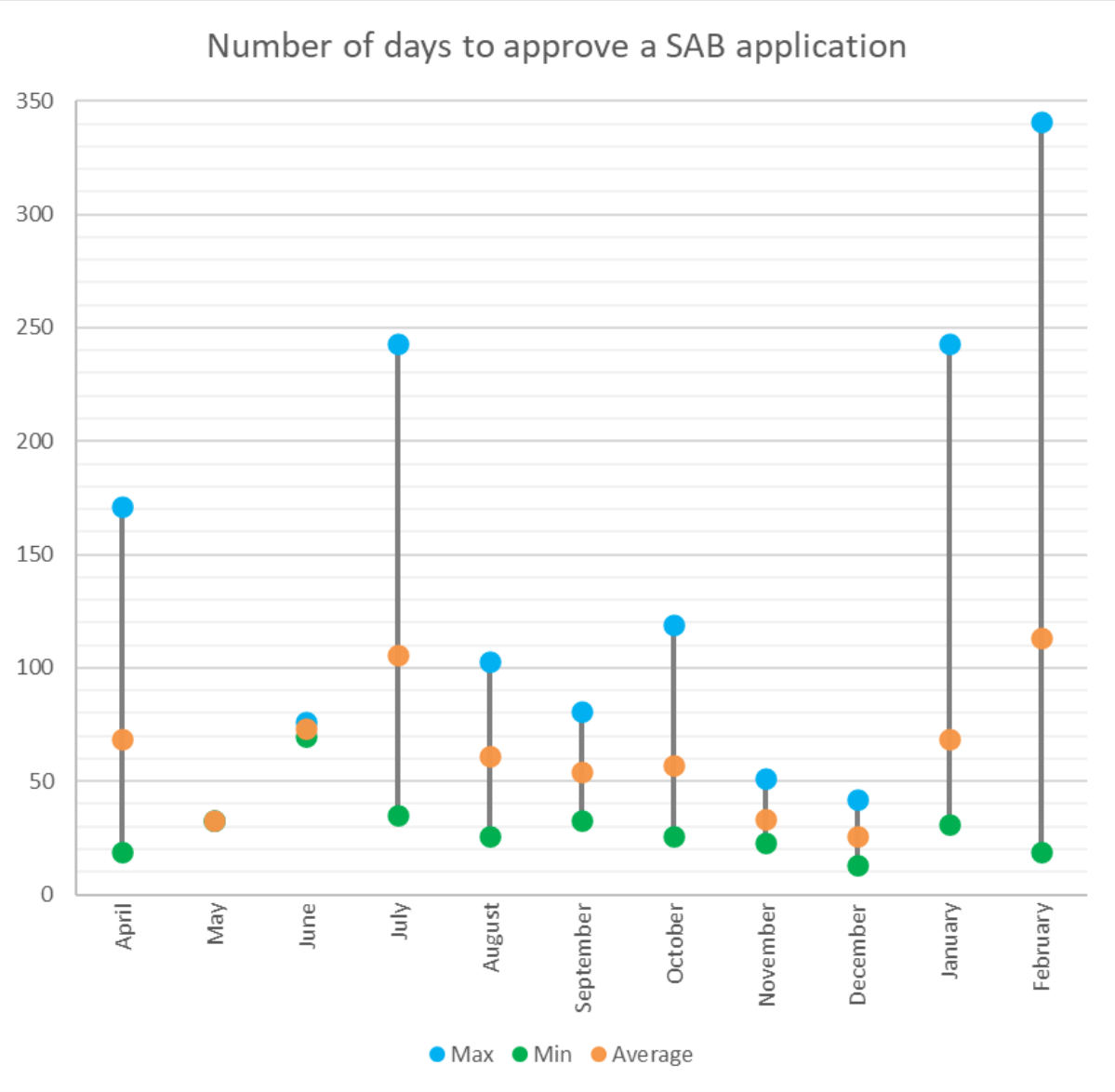
Responsible Manager: - Rob Williams

## Purpose of Service:

Review SDS applications in a timely manner, and ensure proposed developments meet Welsh Government regulations. Statutory time for approval of the verified application is 7 weeks or 49 days.

## Performance Overview:

- 3 applications have caused the maximum and average number of days to approve an application to increase during January and February. In all cases a significant amount of time had passed, following the initial review, before amended documents or information was provided to allow the application to be determined.
- Working practices have since been amended to ensure that if additional information isn't present within the agreed timescale, the application will be rejected on that basis.



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Surface water drainage work at Barmouth, Viaduct Gardens

## Flood Schemes

### **Purpose of the Service**

The purpose of the work programme is to reduce flood risk in Gwynedd, in addition to upgrading existing assets.

### **Performance Overview**

All projects are currently running on schedule and within their current budget, one exception being the Hiraël scheme (Explained about the scheme here below)

- Substantive Schemes

- The majority of the work has been completed on the Hiraël scheme, but there are a few jobs that need to be completed that are dependent on when Dwr Cymru finishes their project.
- Contractor has started on the Viaduct Gardens project and works are progressing well with the surface water drainage. The main sea wall works are due to commence in early May. All works are due to be completed by Spring 2026.
- The detailed design work for North Prom in Barmouth is progressing well. Phase 2 ground investigations are currently being procured. Environmental Impact Assessment (EIA) is underway. The detailed design work is expected to take two years to complete.

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# Structures Maintenance Service

**YGC-  
Responsible Manager: Owen Rhys Jones (Technical Service  
Manager)**

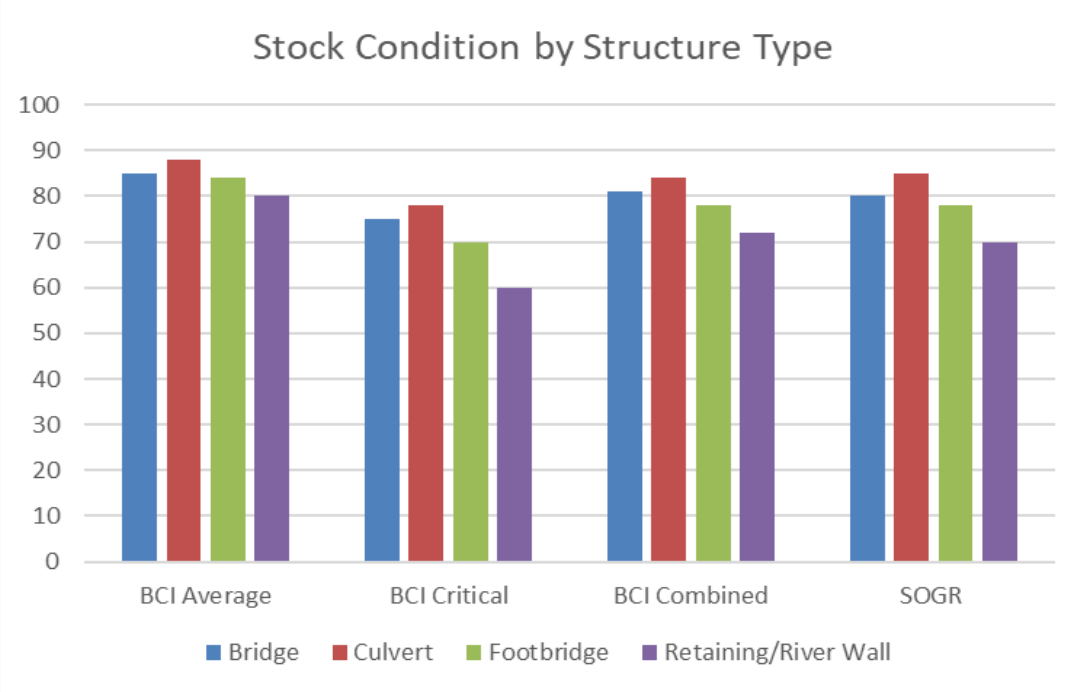
**Purpose of Service:**  
Carry out an inspection programme and maintain bridges and retaining walls on the Gwynedd road network.

**Performance Overview:**  
The Inspection dashboard shows that the programme for 2024 – 2025 has been completed.

The Stock Condition dashboard, showing BCI score, takes into account all elements of a structure. The scores are derived from the latest inspection of the structure. A bridge with a score of 65 or more are deemed to be in a satisfactory condition.

The 'BCI Average' is the average score of all elements  
The 'BCI Critical' is the average for the critical elements only

On the whole, it can be seen that the structure stock within Gwynedd is in a satisfactory condition.  
There are elements within structures which score less than 65. A review of all these structures will be carried out by an engineer and any defects that raise concern will receive a special Inspection followed by appropriate remedial measures in the short term. For structures that have more complex issues, they will be managed under the standard for managing substandard structures until a solution is found.



Structure Type	BCI Average	BCI Critical	BCI Combined	SOGR
Bridge	85	75	81	80
Culvert	88	78	84	85
Footbridge	84	70	78	78
Retaining/River Wall	80	60	72	70

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# Structures Maintenance Service

## YGC-20

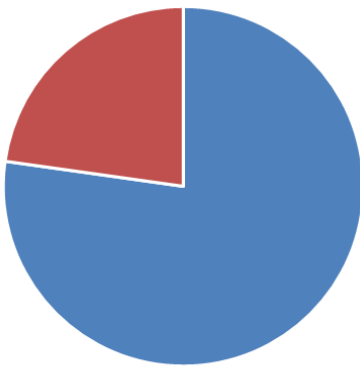
Responsible Manager: Owen Rhys Jones (Technical Service Manager)

### Purpose of Service:

Carry out an inspection programme and maintain bridges and retaining walls on the Gwynedd road network.

### Performance Overview:

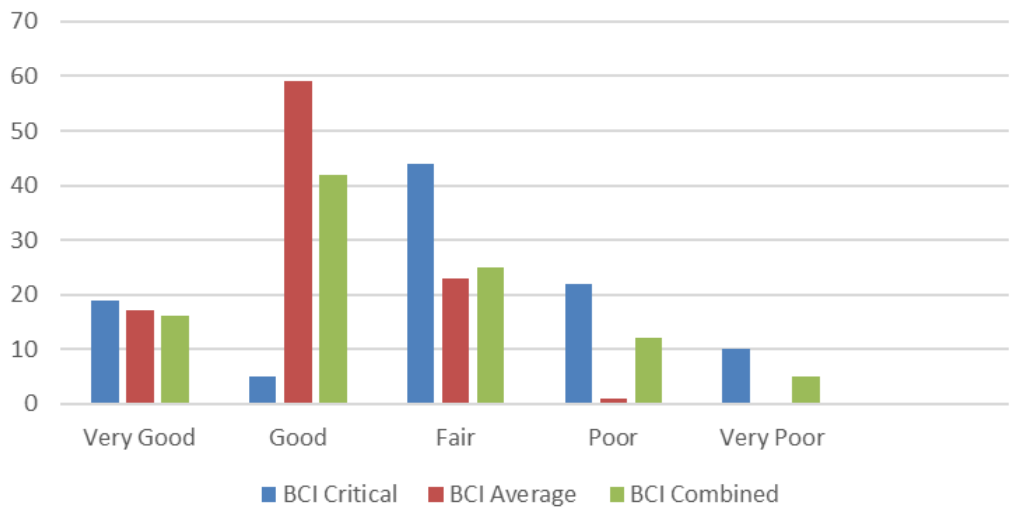
The graphs show that a high percentage of the stock is in a good state of repair, and gives a breakdown of the percentages in each category.



■ SOGR ■ Not in SOGR

Category	Percentage
SOGR	78
Not in SOGR	23

BCI Rating for The Stock



BCI Rating	BCI Critical	BCI Average	BCI Combined
Very Good	19	17	16
Good	5	59	42
Fair	44	23	25
Poor	22	1	12
Very Poor	10	0	5

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# Service Reviews

1. Street Cleaning Service
2. Grounds Maintenance
3. Business and Project Delivery Service

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**Thank you very much for listening.**

**We will adapt the presentation according to  
your comments.**

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