

## **APPENDIX B**

# **Environment Department's Performance Report (period up to March 2026).**

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

The day to day work of the Department

# Performance measurement references

Planning	Manager – Gwawr Teleri Hughes
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	Manager – Rebeca Angharad Jones
PC1	Percentage of responses to consultation on planning applications and pre applications advice provided on time

Building Control	Manager – Martin Barrow Evans
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

Public Protection -Trading Standards and Licencing	Manager – Andrew Lloyd Parry
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
SM3	Average time taken to process a taxi licence application

Public Protection –Environmental Health	Manager – Lewis Alun Evans
IA1	Percentage of Food Businesses that meet Food Hygiene Standards [score 3 or higher]
IA2(a) IA2(b)	Percentage of Food Businesses that have had a Food Standards Inspection in accordance with the programme Percentage of Food Businesses that have had a Food Hygiene Inspection in accordance with the programme
IA3	Number of private water Properties that have received a water sample inspection and risk assessments in accordance with the programme for the year

Waste & Recycling	Manager - Chris Rees
G&A1	Gwynedd's Recycling Performance
G&A2	Tonnage of Residual Waste
G&A3	Missed Collection Enquiries
G&A4	Sickness Average

Parking and Streetworks	Manager – Ceri Hughes Thomas
P&GS1	Time taken to respond to complaints of illegal parking
P&GS2	Percentage of successful appeals
P&GS3	Number of notices on/off street
P&GS4	Number of works on the highway that have gone over the original timescale

Traffic, Projects and Paths	Manager – Iwan Ap Trefor
T&P1	Number of improvements on highway
T&P2	Number of improvements presented to structures on county's paths network
T&P3	Number of users on county's paths network

Public Transport	Manager – Rhian Wyn Williams
TC1	Percentage of local bus services that arrive on times
TC2	Percentage of travellers that use concessionary ticket/pay

Business – Back Office	Manager - Alison Wyn Owen
B1	Average time taken to process land charges applications
B2	Percentage of calls that were answered

Finance Monitoring	Manager – Dawn Sinclair
MC	Total financial bids compared to successful bids

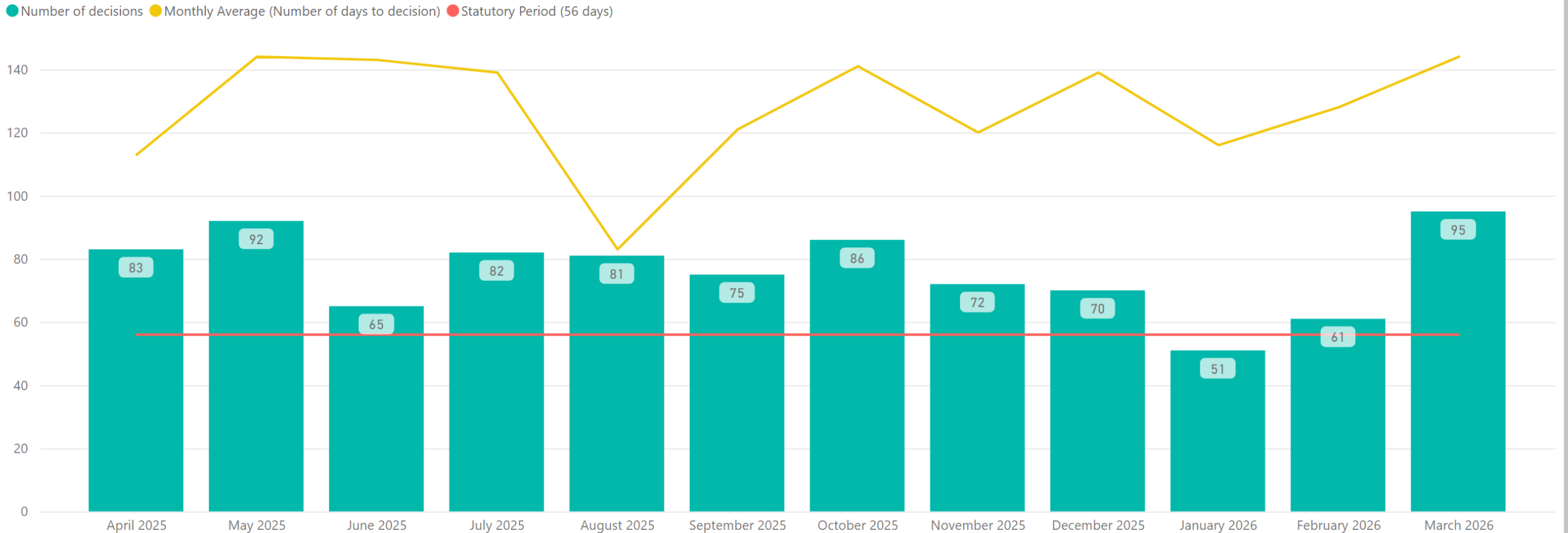
# Planning

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

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

Comments included on the next page

### How quickly on average planning applications have taken to be decided



# Planning

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

### Comments

Approximately 72% of decisions are made within the statutory time (either under 56 days or with an agreed time extension) which is consistent with the previous period. This highlights that a high number of decisions continue to be made in a timely manner, or with a time extension agreement with the applicant/agency, despite the current staffing situation and the effort to clear workload that is standing. As reported at the previous meeting, another Senior Planning Officer is retiring at the end of April, with another Senior Planning Officer intending to retire at the end of May. Two existing Planning Officers have been appointed to the Senior Planning Officer post, and there is an intention to fill the Planning Officer posts internally and through Cynllun Yfory. The existing staff continue to work hard, and changes will continue to the next period. We are also working on a note to circulate on e-mails sent to applicants/agents and Members to inform them of the situation.

During the latest period (January to the end of March 2026), 207 new applications were received, and a decision was made on 207 applications. These two figures are once again slightly lower than what was reported on average in the previous period, and significantly lower than this time in 2025, but overall, it is considered that the situation has become consistent following a period of receiving a higher number of planning applications.

The number of applications in the system without a decision has remained consistent (543) as a result of the same number of applications that were received and decided on. This number on average is a slight increase over the year since April 2025.

The average time taken to determine applications has increased from 103 to 132 days. It is noted that this figure includes 2 applications that had not been decided on as they were awaiting further information and workload and the decision date for these applications was over 800 days which has an impact on this figure. From removing these two applications, the average decision time would reduce to 124 days. It is noted that this average is higher in general due to the period of clearing the workloads of Senior Officers who intend to retire in the coming months. 9 applications have been determined within a period over 500 days and by removing these applications, the average reduces to 108 days.

# Planning

## C2 - Average time taken to close service requests

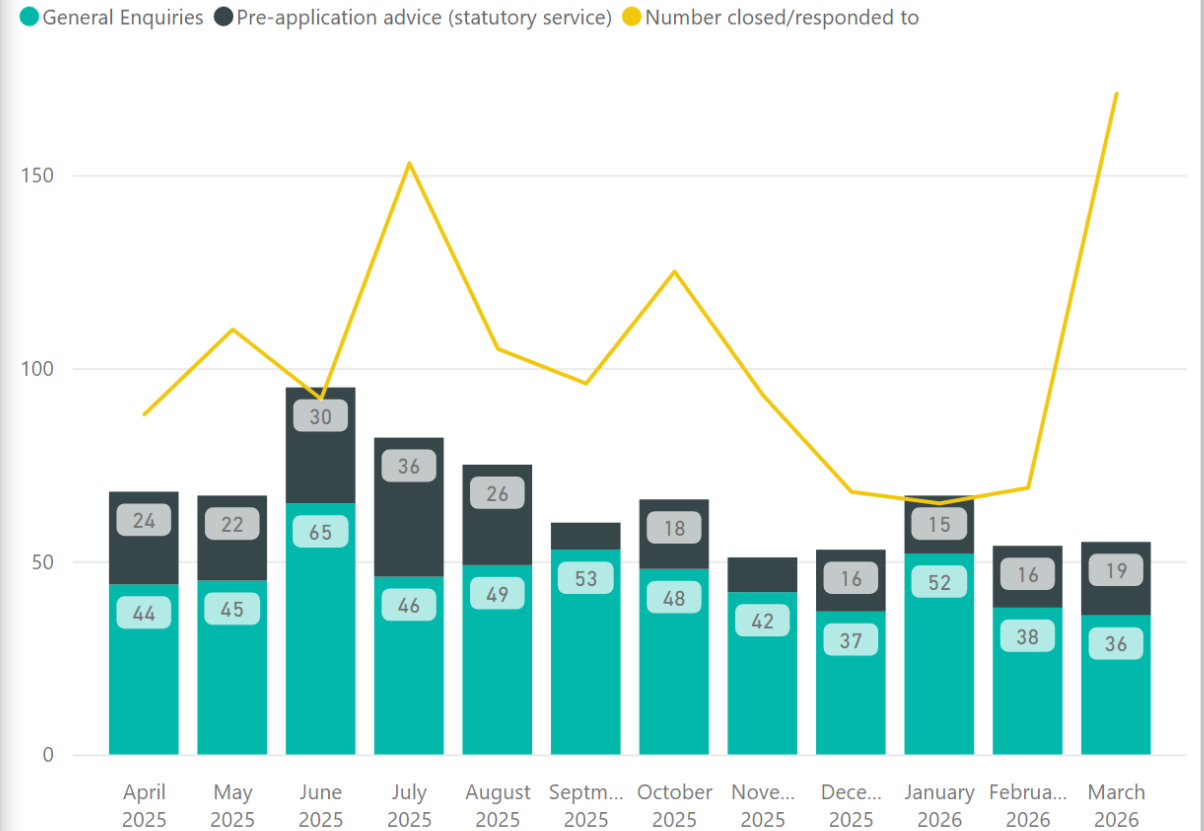
Purpose of the Service: Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments included on the next page

### Days to respond to a request against statutory timescales (21 days)



### Number of Service Requests



# Planning

## C2 - Average time taken to close service requests

### Comments

During this period, 176 enquiries and applications for pre-application advice were received and 305 cases were closed (either because they were invalid or a response was provided). Looking back over the previous period, it seems that the workload remains consistent. As is shown in the graph, a high number of enquiries have been closed in March following a period of clearing old enquiries that had remained without a response, and the increase in the number of days to respond reflects this. This will lay a more stable foundation for 2026/27.

The number of open enquiries has increased to 84 as a result of a period of dealing with a back-log of enquiries waiting to be validated.

# Planning

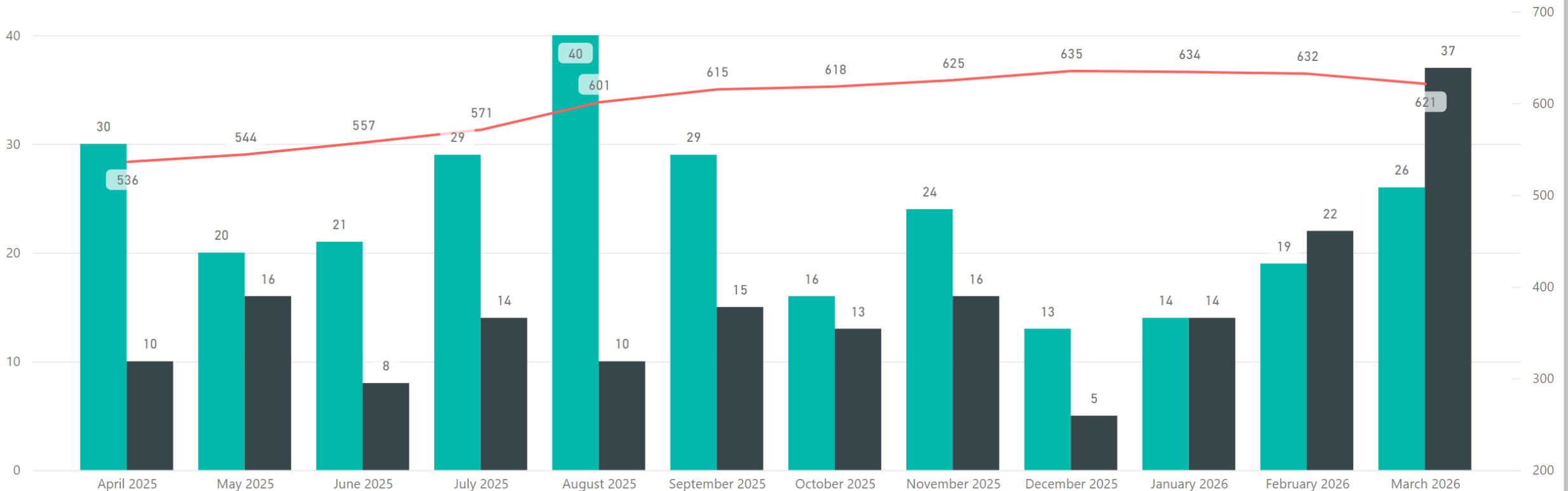
## C3 - Number of cases of alleged breaches of planning rules closed

Purpose of the Service: Facilitate appropriate/suitable developments for the benefit of communities, the economy and the 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 - Number of cases of alleged breaches of planning rules closed

### Comments

59 new complaints were opened and 73 cases were closed, and it is noted that there is a slight increase of new complaints on average since the previous period, specifically in March, as well as an increase in the number of complaints closed. It is noted that the number of cases that remain open continues to be high as a result of the number received.

It was previously reported that there are internal changes to staff, and an Officer has been transferred to the Enforcement Team from the Development Control Team since 1 January 2026 to increase the resources within the team and to deal with the back-log and reduce the number of open cases. Administrative support is also being formalised to give Officers more time to prioritise and deal with the cases and close those that no longer need further action. There is an increase in the number of closed complaints as a result of this, which is evident in the high number of cases closed in February and March on the graph. This situation is likely to change in the next period as the additional Officer has been appointed to a Senior Officer and therefore will be moving back to the Development Control Team.

Three enforcement notices and one enforcement warning notice have been issued, and the team is continuing to deal with several planning appeals against enforcement notices. Seven planning breach notices have been issued where the investigations are ongoing.

The work of managing and monitoring unauthorised/illuminated signage in our main centres is continuing. .

# Planning Policy

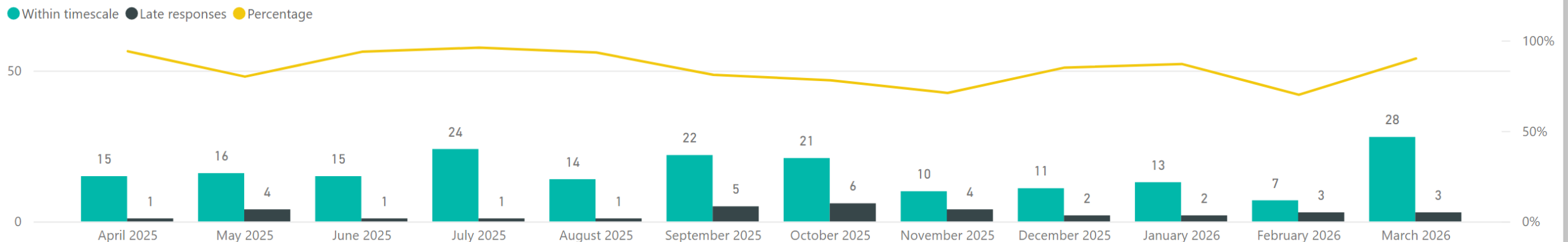
## PC1 - Percentage of responses to consultations on planning applications and pre-application advice provided within the time-frame

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

### Comments

The data for 2025/6 continues to show positive performance in terms of responses to consultations submitted in a timely manner, with around 94% of applications receiving a response within time. Of the 56 consultations on planning applications and pre-application advice submitted between January and March 2026, 48 were delivered within time (82%). Although this is below the average for the same period last year (97%), it is emphasised that the responses beyond the time-frame were mainly due to the type of applications received. That is, complex applications with a lot of information to consider before preparing a response, as well as other work pressures, including the work associated with the new Local Development Plan. 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 of time. It is important to note the short to medium-term risk within the Planning Policy team, with two very experienced leaders leaving the Service, one at the end of April and another at the end of May. Although recruitment is underway and both posts have been advertised, in the hope of appointing by mid-May, it is likely that there will be a temporary impact on the team's ability to progress with the main work streams. This includes work associated with preparing the LDP, Article 4 work, establishing a Nutrient Management Board and providing timely policy advice on planning applications. Mitigation procedures are being considered but delay in the short term is inevitable.

### Responses to consultations on planning applications

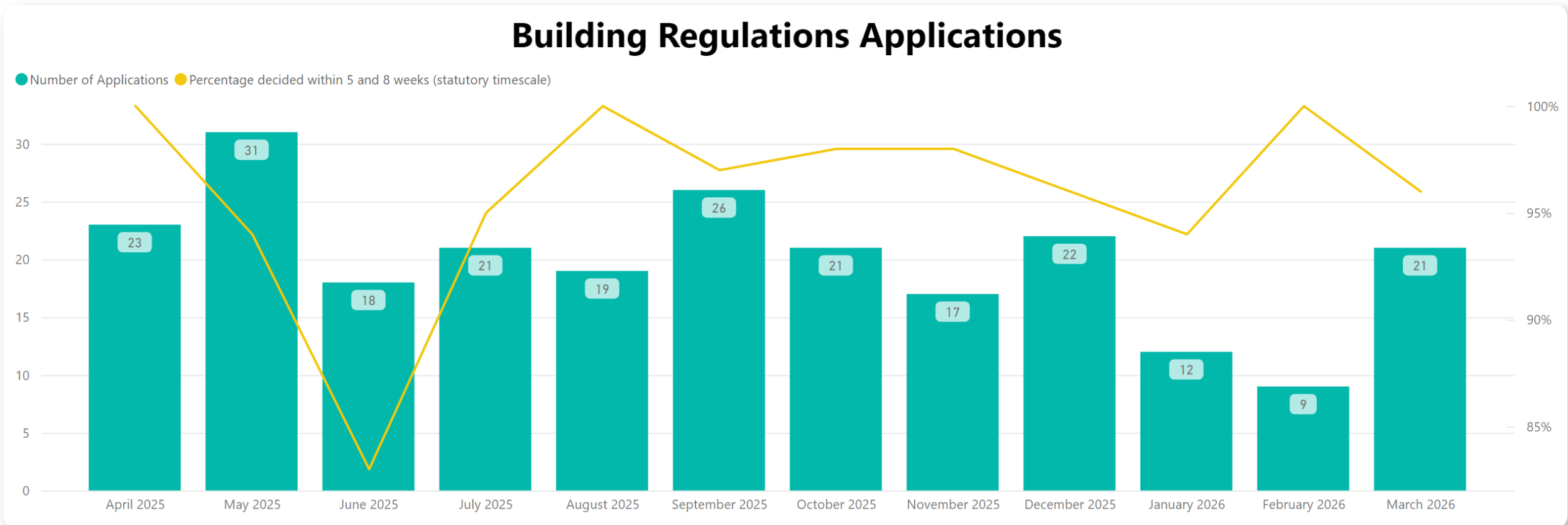


# Building Control

## RH1 - Percentage of applications determined within a specific time (5 and 8 weeks)

Purpose of the Service: Ensure construction meets 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 determined within a specific time (5 and 8 weeks)

### Comments

The Service has shown good performance in terms of decisions made on applications within the statutory time-frames in 2025/26. This is despite the challenges submitted as a result of introducing the Building Safety Act 2022 that includes the need for Officers to register with the Building Safety Regulator as 'Registered Building Inspectors', and the requirement for them to be qualified (by passing exams) and to register to be able to practice in the sector.

There are support and training arrangements, including a workforce plan for the team at work, to support staff development and make the most of the competency levels within the Service. We have managed to recruit a Building Inspector under the LABC training on a 2-year secondment funded by the Welsh Government.

It should also be noted that an enforcement case in relation to the ongoing Corbett Arms Hotel has also presented challenges and has demanded a significant amount of time and staff input.

The Service has improved their share of the market from 72% to 78% when receiving building regulations applications, in competition with the private sector (Registered Building Control Approvers).

New requirements for Duty Holders under the Building Safety Act 2022 will come into force in July which will impact the Building Control application process. The legal presentation through the Building Regulations for appointed duty holders (Client, Principal Designer and Main Contractor) presents a legal responsibility to comply with the Building Regulations. This can impact the decision times to validate building regulations applications and extend the continuous recording times of site inspections and certify at final completion stage. Preparatory work is underway with the back-office system, and informing clients, designers and contractors of the changes to come.

The Service and the Senior Managers have attended workshops with Local Partnerships that have been appointed by the Welsh Government to carry out a Building Control Inspection of the mixed market, where a report and findings are expected at the end of 2026 that will set the direction of the Building Control Services for the future.

# Building Control

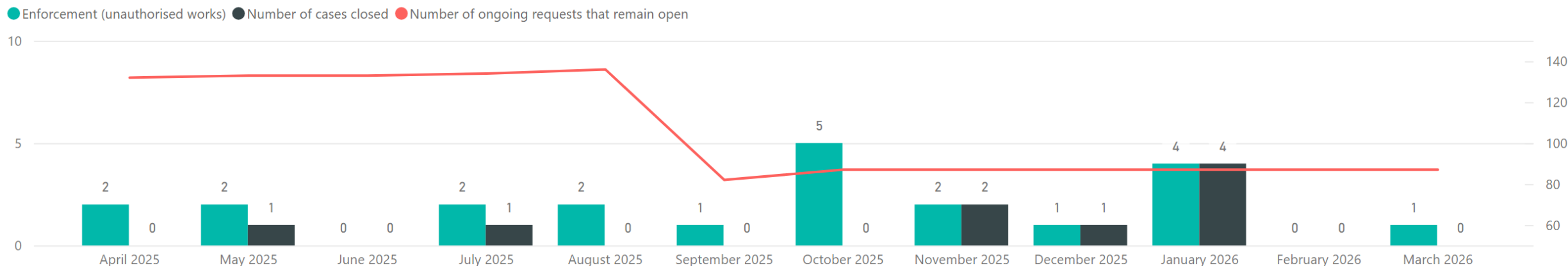
RH2 - Percentage of service requests on enforcement matters [not including dangerous buildings] that have been closed.

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

## Comments

During 2025/2026, the Service has registered 22 cases/applications of unauthorised work, and 13 cases have been closed. The number of open cases is now 87, which draws attention to 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 where it is not possible to attract a fee. During the last quarter, we have provided new work flow arrangements, staff training and monthly reports for Building Inspectors where many open cases have been closed. When progressing due to the changes made, we anticipate a continuation of the file closing improvement where relevant. Currently, the Service is working on a new policy document and enforcement procedures in accordance with the new legislation changes of the Building Safety Act 2022, which will come into force in July 2026.

## 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:** Ensure construction meets reasonable health and safety standards for people in or around buildings, access to facilities and energy conservation

### Comments

It is important to outline that dangerous buildings are made safe within 24 hours in order to safeguard the public. During 2025/2026, the Service has dealt with 33 cases of dangerous buildings which have been made safe within 24 hours, with 24 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 78 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 or costs need to be reclaimed.

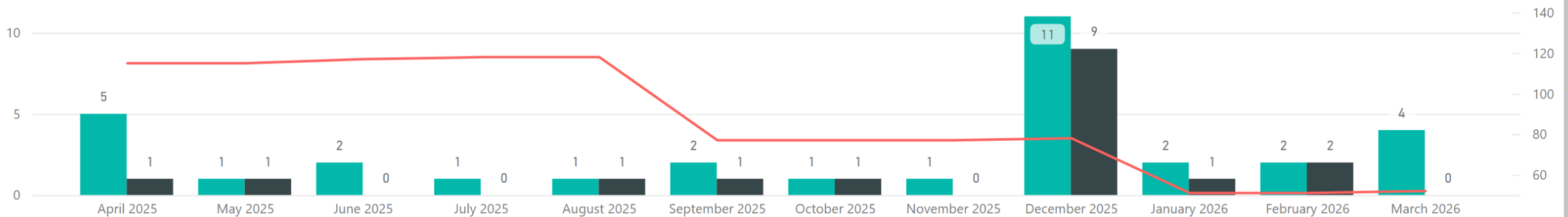
It must be noted that cases can remain open when the building has been made safe and work on the site has been completed, in cases where the Service has had to take steps to achieve and pay for work, as a result of the legal steps required to reclaim costs.

During the last quarter, we have provided new work flow arrangements, staff training and monthly reports for Building Inspectors where many open cases have been closed. Moving forward, due to the changes made, we anticipate a continuation of the file closing improvement where relevant.

The case with the dangerous structure at the Corbett Arms Hotel in Tywyn continues and we have requested significant input from the Service in cooperation with other Council Services and it is an example of the potential substantial cost to the Council in terms of ensuring public safety.

## Dangerous Structure Cases

● Dangerous structures ● Number of cases resolved ● Number of ongoing requests that remain open



# Public Protection - Trading Standards and Licensing

## SM1 - Percentage of high-risk businesses inspected in line with the programme

**Purpose of the Service:** Protect public health and well-being from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain systems and comply with the legal requirements that apply to their business. Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals

### Comments

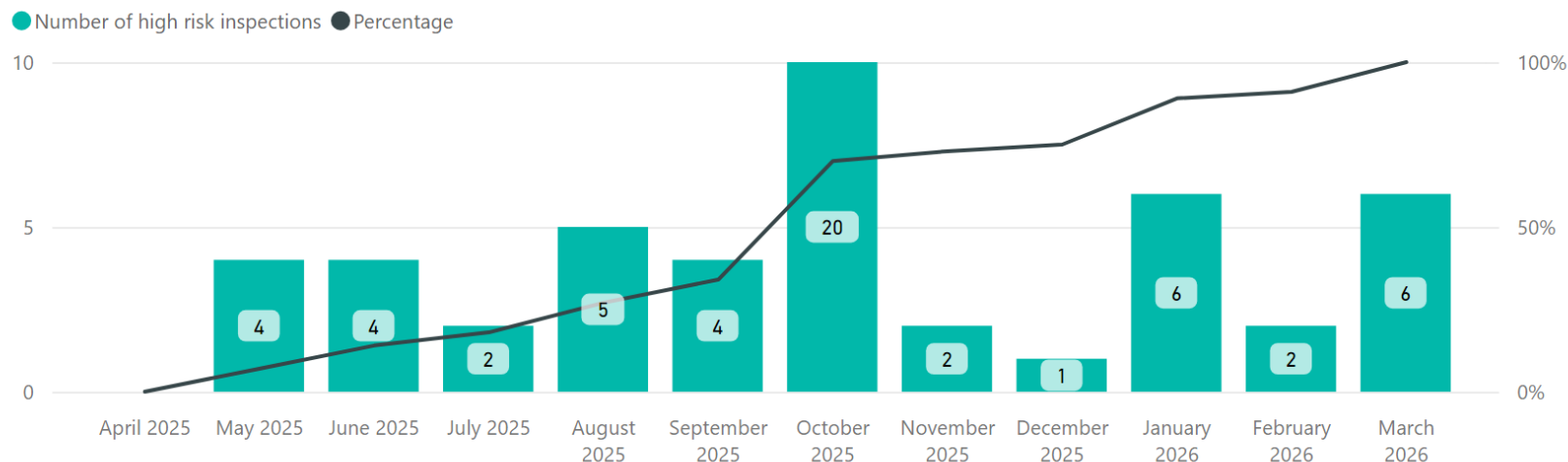
100% of the high-risk inspections set for the year were completed. 56 'high risk' category premises were identified across the Service for 2025-26. These were premises/business that are identified as high risk due to the complexity/risk of the business activity, or as there is a history and concern of lack of compliance with Trading Standards Regulations over a period of time.

The percentage of completed inspections was low until October as there was no point in inspecting the 19 premises that were being licensed to store fireworks until they received the stock and stored the fireworks on the premises.

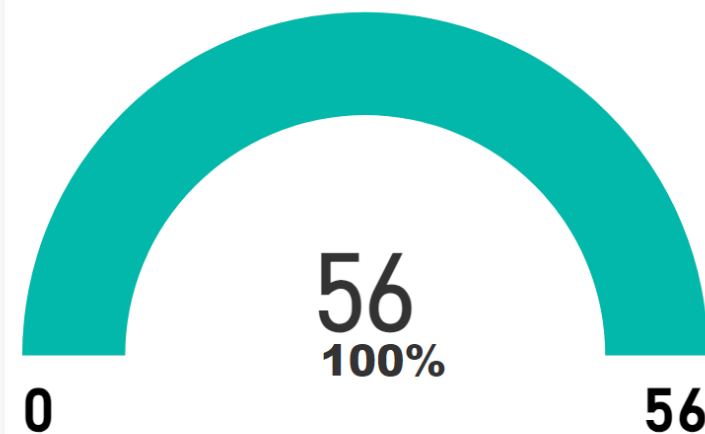
The 37 remaining properties fell to the Animal Health Team and were therefore farm inspections. Several farm inspections were held back until the animals were gathered from the land - to enable us to have a detailed look at the stock and ensure that there are suitable facilities for the animals.

Happy to report that the Service has managed to reach the 100% target - and this was achieved despite the fact that the Animal Health and Welfare team had to operate for almost 6 months with 1 enforcement officer off on long-term sickness.

### High Risk Inspections



### Inspections in line with the programme April 2025 - March 2026

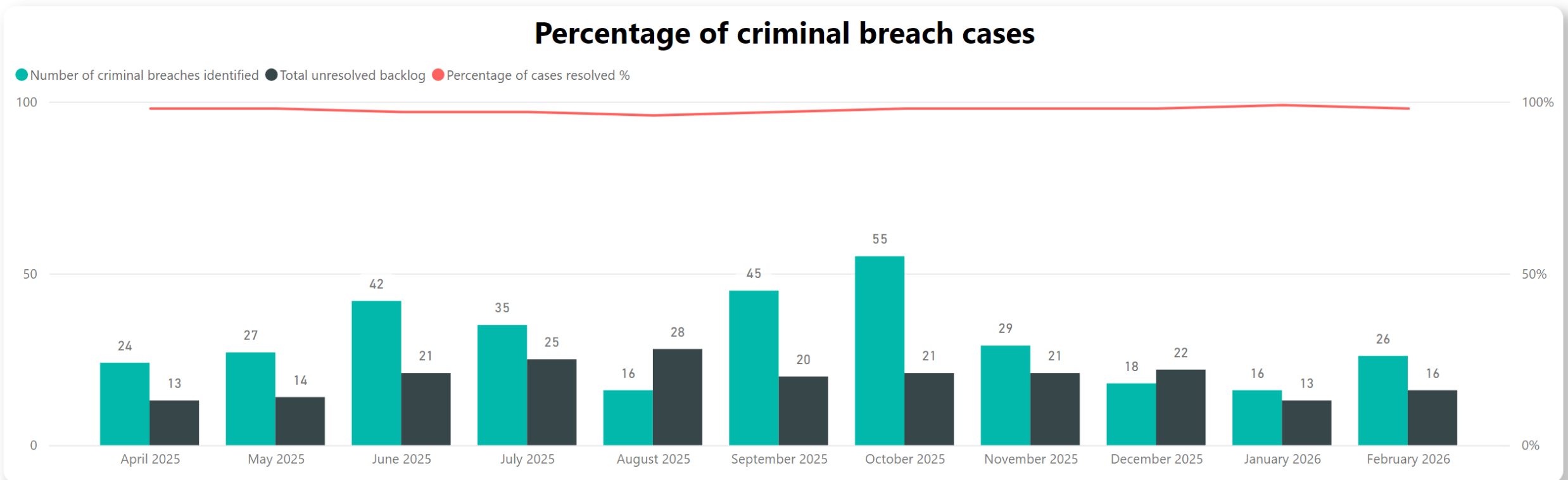


# Public Protection - Trading Standards and Licensing

## SM2 - Percentage of criminal breach cases identified by the Service, which have been resolved

**Purpose of the Service:** Protect public health and well-being from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain systems and comply with the legal requirements that apply to their business. 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



# Public Protection - Trading Standards and Licensing

## SM2 - Percentage of criminal breach cases identified by the Service, which have been resolved

### Comments

Criminal 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 that we have identified as part of business inspections. The measure also considers the total back-log of non-compliance which continue open since the measure became operational (01/04/2024), and the Service is working on them in an attempt to resolve them.

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 law violation issues.

To summarise the last 12 months, the Animal Health and Welfare team has continued with the work of responding to request for service relating to animal health and welfare matters, as well as carrying out scheduled inspections of collection centres, livestock markets and scheduled inspections relating to animal feed hygiene and safety.

The Service will have to prosecute one farmer at the Magistrates' Court for failing to care for his stock, causing them unnecessary harm. Due to the severity of the offence, the case was referred to the Crown Court for the sentence, with the individual being banned from keeping animals for a 10-year period.

The Consumer Protection team has continued to prioritise work by responding to intelligence relating to the sale of illegal goods across the county - mainly tobacco and vapes.

In February 2025, the team managed to secure a closure notice for a 3-month period (maximum time permitted) on a premises in Bangor under the Anti-social Behaviour, Crime and Policing Act 2014 - this followed an ongoing investigation over a period of time to the shop's trading practices. In addition to responding to information requests regarding the trading practices of businesses, carrying out specific investigations etc., the team has also been part of several multi-agency campaigns targeting High Street shops that are associated with money laundering, only accepting cash etc.

# Public Protection - Trading Standards and Licensing

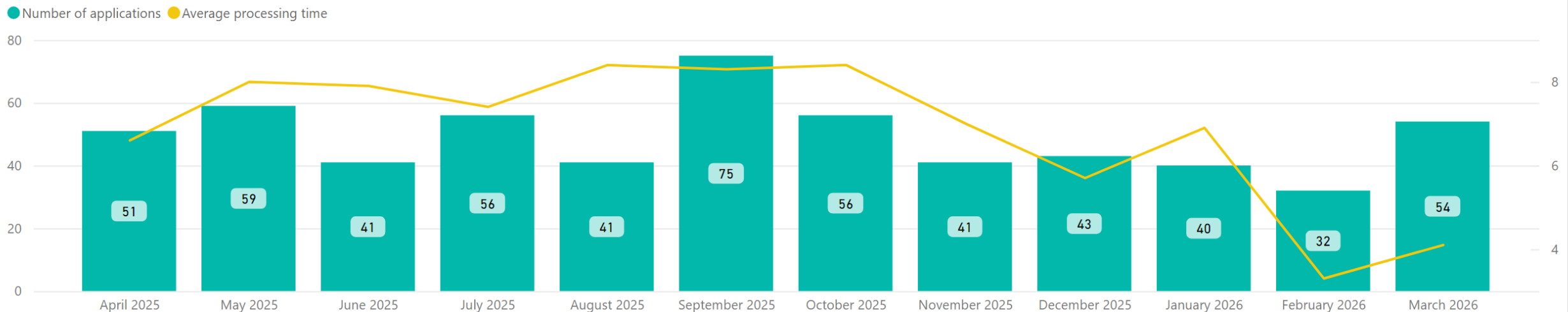
## SM3 - The average time taken to process an application for a taxi licence

**Purpose of the Service:** Ensure that licensed activities involving taxis, alcohol, gambling, and entertainment are provided in a way that protects the public and supports businesses.

### Comments

The data for the last 12-months confirms that there is a positive performance and that the average application processing time is highly efficient, ranging from 3.3 days to 8.4 days. The work of processing taxi license applications is a task that has been prioritised within the Service for several years now. The average number of processing days is calculated using the number of processing days from the time that the application is considered complete - i.e., every necessary document has been received. The number of applications that the service receives, and the average days appears to have been quite consistent for some time now and is worth highlighting, given the other different aspects associated with the Licensing work.

### Taxi licensing applications and processing times



# Public Protection - Environmental Health

## IA1- Percentage of food businesses meeting Food Hygiene Standards [score of 3 or higher]

**Purpose of the Service:** Ensure that food and drink sold for human consumption that is produced, stored, distributed, handled or consumed in the county is free from any health and safety risk to the consumer and complies with composition and labelling requirements. Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

### Comments

As at 31/03/26, 2,072 food businesses were registered with Cyngor Gwynedd. Of these, 2,046 (98.75%) met the satisfactory or higher food hygiene standard and 26 did not meet the standard (1.25%).

Every premises that does not meet satisfactory food hygiene standards receives a re-visit within 3 months of the original inspection in order to ensure that standards have improved.

In order 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, as well as publishing proactive messages themselves on the Council's social media accounts.

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%**

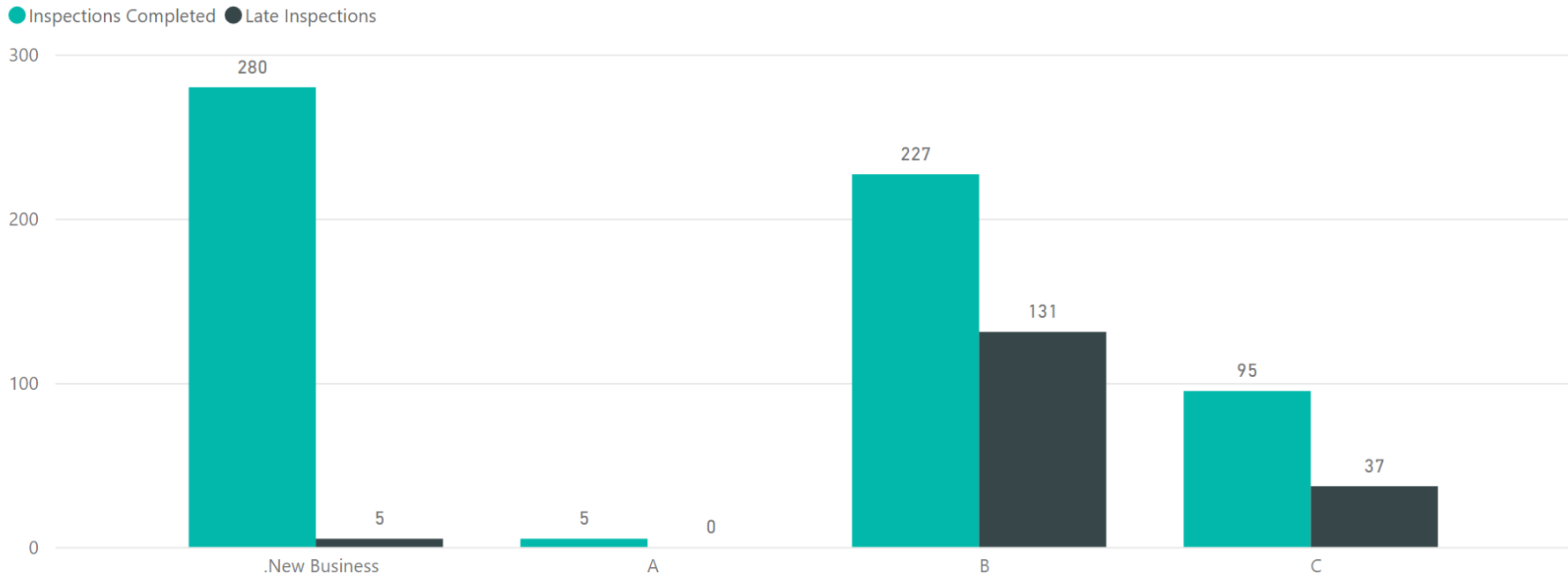
# Public Protection - Environmental Health

## IA2(a) - Percentage of food businesses that have received a Food Standards inspection in accordance with the programmed schedule

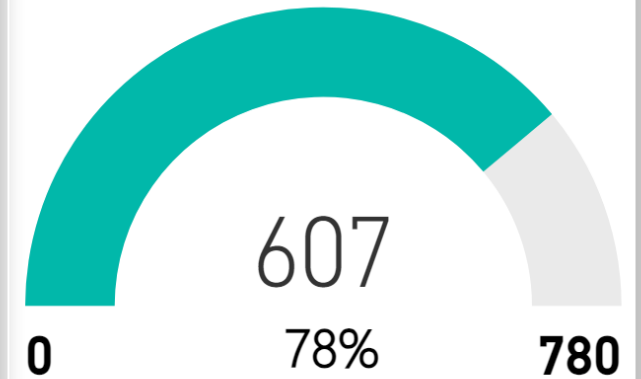
**Purpose of the Service:** Ensure that food and drink sold for human consumption that is produced, stored, distributed, handled or consumed in the county is free from any health and safety risk to the consumer and complies with compositional and labelling requirements. Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

Comments included on the next page

### Food Standards Inspections April 2025 - March 2026



### Inspections completed in line with the programme April 2025 - March 2026



# Public Protection - Environmental Health

## IA2(a) - Percentage of food businesses that have received a Food Standards inspection in accordance with the programmed schedule

### Comments

There have been significant changes in the service's arrangements over the past three years. One job was cut from the structure in 2024; several experienced officers have left and there have been changes to the management structure of public protection services in early 2025. This means that we are unable to complete our food hygiene inspection schedule in line with the requirements. We have been and continue to prioritise inspections of high/higher risk food businesses 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)). To address this, the Service has invested in the workforce by arranging for 3 inexperienced officers to gain a qualification that will enable them to complete statutory duties. We have also taken advantage of the Council's Cynllun Yfory scheme and appointed a public protection trainee. In addition, we are investigating the possibility of adopting more effective working arrangements, for example, the use of equipment to log work out in the field (tablets, mobile phones). In 2026/27, a new risk assessment arrangement will be adopted by Welsh Councils for food standards. The arrangement is already operational in England and Northern Ireland and has been trialled in 2 Councils in Wales. The FSA is responsible for introducing the change and they have declared that it is the biggest change to the food standards operational model for official regulations in relation to food law for 30 years. One aim from amending the operational model was to reduce the food law enforcement requirement by Local Governments. The initial feedback proposes that more resources will be needed to implement the amended model than were needed to implement the existing one. We will adopt the new arrangement during this April.

# Public Protection - Environmental Health

## IA2(b) - Percentage of food businesses that have received a Food Hygiene inspection in accordance with the programmed schedule

**Purpose of the Service:** Ensure that food and drink sold for human consumption that is produced, stored, distributed, handled or consumed in the county is free from any health and safety risk to the consumer and complies with compositional and labelling requirements. Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements. Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

### Comments

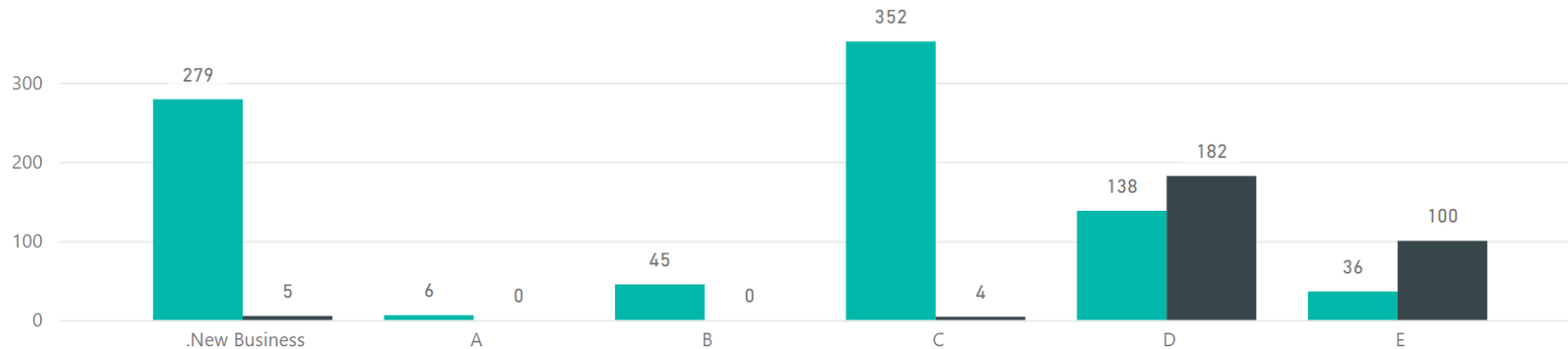
In order to make more effective use of officers' time, we strive to conduct food hygiene and standards inspections at the same time. Officers will follow the food hygiene programme and complete a food standards inspection if one has been programmed within the next 12 months or has not previously been completed.

Due to the lack of availability of qualified staff, we decided that the focus of our inspections effort over 2025-26 was hygiene high-risk (A-C) food premises, new businesses and high-risk food standards (A) premises. We have come close to achieving this, with only 4 risk C (hygiene) premises and 5 new businesses not receiving intervention by the end of the year (seasonal premises that had not opened over the winter).

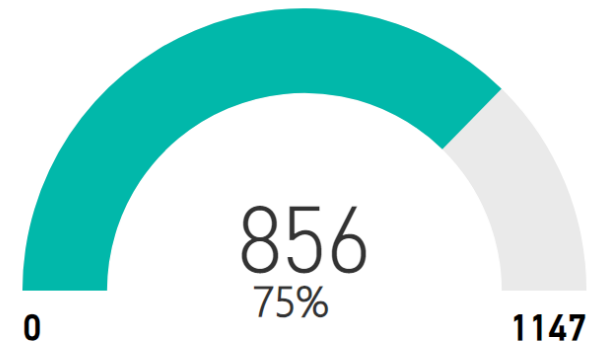
We have not met the Welsh Government targets in terms of food safety inspections this year - there were 291 hygiene inspections that had not been completed at the end of the year.

### Food Hygiene Inspections April 2025 - March 2026

● Inspections Completed ● Late Inspections



### Inspections completed in line with the programme April 2025 - March 2026



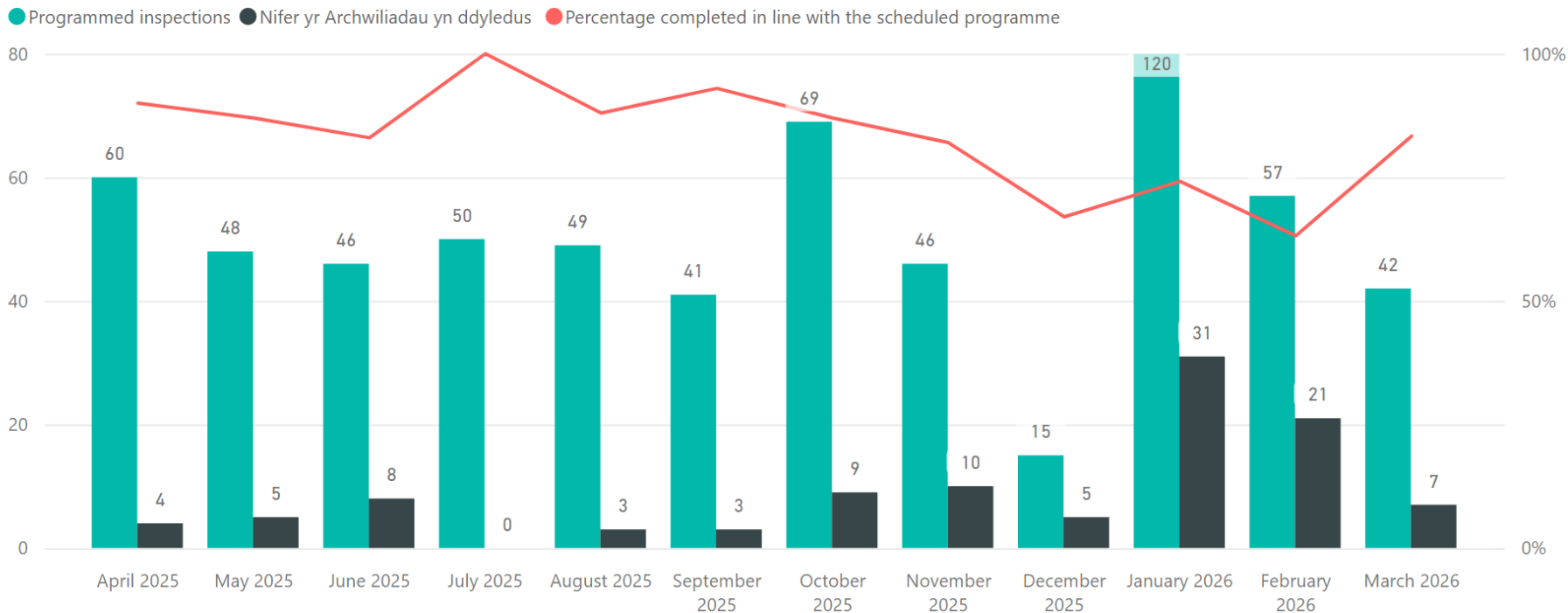
# Public Protection - Environmental Health

## IA3 - Percentage of properties on a private water supply that have received a water sample inspection and risk assessments in line with the programmed schedule

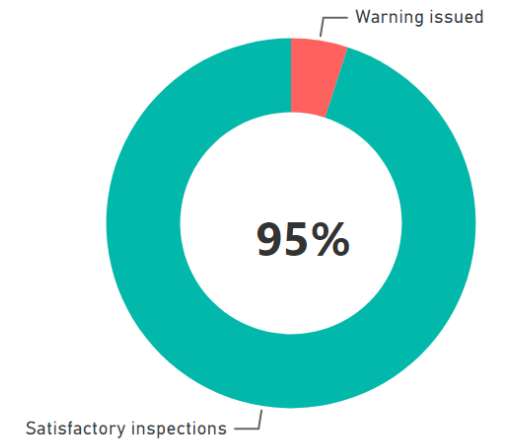
**Purpose of the Service:** Safeguard public health and well-being from unsafe practices by ensuring that businesses or individuals do not pollute the environment with unpleasant substances or noise.

Comments included on the next page

### Private property water sample inspections



### Percentage of Satisfactory Inspections April 2025 - March 2026



# Public Protection - Environmental Health

## IA3 - Percentage of properties on a private water supply that have received a water sample inspection and risk assessments in line with the programmed schedule

### Comments

The work is statutory to assure the safety of drinking water in rural supplies from private sources. We report every 12 calendar months to the Drinking Water Inspectorate which regulates and verifies the work of Local Authorities to ensure that businesses' private supplies such as holiday accommodation and hotels provide safe clean water to 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.

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. Officers from the Food and Health and Safety Team have been contributing to the temporary sampling programme work. At the end of March, there was a back-log of 50 water samples and 282 risk assessments due. The work of carrying out risk assessments has restarted. Because of this, it is intended to adapt the performance measuring to reflect how many risk assessments were completed over a period of time and the number that continue to be uncompleted at the end of that period. It is intended to report on the water sampling performance in the same manner.

# Waste and Recycling

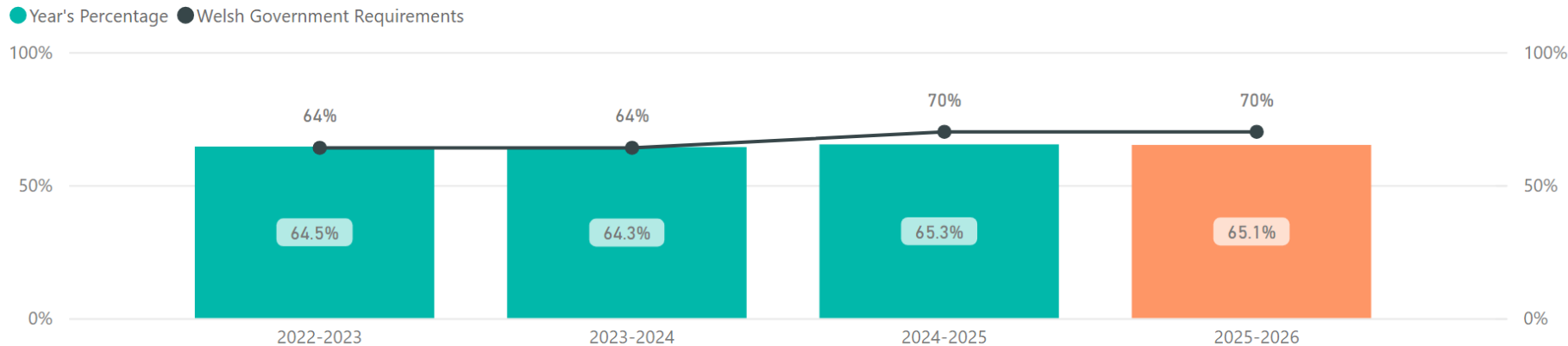
## G&A1 - Gwynedd Recycling Performance

**Purpose of the Service:** Carry out local and cross-county campaigns to promote, educate and assist residents to reduce the waste produced, encouraging more recycling.

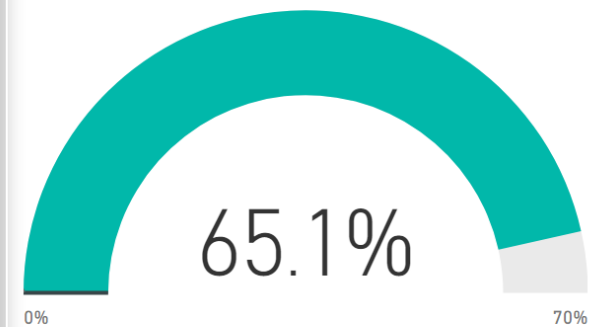
### Comments

This year's recycling figure is expected to be similar to last year, where opening black bags in the recycling centres has helped to offset the impact of not recycling nappies. Ensuring that Cyngor Gwynedd reaches the Welsh Government target of 70% of municipal waste recycling is an integral element of the new Waste Strategy. The route to the target is noted in the strategic document, and further reports will be presented to the Cabinet during the spring to provide additional details regarding the costs and necessary action points. The Strategy also includes many plans to reduce waste (see G&A2), and it is expected that these measures contribute to increasing recycling rates. For example, a recent study has shown that 57% of the content of residents' bins and 58% of business bins include recyclable materials. In addition to measures to reduce waste and encourage recycling, there are other opportunities such as developing a better market for timber. However, there is a risk of fines should the Council not reach the 70% statutory target.

### Gwynedd Recycling Performance



### Recycling Performance Against National requirements (to date)



# Waste and Recycling

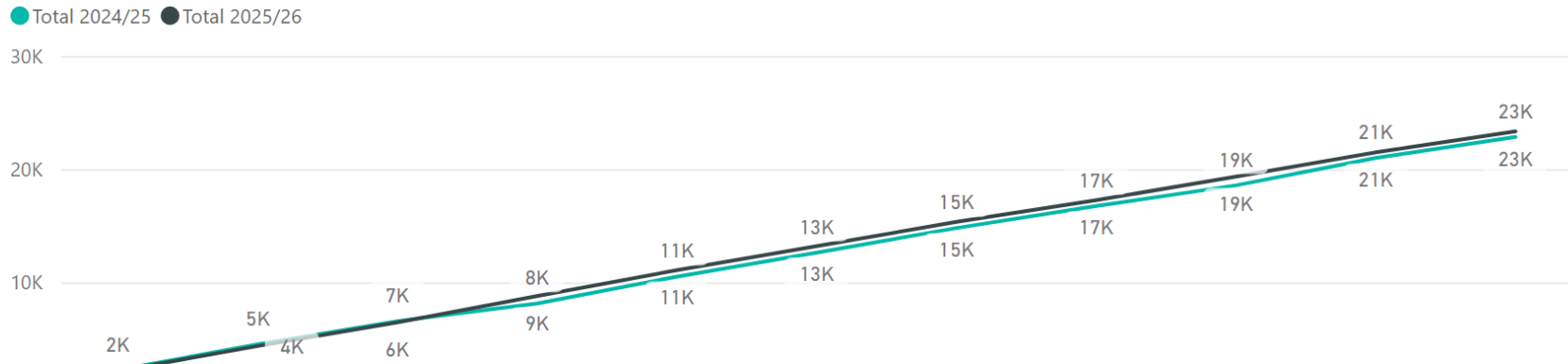
## G&A2 - Residual Waste Tonnage

**Purpose of the Service:** Reduce the residual waste collected, maximising the materials to be recycled / reused.

### Comments

Reducing the volume of residual waste created and sent to Parc Adfer is one of the six objectives in the Waste and Recycling Strategy. The plans noted in the document will start to be implemented. Campaigns to raise awareness will contribute to behaviour change, but it is difficult to measure their impact directly. Therefore, robust action points will be introduced, such as reducing bin capacity for residents and businesses, increasing street waste recycling, expanding the opening of black bin bags in the recycling centres, and collecting streams that are currently not being recycled, namely soft plastics. If the volume sent to Parc Adfer is not reduced, there is a significant risk that the Council will face higher costs as a result of carbon tax.

### Residual Waste Tonnage



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



# Waste and Recycling

## G&A3 - 'Missed Collection' Enquiries

**Purpose of the Service:** Collect waste and recycling from 64,000 homes in the county, in line with the agreed timetable

### Comments

Given the data in its wider context where the workforce collects from homes across the county each week, the service manages to collect 99.8% of bins correctly and promptly, reflecting a high level of operational performance.

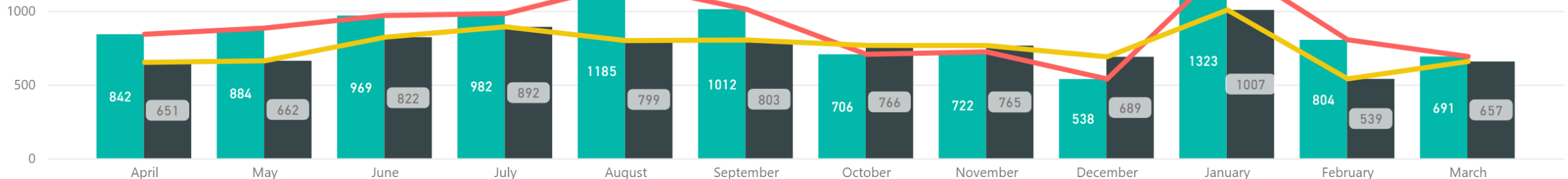
During the period between 2023-24 and 2024-25, a significant reduction of over 8,200 complaints was recorded, which equates to a 44% reduction. There was a further reduction of 1,600 complaints (15%) between last year and the previous year. This continued reduction reflects significant improvements in our implementation arrangements.

As the Bartec IT system embeds into the service, our aim is to ensure a further reduction in the number of collection complaints, enabling more accurate reporting on genuine failures deriving from our own mistakes. Bartec and the cameras already on the vehicles have improved the accuracy and timing of our responses.

It is anticipated that integrating Bartec with the internal FFOS system in 2026-27 will enable residents to receive real time responses to their enquiries, strengthening transparency and the public's confidence.

### Missed Collection Enquiries

● Monthly Enquiries 2024/25 ● Monthly Enquiries 2025/26 ● Number of Enquiries 2024/25 ● Number of Enquiries 2025/26



# Waste and Recycling

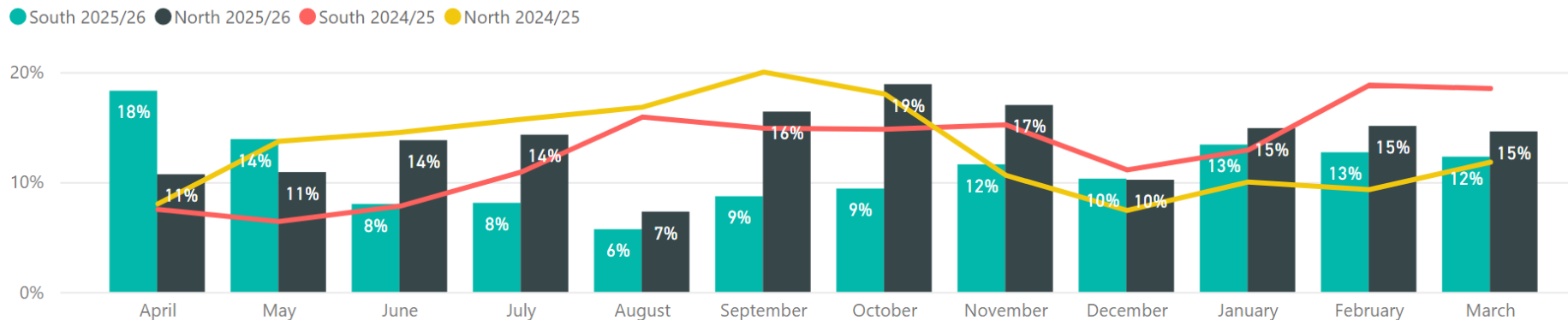
## G&A4 - Average percentage of absences

Purpose of the Service: Collect waste and recycling from 64,000 homes in the county, in line with the agreed timetable

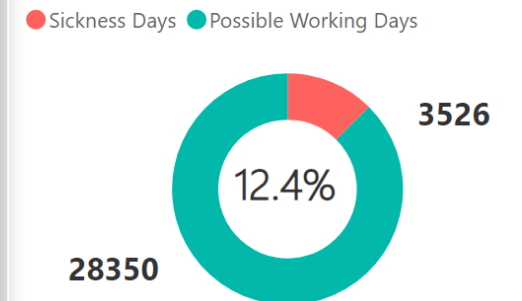
### Comments

The measure highlights the sickness rates among waste collection staff. Effective sickness management has the potential to improve performance, reduce missed collections, and manage costs – which is one of the Department's main objectives in seeking to improve the quality of service. It should be noted that the nature of the work is very physical, and as a result, the threshold for being "fit to work" is higher than that found in other areas of work within the Council. As such, positive steps have been taken to incorporate the corporate absence policy arrangements, including the provision of bespoke training for team leaders to empower them to tackle high levels of sickness. While each sickness statistic represents an individual personal story, it is essential to demonstrate that the Department is acting proactively to support the well-being of its staff, while maintaining service standards. The sickness levels by August in both areas are very encouraging. Most sickness cases are short-term and given that these staff do not have the same options as office staff to work from home in cases of mild illness (e.g. cold), the impact on sickness records is more pronounced. Currently, only three members of staff are on long-term leave. Sadly, it is noted that two of them will not be returning to their jobs, while the third hopes to return to less physical duties soon.

### Average percentage of absences



### Sickness Days April 2025 - March 2026



# Parking

## P&GS1 - The average time taken to respond to complaints of illegal parking

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

### Comments

The performance shows a positive approach, with a small team of officers responding very promptly to requests and concerns from the public. We have a total of nine Parking Enforcement Officers working across the county, and the service is operational over 7 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.

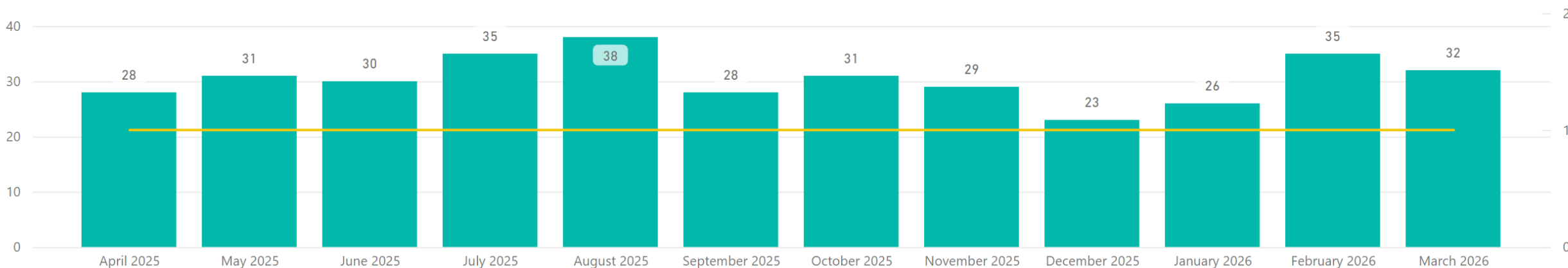
For the purpose of this exercise, the following graph includes complaints from Local Members and/or members of the public about illegally parked vehicles on parking restrictions only - therefore, the officers were able to act.

75% of the locations received a visit within one day, with every location receiving a visit within three days. Every effort is being made to respond to complaints promptly, nevertheless, periods of sickness or other absences within the team may cause delay.

It was not possible for the officers to enforce in 12% of locations as the conditions of the restrictions did not meet the standard which allows for lawful enforcement. Applications have been transferred to the Council's Highways Department in order to repaint the road.

### Time taken to respond to complaints regarding illegal parking

● Number of applications ● Average processing date



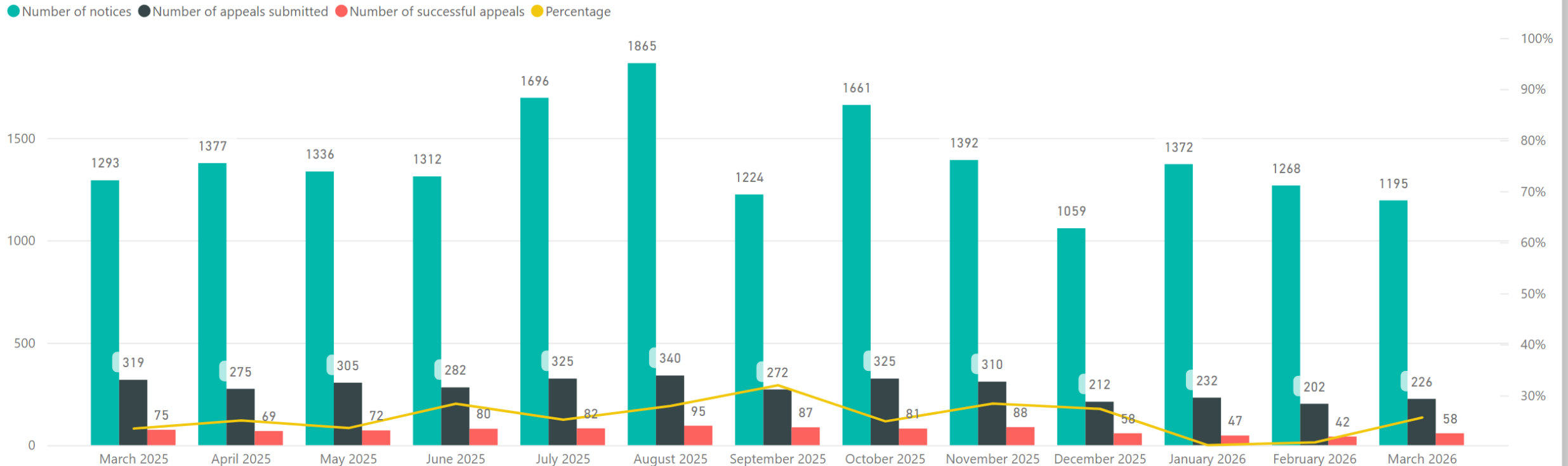
# Parking

## P&GS2 - Percentage of appeals that have been successful

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 appeals that have been successful

### 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 16,757 tickets issued by the Council, 3,306 appeals were lodged (April 2025 - March 2026), 859 of these, representing 26% of the appeals, were revoked. 5.1% of all tickets submitted during the financial year to date have been revoked.

Except in extraordinary circumstances, the majority of 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 conditions. 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.

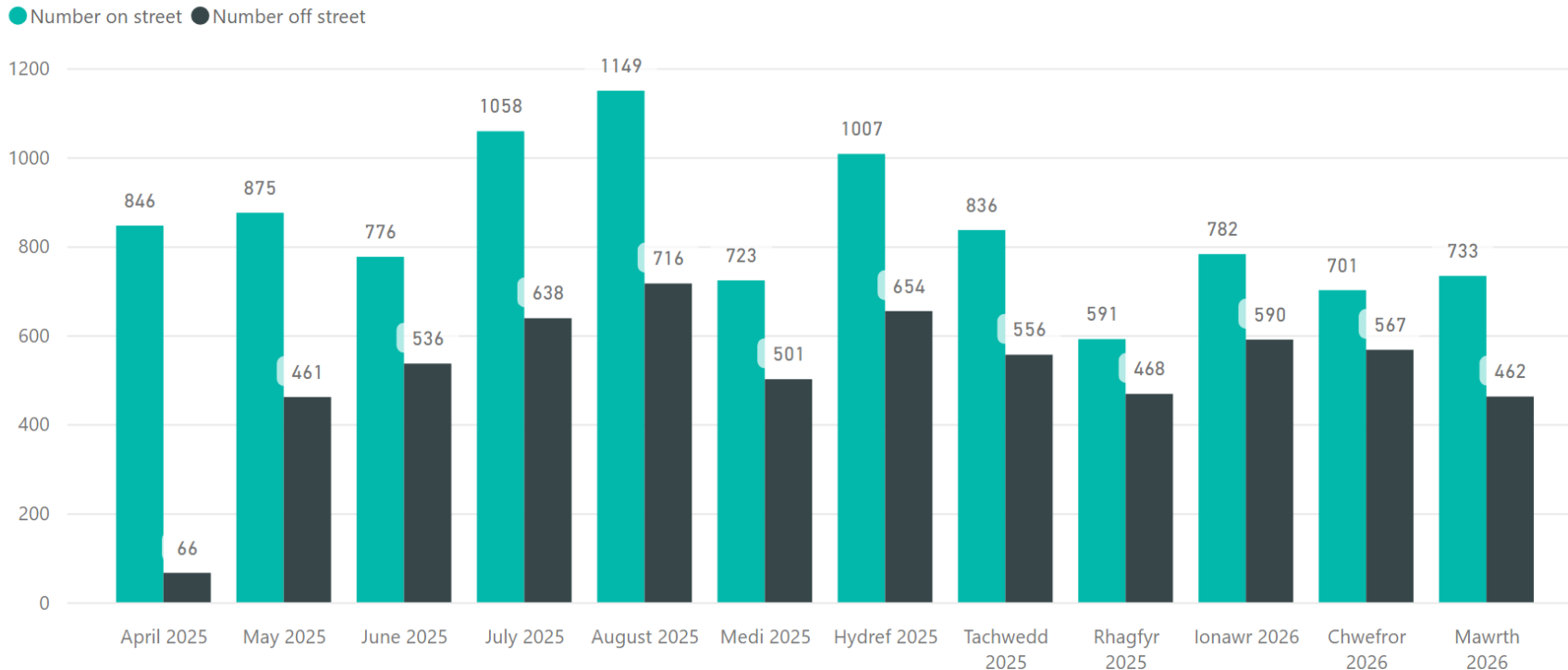
# Parking

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

Purpose of the Service: Ensure safe management of the highway

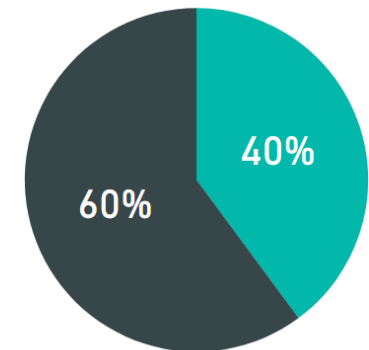
Comments included on the next page

### Number of notices on street/off street



### Percentage on street/off street

Off street On street



# Parking

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

### 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 60% of the Fixed Penalty Notices issued to motorists between April 2025 and March 2026 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 (with the rest in car parks).

# Streetworks

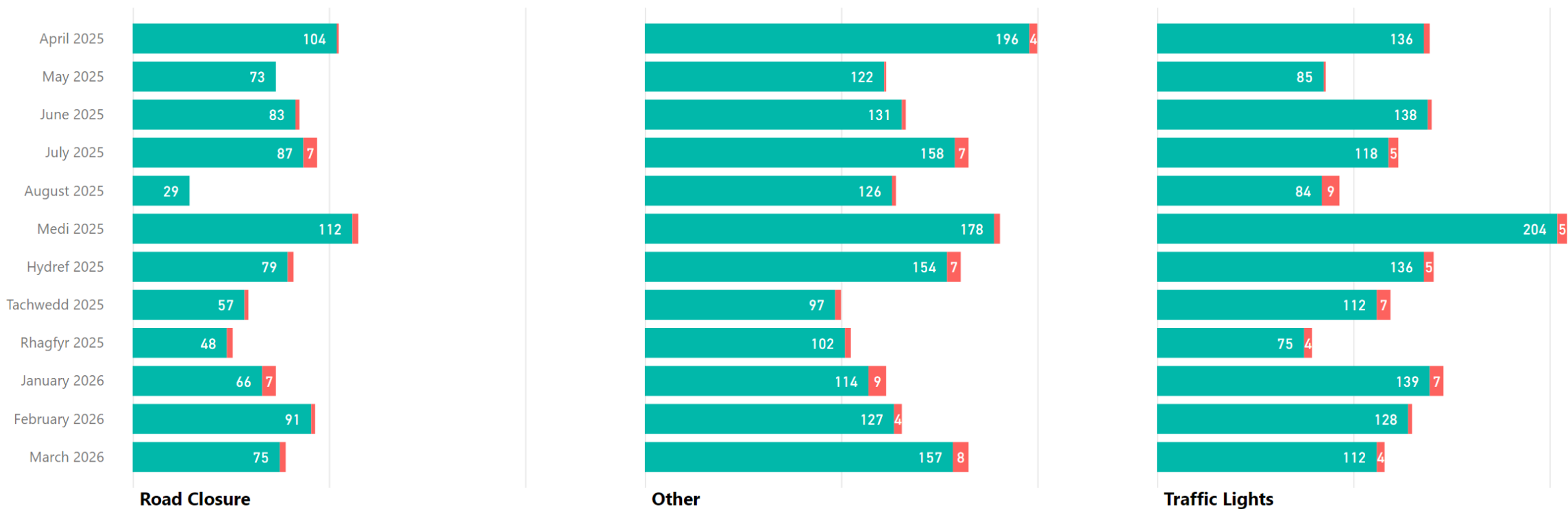
## P&GS4 - Number of works on the highway that have gone over the original timescale

Purpose of the Service: Ensure safe management of the highway

Comments included on the next page

### Works on the 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

### 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 the majority of the 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 graph includes the data held about the percentages of works that ran behind the original schedule during the fixed period.

\*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, Projects and Footpaths

## T&P1 - Number of requests that have received a response

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

### Comments

Main Traffic Issues Identified:

Main Traffic Issues Identified and Steps taken in Response:

- Complaints about Speeding:

A significant number of complaints have been received regarding speeding, particularly in 20mph areas. This remains an obvious concern among residents. Joint working with Police and Town and Community Councils to take proactive steps where possible.

- Requests for Speed Reduction Measures:

There has been an increase in the number of requests to reduce speeds on roads beyond the 20mph and 30mph areas, reflecting wider concerns about traffic safety. As above, working with partners to tackle wherever possible.

- Parking Prohibitions:

The number of requests for parking bans has decreased compared to 2025.

- Unanswered enquiries:

We are responding and giving attention to queries in a timely manner.

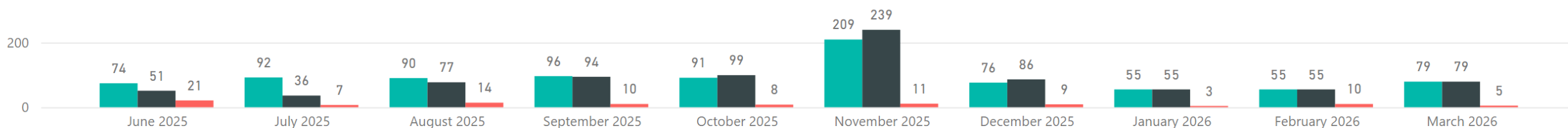
- Public Information:

We have developed a series of frequently asked questions to reduce the number of enquiries by improving the information available on the Council's website, particularly in relation to traffic issues that come to our attention on a regular basis. The intention of this will be to ensure that timely and consistent information is available to residents at all times. This information will be public after upgrades to the website.

\*A new measure effective from June 2025.

## Number of requests that have received a response

● Number of requests for improvements ● Nifer o ymholiadau sydd wedi derbyn sylw ● Gwelliannau sydd wedi eu archebu



# Traffic, Projects and Footpaths

## T&P2 - Number of improvements introduced to structures on the county's footpaths networks

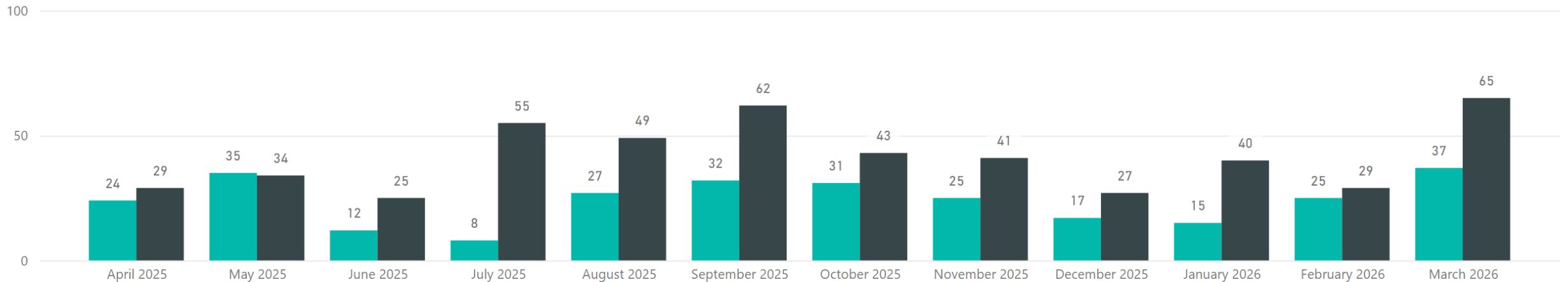
Purpose of the Service: Maintain and manage access networks

### Comments

This measure has been operational since April 2024, with the intention of showcasing the work being carried out to maintain and improve the public rights of way. The new structures being installed 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. The statistics continue to show variance from month to month on the two measures. The statistics show that there is an increase in the maintenance work with the number of new structures remaining quite stable, an increase was seen in the number of structures and maintenance work in March, as a result of completing access improvement grant projects at the end of the financial year.

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

● Number of new structures ● Number of routes maintained



# Traffic, Projects and Footpaths

## T&P3 - Number of users on county's paths network

This is a new measure that attempts to monitor user numbers on some of the main routes on the county's network, using monitoring tools installed at specific locations.

The path network is a great resource for outdoor activities that benefit the wellbeing of our residents from a mental and physical health perspective.

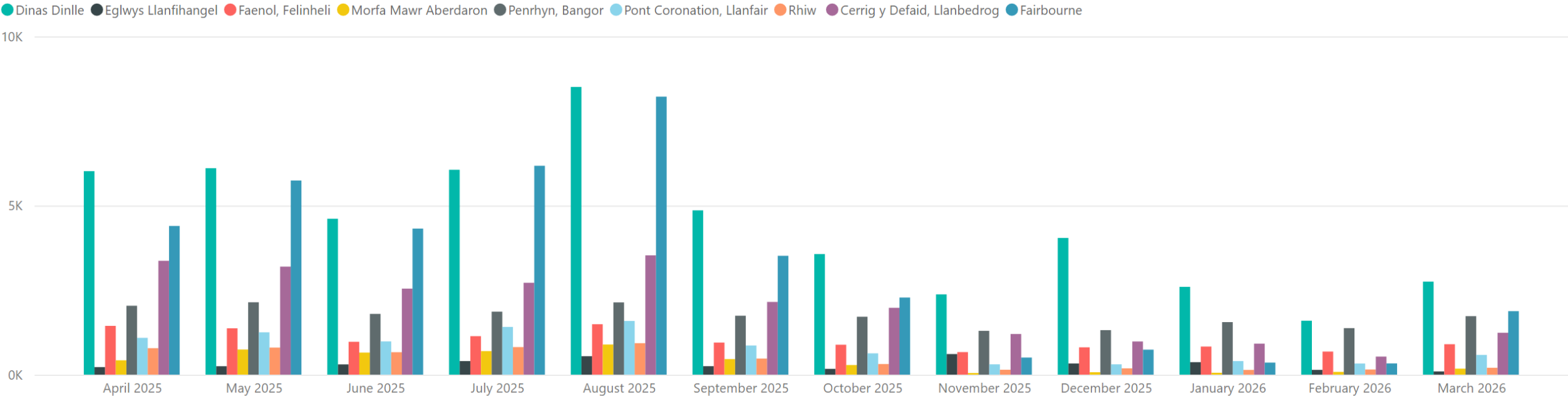
In addition to health benefits, they also offer travel opportunities, for day-to-day reasons, in modes rather than by car that support a number of strategic ambitions and objectives to reduce impact on climate and on practical issues such as traffic congestion and parking problems.

The initial data is based on user numbers available at 8 locations on the Wales Coast Path in Gwynedd. Our intention will be to expand the locations as monitoring data becomes available across the rest of the route network.

Current locations report the number of path users at Morfa Mawr near Aberdaron; Rhiw in Pen Llŷn; Cerrig y Defaid in Llanbedrog; Dinas Dinlle; Faenol between Y Felinheli and Bangor; Penrhyn on the outskirts of Bangor in the direction of Abergwyngregyn; Llanfihangel Church in the Ardudwy area; Coronation Bridge at Llanfair near Harlech and Fairbourne in south Meirionnydd.

Looking back at the data for 2025/6 the routes near popular destinations such as Dinas Dinlle and Fairbourne have seen significant numbers of users, with locations such as Llanbedrog, Penrhyn and Faenol also seeing significant numbers.

Number of users on county's paths network



# Public Transportation

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

**Purpose of the Service:** Provide quality public transport to the residents of Gwynedd in a cost-effective and sustainable way

### 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 been completed further.

The intention of the review was to:

- Optimise resources to make the travel opportunities more attractive to the public (which includes potential new customers as well as those already travelling in an effort to make services environmentally positive and financially sustainable)
- Have easy-to-understand timetables
- Provide 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 the services moving forward. This is in a climate where bus passenger numbers across Wales have been steady or falling, with rationalisation and reduction of bus service levels implemented in other areas of the country. One part of the work was to look at timetables and ensure that there is sufficient time for the buses to travel along the route.

Due to a contractual change in the company that holds bus time data, there is currently no access to the punctuality times. As there is no agreement between the operators and the Government to share this data, the Council does not currently have access to the punctuality data. We continue to press for access to the data as this is important evidence for us to measure the performance of local bus services. Although there is currently no access to bus timing data through the Welsh Government, this does not prevent individual complaints from being dealt with, and officers follow up on any queries or complaints about bus timing and deal with the issues in a timely manner for the public.

No data at present

# Public Transportation

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

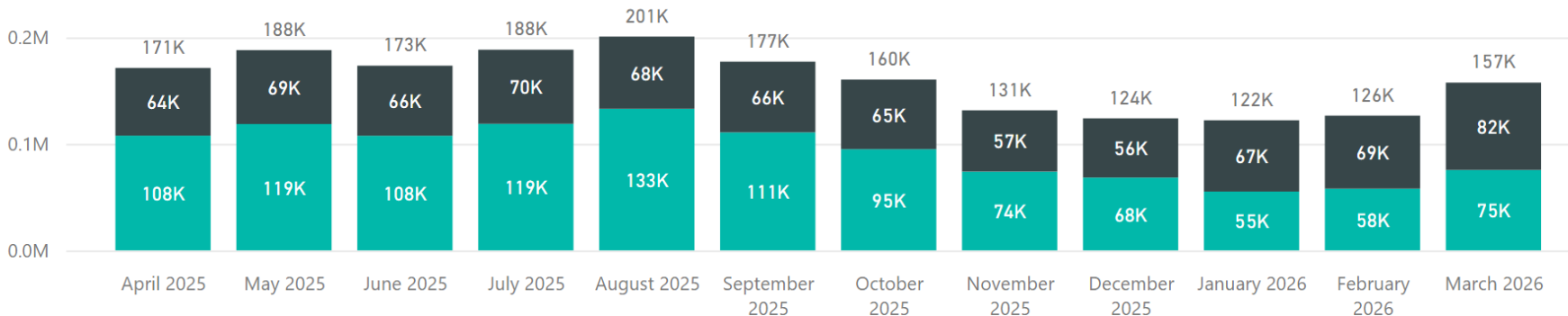
**Purpose of the Service:** Provide quality public transport to the residents of Gwynedd in a cost-effective and sustainable way

### Comments

There are a number of factors influencing the use of bus services in general. When you compare month to month, this can include the number of weekends in any one month and also the weather – especially during weekends, bank holidays and other peak periods. The number of people who pay to travel on public buses is also changing and having an influence. The percentage using a travel ticket continues to be encouraging. Figures for services implemented on behalf of Cyngor Gwynedd with a proportion of grant funding show a positive performance and an increase in the number of journeys in the last year. When comparing the situation in 2025/26 with the previous year, it can be seen that there is a 14.7% increase in the total journeys in question, up to 1,920,737 compared with 1,673,164 in 2024/25 (an increase of 247,573 in the 12 months). By looking at the numbers who had paid amongst these journeys, the 4.4% figure was lower in 2025/26 on 1,122,573 compared with 1,174,302 in 2024/25 (namely 51,729 less for the last year). In terms of the travel ticket, 798,164 journeys used those in 2025/26, which is 36% more than in 2024/25 when 585,832 journeys were seen (212,332 more in 2025/26). When looking specifically on the Sherpa service, a 6.6% increase was seen in 2025/6 (to 563,783 journeys) compared with the previous 12 months. Specifically in recent months since we reported, a small drop was seen in January (down 5% to 23,321) but there was an increase in February (up 3% to 25,695) and once again in March (a 5.6% increase to 36,831). It must be noted that the weather tends to impact the number of journeys on services such as the Sherpa, especially during the winter months.

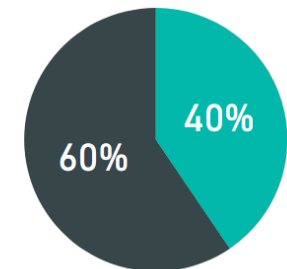
### Number of travellers that use concessionary ticket/pay

● Pay ● Concessionary Ticket



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

● Concessionary Ticket ● Pay



# Business - Back Office

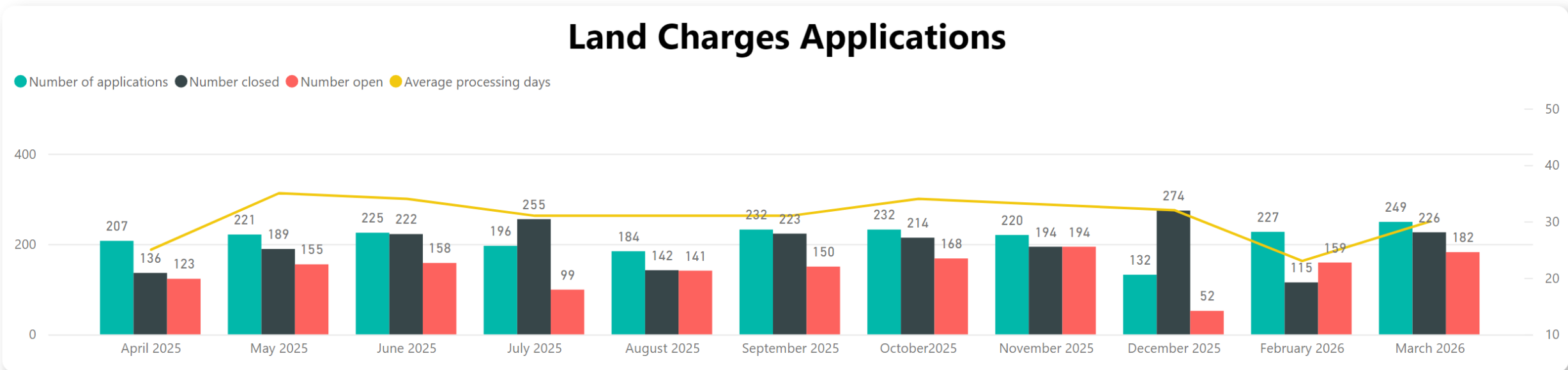
## B1 - Average time taken to process Land Charges applications

**Purpose of the Service:** Provide searches information for anyone wishing to purchase property or land within the Local Authority area.

### Comments

We are happy to report that the data transfer has been completed for the HMLR New National System Project, and local land searches will be available digitally for customers from 12/05/2026. Gwynedd is amongst the first councils in north Wales to make the transfer, and the first to integrate with the IDOX system.

CON29 searches will remain under the Council's responsibility. In order to complete them, there is a need for cooperation and a response from many other Council departments and services, depending on the location of the search, including the Eryri National Park Authority. Each of these services have their specific challenges, and this can impact the Land Charges response times. We continue to work closely with the relevant services to note better ways of responding to searches, with the aim of improving our response times continuously.



# Business - Back Office

## B2 - Percentage of calls receiving a response

**Purpose of the Service:** Support Public Protection officers by providing a front-line service to customer enquiries

### Comments

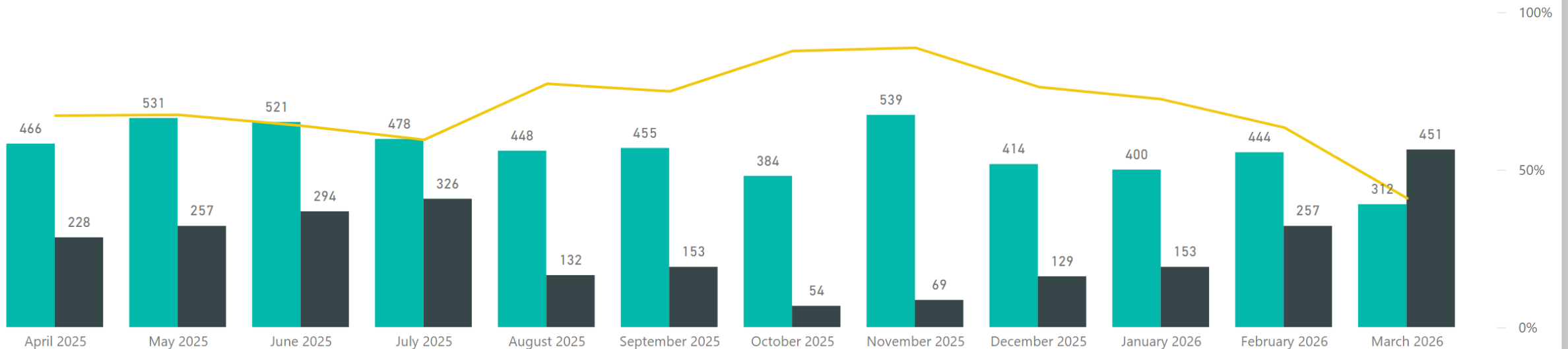
Since transitioning to the new Cisco phone system and the voice-post option now offers a better experience to customers, enabling them to leave a message if the line is busy. We anticipate that we will be able to maintain, and possibly improve, our performance over the coming weeks as a new team member gains confidence and as another member returns from maternity leave.

The number of calls increased from 444 in February to 763 in March, which is an increase of 319 calls, which represents a 73% increase. Despite the significant increase in the demand, the team manages to maintain an average percentage of 63% in answering calls.

The increase in the number of calls was mainly because of the end of the financial year, meaning that there is a need to renew a large number of licensing applications.

### Calls to the Public Protection hunt group

● Calls answered ● Calls missed ● Percentage answered



# Finance Monitoring

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

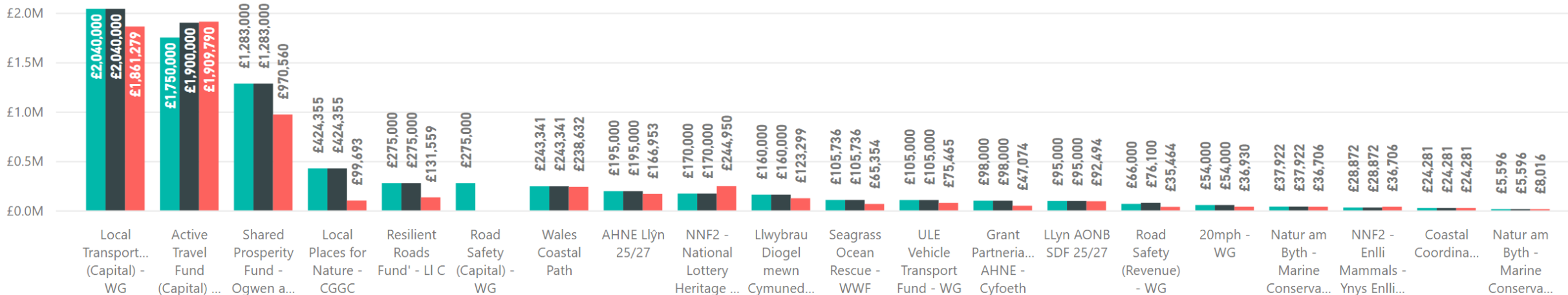
**Purpose of the Service:** Support services across the Department on procurement processes' finance monitoring matters and buy-wise and IT systems

### Comments

One of the aspects in which the Department excels is attracting grants for improvement schemes on our network of roads, footpaths and the 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 2025-2026

● Bid ● Original Award ● Hawliadau h.a. 31.03.2026



# Safeguarding Training Performance: Environment Department

There is a series of mandatory training that is a corporate priority that Council staff are required to complete. As a Department, there are regular messages shared with Department officers highlighting the importance of completing the mandatory training.

The following outlines the latest situation in the performance of the Environment Department office staff in terms of '**Violence Against Women, Domestic Abuse and Sexual Violence**' (VAWDASV) and '**Safeguarding**' training.

**99.5% of the Department's office staff have completed the Violence and Abuse Against Women (VAWDASV) training**, with one office staff not yet completed currently absent from work.

**98.5% of the Department's office staff have completed the Safeguarding training**, with one of the three members of staff who have not yet completed it, currently absent from work.

The nature of the work of some of the Department's Services means that members of frontline staff do not have access to a computer as part of their job, meaning they don't have easy access to be able to complete training through the training portal. It was felt that providing the training in a group format would be an opportunity for individuals to ask questions to ensure they fully understand the content. As a result, the training needed to be adapted to ensure that it could be displayed in video form, and that it was also more relevant to frontline staff.

This mainly applies to the Waste Collection and Treatment workforce which has around 200 members of staff and we have collaborated with a Corporate Safeguarding Promoter who has co-ordinated a video that will facilitate the delivery of the training to frontline staff.

Bespoke screens have been ordered for the depots and arrangements for the delivery of the training in video form to the Waste Collection and Treatment staff have now begun. We are confident that this will ensure that there will be a positive increase in frontline staff completing the training, and that this will be reflected in the report when we present to the next Scrutiny Committee.