

MEETING	Scrutiny Committee
DATE	11 June, 2026
TITLE	Cabinet Member for Highways, Engineering and YGC Performance Report 2025/26
REASON FOR SCRUTINY	An opportunity for Members to discuss and scrutinise the Department's improvement measures and priorities
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CABINET MEMBER	The Councillor. June Jones

1. Why does it need to be scrutinised?

To provide an update for Committee Members to scrutinise performance issues within the Department.

2. Background / Context

2.1 Background / Introduction

The purpose of this report is to update you on what has been achieved in the area I am responsible for as Cabinet Member for Highways, Engineering and YGC. This includes outlining the latest with the promises in the Council's Plan; the day-to-day work of the Department; as well as the latest in terms of savings plan and cuts.

We are implementing the Council's Plan for 2023-28, and here I report on the progress made during 2025/26. All issues have been the subject of discussion, I have challenged them at a performance challenge meeting, and I am satisfied with the Department's performance.

2.2 Logic and justification

2.2.1 Performance of Council Plan Projects

Progress against the milestones for the projects led by the Department within the 2023-28 Council Plan, can be seen in Appendix 1. We can see that the Department has made good progress against the main milestones of the projects within the Plan.

- **Extending play and socialising opportunities for children and young people in the County**

By receiving grant support from the Welsh Government, we have improved the quality and accessibility of 29 play areas/playgrounds for the benefit of children and young people in the county by either upgrading or fitting new equipment.

- **Flood Risk Assessment**

The Local Flood Strategy has been presented to the Welsh Government, and we have received their comments on the content. Formal confirmation is expected for approval in the first quarter of the year.

- **Clean and Tidy Communities**

Town Cleaners have been appointed in Caernarfon and Bangor which has been a great success. We will be extending the arrangements to the town of Pwllheli and Porthmadog for summer 2026. By purchasing bespoke road sweepers, the service has modernised its cleaning fleet thereby reducing reliance on vehicle hire.

2.2.2 The Department's day-to-day work (Performance Measures)

The Department's performance measures can be found in Appendix 2. There are 29 measures that reflect the purpose of the Department's services.

The measures are regularly discussed at the Performance Challenge and Support meetings and following our meeting in May this year 75.9% of the measures are reported as green. This is a confirmation of the good work noted against the performance of the services. Notice that 24.1% are recorded as amber and are receiving further attention as part of the discussions surrounding the challenge and support process. It is good to note that no measures have been recorded as being red.

Here is an overview of some of the Department's measures.

Corporate/Departmental Measures

These look at measuring the performance regarding Freedom of Information Requests, Mandatory Titles, Language Self-Assessment and the Department's sickness rate. It should be noted that our Freedom of Information request response percentage at the end of 2025/26 was 97.8%, which is a significant increase from last year and contributes to the Council's response rate. The department's work to encourage staff to complete the mandatory titles is also to be commended as there has been a significant leap since the beginning of the year. There is still work to be done, and we hope that the percentage will continue to improve whilst concentrating on the Safety module. We will be working with the Corporate Safety Trainer to achieve this.

Highway Maintenance

The service deals with defects on our roads very well but recognises that our procedures to ensure that work is accurately recorded on our systems to ensure reliable data needs to be reviewed.

Street Lighting

The service continues to respond to faults within their 5-day time target and indeed responds to them on average within 2.5 days. However, if there is a fault with an asset owned by the National Grid, they have 20 working days to respond which is beyond our control. This can at times cause frustration in terms of service to the customer.

Fleet Service

The service is performing very well and the work on the new fleet system has proven to be a great success. The transition of the Council's fleet to "green" vehicles continues with 89 of our cars/vans being electric or hybrid by the end of this year. According to a report by the Energy Service, by the Welsh Government - Gwynedd was second among rural authorities in Wales in terms of the number of "green" vehicles they had.

Streetscene and CCTV

During the year the service has been undertaking a review of the Streetscene Service and as a result piloting a new system for managing public bin collections. Bin locations have been digitally mapped, and information will be gathered on the contents and condition of the bins being emptied. This data will help program maintenance and prioritise future bin locations.

Public Toilets

During the year the service has managed to reduce the number of days it takes to respond to an enquiry. Looking at the year, the average number of days was 20 working days, but by the end of the year the number of days had dropped to 4 days on average. This work will continue and work will be done to look at other ways to help close enquiries in a timely manner for the customer.

Gwynedd Consultancy

YGC continue to perform well with 7 out of their 8 measures being green. The work programme remains healthy with several flood and engineering projects in place. The team offer a range of specialist consultancy services not only in Gwynedd but now across Wales.

YGC now works across the whole of Wales with regular work in place for several Local Authorities. The work programme remains healthy and ambitious, with a significant number of flood, civil engineering and environmental projects underway.

As well as providing core services such as flood risk management, infrastructure design, land surveys and construction, YGC now offers a wide range of specialist consultancy services that attract clients not only from Gwynedd but across the whole of Wales. The team works closely with public bodies, local communities and regional partners to provide sustainable solutions that improve safety, resilience and quality of life.

YGC's expertise in managing major projects, coupled with their strong technical capability, means they play a key role in developing critical infrastructure, improving flood defences, and delivering projects that support the Council's wider goals of decarbonisation, climate change adaptation and long-term planning.

'I am pleased to note that YGC continues to grow its reputation as a team of consultants with engineering excellence in Wales, providing a professional, reliable and innovative service that makes a significant contribution to the county and beyond. Through this we are securing local job opportunities here in Gwynedd in the field of consultancy.

2.2.3 External Auditors' Reports

The Highways, Engineering and YGC Department holds, and maintains, three key BSI accreditations — ISO 45001 (Health and Safety), ISO 14001 (Environmental) and ISO 9001 (Quality) — which underpin our work across the Department. These standards ensure that we operate with the highest level of safety, environmental control and quality, and give our clients and partners confidence in the service provided. One of the requirements through the service level agreement we hold with the Trunk Road Agency is that we hold and retain these accreditations.

Following the external audits over the year, we can report very positively that a number of supportive comments have been received from the auditors. Most importantly, no issues were raised in relation to the keeping or maintaining of the standards, reflecting the organised and professional work of the team.

The outcome is evidence of the Department's continued commitment to improvement, transparency and leadership regarding best practice in Health and Safety, Environment and Quality, and supports our ability to deliver a high-quality service across all areas of our work.

2.2.4 Savings and Cuts Plans

The total Savings schemes for 2025-26 are £533,500. The Department has achieved a total of £212.5k, with a total of £130k being removed and a further £191k slipping. The Department will take action to greet the savings that have slipped during 2026-27.

3. Consultation

The report has been created based on information submitted to the most recent meeting to challenge and support the performance of the Department of Highways, Engineering and YGC, with the Corporate Director, Head of Department, Service Managers and myself attending the meeting.

Appendices

Appendix 1: Council Plan projects milestone progress report 2023-28

Appendix 2: The Departments' Performance Measures