

PERFORMANCE MEASUREMENT AND SUPPORT HIGHWAYS, ENGINEERING AND YGC 2025/26



Year

2025/26

Month

March

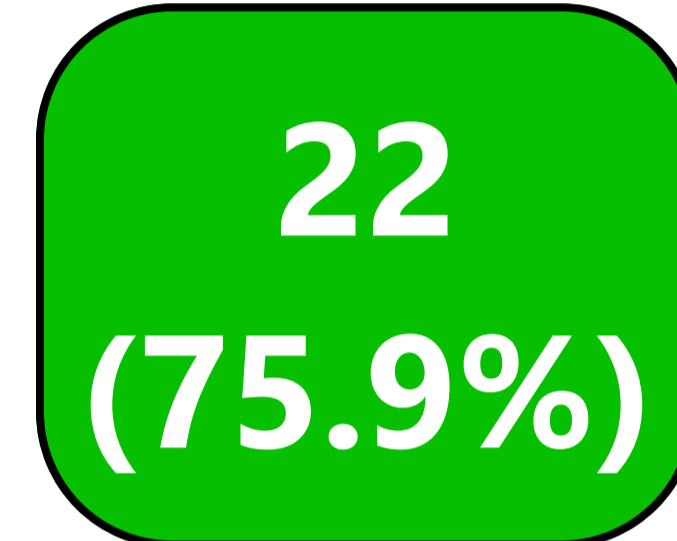
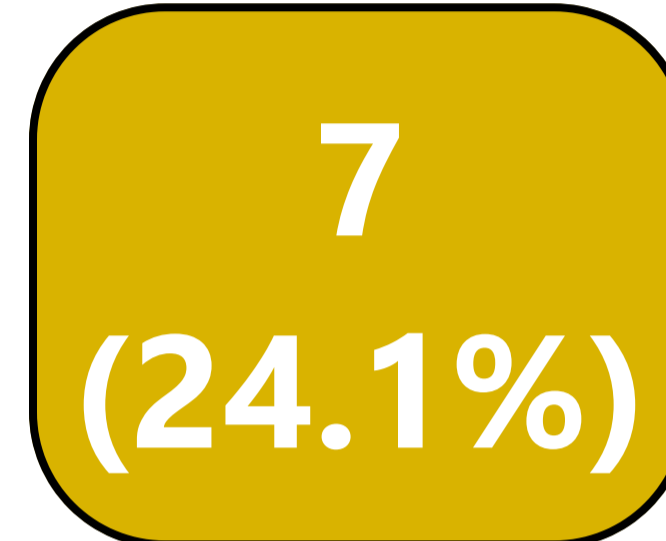


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Number of measures : 29

Reporting Period

31 March 2026



Summary of main points:

- Council Plan Improvement Priorities - all priorities completed this year
- Department Reviews - progress has been achieved with the reviews
- The Department's performance remains encouraging - no measures noted as red by the end of the year
- Work is underway to develop a customer satisfaction measure for playgrounds - it will be reported in next year
- A new measure is being developed for the A55 service

Year: 2025/26
 This Month: March
 Last Month: February

Departmental

Last month 72.0%

72.5%

PP-01 : Percentage of staff that have completed the mandatory titles (cumulative)

Steffan Jones

Departmental

Last month 97.7%

97.8%

PP-02 : Percentage of Freedom of Information Requests that have been answered within 20 days (cumulative)

Steffan Jones

Departmental

Last month 10.78

11.89

PP-03 : Number of sick days per FTE (cumulative)

Steffan Jones

Departmental

Last month 97.2%

97.7%

PP-04 : Percentage of staff that have completed the Language Self Assessment (cumulative)

Steffan Jones

Highway Maintenance

Last month 90.9%

87.9%

PP-05 : Percentage of critical defects made safe within 2 hours

Gareth Roberts

Highway Maintenance

Last month 74.9%

84.1%

PP-06 : Percentage of safety defects made safe within target time

Gareth Roberts

Highway Maintenance

Last month 9.8

3.2

PP-07 : Average number of days to respond to a pothole complaint

Adrian Wyn Williams

Highway Maintenance

Last year 10.1%

9.7%

PP-08 : Percentage of class A,B and C roads that are in poor condition (yearly)

Ian Morgan

Street Lighting

Last month 2.7

2.8

PP-09 : Average number of days to repair street lamps

Colin Worth

Street Lighting

Last month On track

On track

PP-10 : Street Lamps Energy Consumption

Colin Worth

PERFORMANCE MEASUREMENT AND SUPPORT, HIGHWAYS, ENGINEERING AND YGC

Year: 2025/26 | This Month: March | Last Month: February



Performance keeping within expected range and no concern for our performance
 An element of concern that performance is starting to fall below the acceptable range and steps are underway to restore the situation/improve performance
 Performance has deteriorated far from the normal range and decisive action is been taken to restore the situation/performance

Year 2025/26 **This Month** March **Last Month** February

Public Toilets

Last month 1.4

4.3

PP-21 : Average number of days to complete a Public Toilet enquiry

Amanda Murray

Playgrounds

Developing Measure

Amanda Murray

Building and Infrastructure

Last month On track

Completed

YGC-23 : Meet the Building Unit's financial target

Gareth Lloyd Wright

Business and Project Completion

Last month On track

Completed

YGC-24 : Meet the YGC financial target

Rhys Wynn Williams

Business and Project Completion

Last month 9.4

9.1

YGC-25 : Score out of 10 for Customer Satisfaction

Sion Arwel Jones

Water and Environment

Last year 76.2%

82.5%

YGC-26 : Percentage of assets in a satisfactory or better condition

Rob Williams

Water and Environment

Last month 77.6%

80.3%

YGC-27 : Percentage of SuDS applications that have received a decision within the target (cumulative)

Rob Williams

Water and Environment

Last month Monitoring

Monitoring

YGC-28 : Number of flood schemes completed

Rob Williams

Technical Service

Ongoing measure

90.7%

YGC-29 : Percentage of structures in a satisfactory state or better (BCI Good state of repair)

Owen Rhys Jones

Technical Service

Last year 100.0%

100.0%

YGC-30 : Percentage of inspections completed (cumulative)

Owen Rhys Jones

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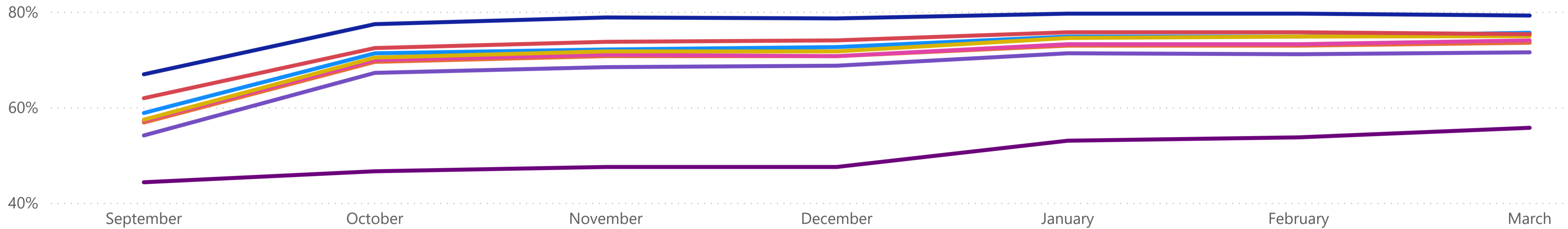
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PP-01 : Percentage of staff that have completed all 8 titles

Percentage of staff that have completed different titles by month

Title ● Data Protection ● Domestic abuse ● Equality ● Freedom of Information ● Health and Safety ● Language Awareness ● Prevent ● Protect



Behind the performance

The graph shows that there has been a significant increase in the number of staff who have completed the mandatory titles within the Department over the year.

Work has taken place to encourage staff to complete the titles as soon as possible. That said, there are challenges for frontline staff to access the modules on the self-service as they do not have email addresses.

Discussions have taken place with the Corporate Safeguarding Officer – a video version for the Safeguarding module has been produced which will certainly help us reach the frontline staff more easily.

Title	Percentage completed
Domestic abuse	79.2%
Data Protection	75.6%
Protect	75.3%
Prevent	74.9%
Health and Safety	74.0%
Equality	73.5%
Language Awareness	71.5%
Freedom of Information	55.7%

Year

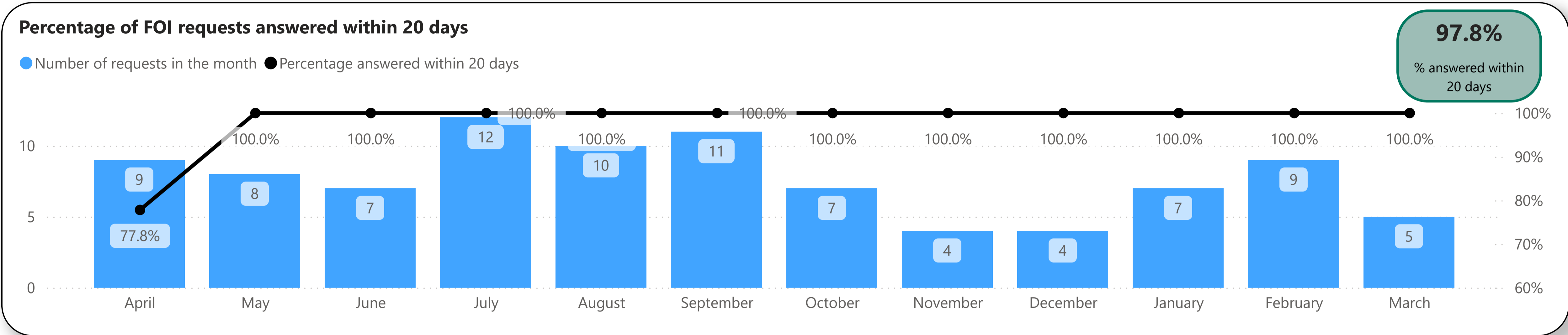
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PP-02 : Percentage of Freedom of Information Requests that have been answered within 20 days



Behind the performance

The Department has received **93** Freedom of Information requests during 2025/26. With the exception of April, the Department has successfully responded to all freedom of information requests within 20 days. We answered two late during April.

The response percentage within 20 days is **97.8%** for the year.

The department's performance has certainly improved from the performance for 2024/25 when only 87.9% of applications were answered within the 20 days.

They have generally included requests enquiring about the number of potholes in a road, information about roads that had been closed, information about work on roundabouts, number of complaints about flags, information about Fixed Penalty Notices.

We will be looking to see if the data of some of the regular enquiries are appropriate to share on the Council's Open Data website. This in turn will hopefully reduce the burden on officers.

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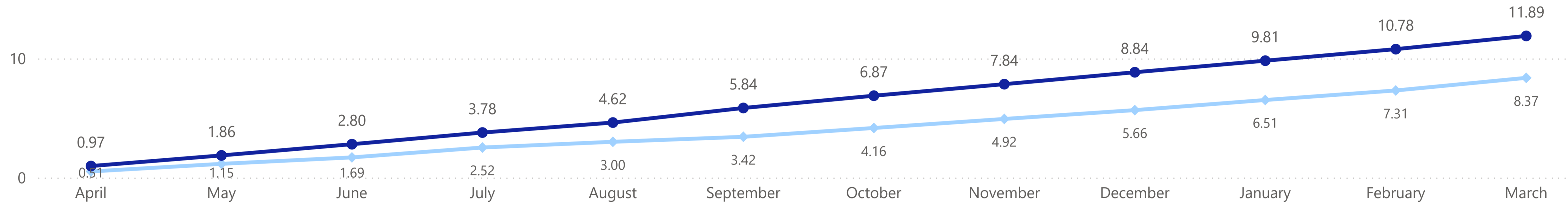
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PP-03 : Number of sick days per FTE

Number of sick days per FTE (cumulative)

Year ◆ 2024/25 ● 2025/26



Behind the performance

For 2025/26 the Department's average sickness per full-time equivalent was 11.89 days.

This year's sickness levels are higher than they were for last year. Having said that, the Department's figures this year follow a remarkably similar pattern to the one for the whole Council.

The figure for the whole Council by the end of the year was **13.01** days, so the Department's performance was better at **11.89 days**.

The Department has had a number of long-term illness cases (continuous periods of 28 days or more) this year that are pushing our average number of days up. The proportion of long-term illness is around **65%** of all illnesses in the Department this year.

Department has been placing various information pamphlets about support available with health issues around the offices and the Depots. Discussions are taking place with Byw'n lach in order to work together to offer sessions to our employees.

Year

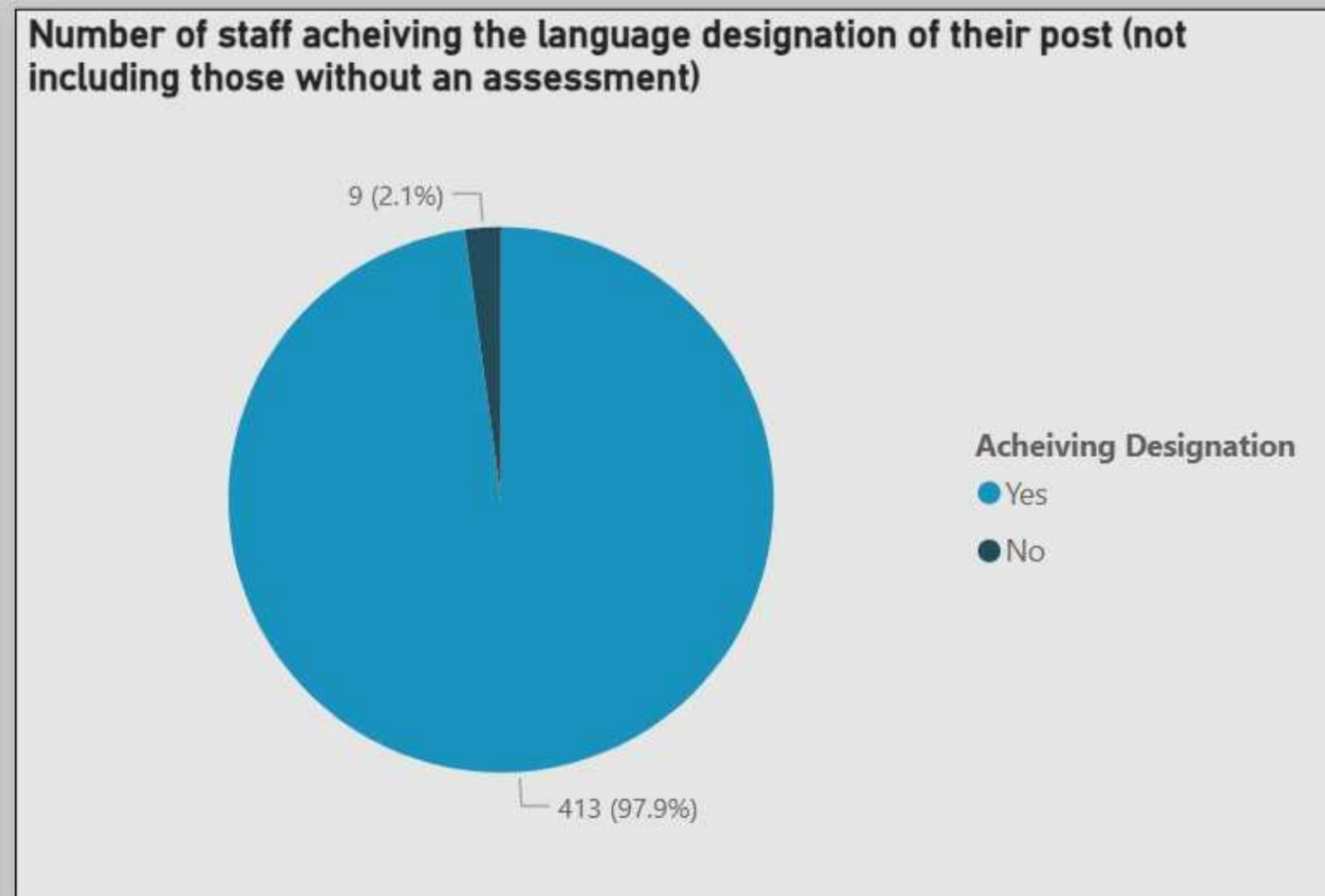
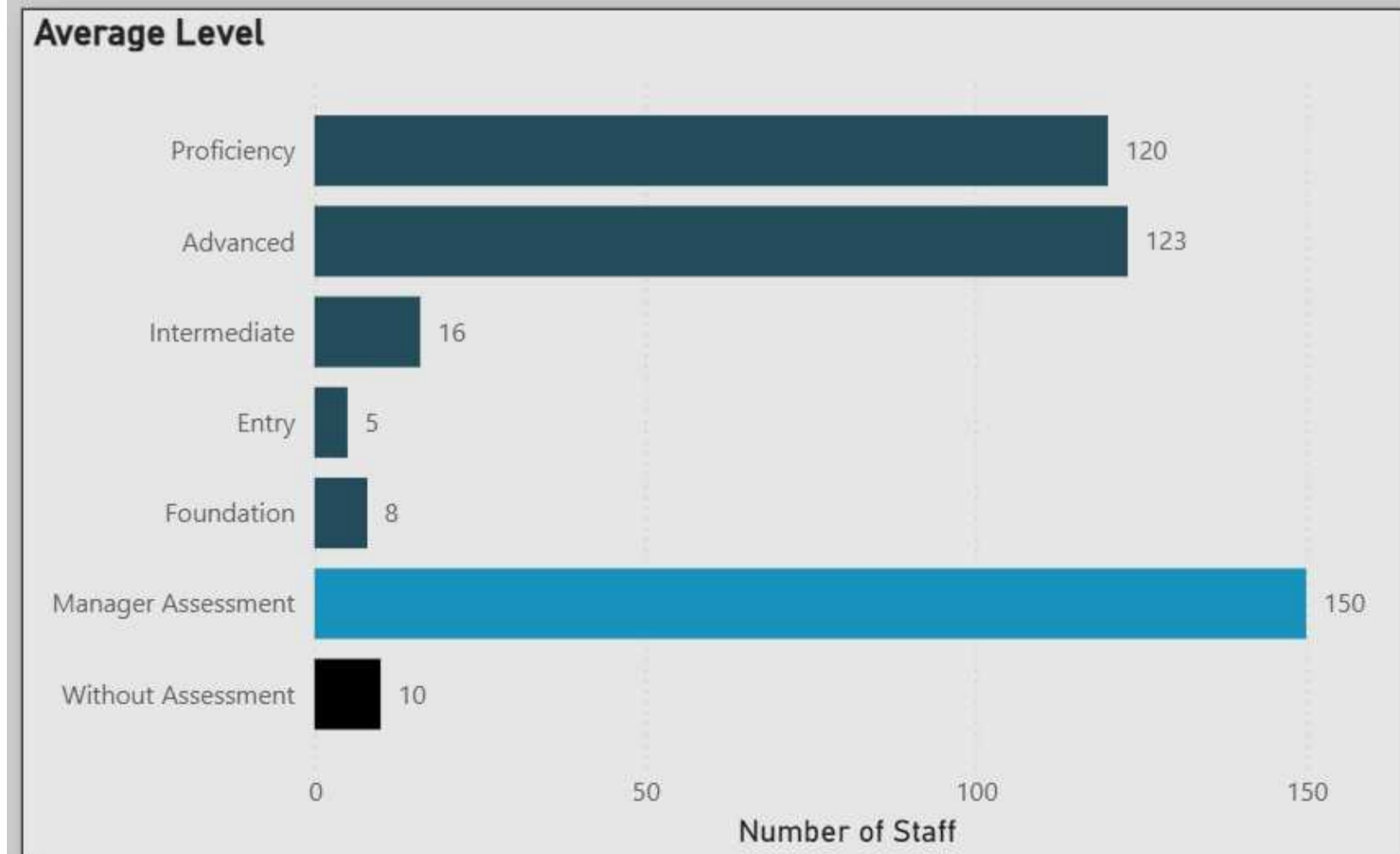
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PP-04 : Percentage of staff that have completed the Language Self Assessment



Behind the performance

- The Department employs 432 members of staff.
- 272 of the staff have completed the Language Self-Assessment which is 63.0%
- For a further 150 of the workforce (frontline), their line manager has completed an assessment on their behalf
- This leaves 10 who have no language assessment at all.
- **97.9%** of staff meet the language designation of their job.
- There are 9 members of staff who do not meet the language designation of their post. Of these, 2 are currently receiving support to learn.

We also support our staff to attend relevant training. This year the following have attended

- 1 x Entry Course 2
- 1 x Intermediate Course 2 – Dysgu Cymru
- 1 x Using Welsh Advanced Course – Nant Gwrtheyrn
- 1 x Confidence Building Course

The Business Unit advertises staff when courses are available and supports any individual who would wish to attend. A reminder goes out for the 10 who don't have an assessment at all.



Purpose of Service :

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

Year

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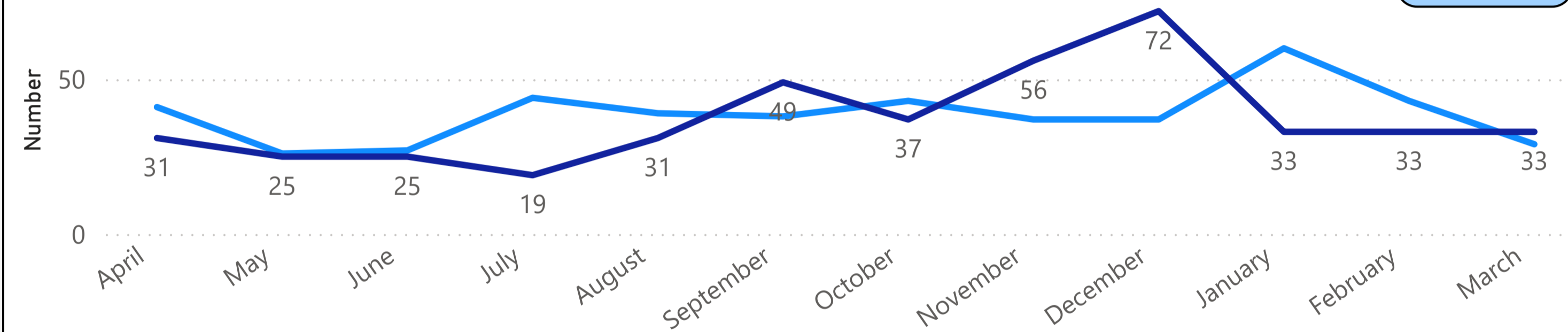
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PP-05 : Percentage of critical defects made safe within 2 hours

Number of critical defects

Year ● 2024/25 ● 2025/26



Behind the performance

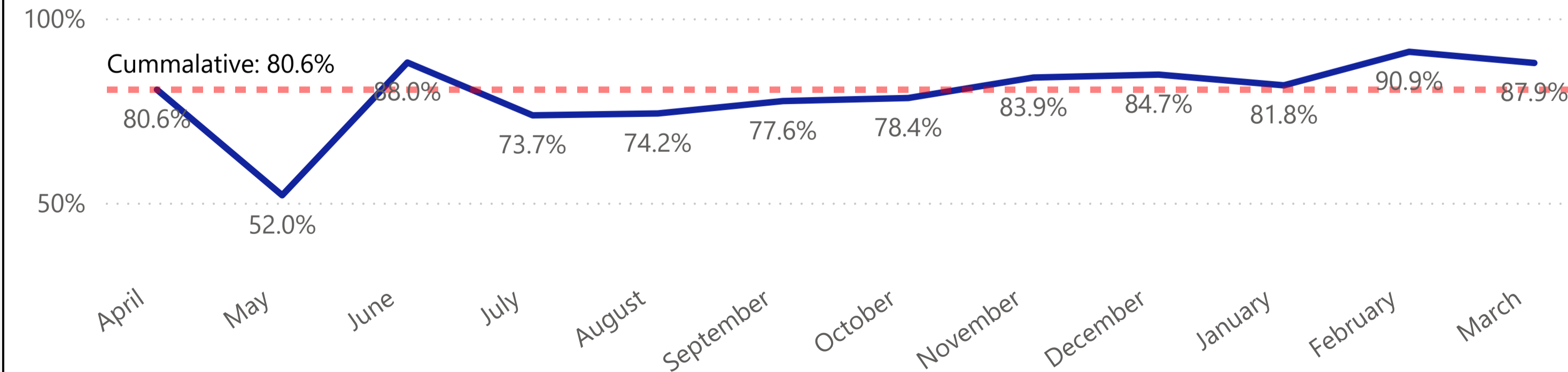
Critical Defect: The target response for this type of defect is within 2 hours.

A critical defect is a situation where the inspector considers the risk to safety to be high enough to require immediate attention such as a fallen tree, a missing lid. Here are examples of critical defects the service has dealt with this year.



Percentage of critical defects made safe within 2 hours

Year ● 2025/26



There were 444 critical defects during 2025/26 which is 20 fewer than in 2024/25. The defect numbers follow seasonal patterns with more defects seen during the winter season.

Out of the 444 defects:

- **358 (80.6%)** were made safe within two hours
- **86 (19.4%)** were made safe after the target of two hours



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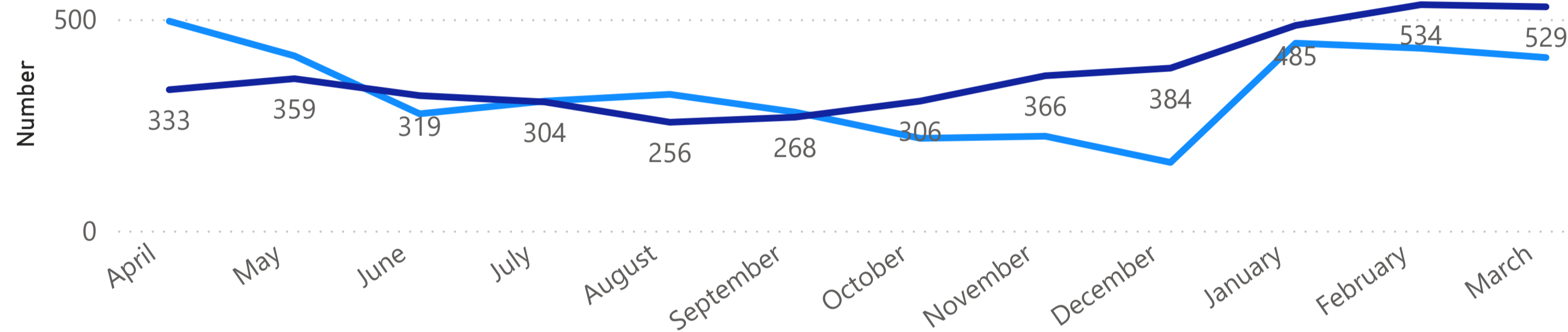
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PP-06 : Percentage of safety defects made safe within target time

Number of safety defects

Year ● 2024/25 ● 2025/26



Behind the performance

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

A safety defect is one that requires a response as soon as possible in order to eliminate a potential risk of injury to service users. Here are examples of safety defects the service has dealt with this year.



There were 4,443 safety defects during 2025/26 which is 466 more than in 2024/25. We see that there is a seasonal pattern to the number of defects, with more occurring during the winter.

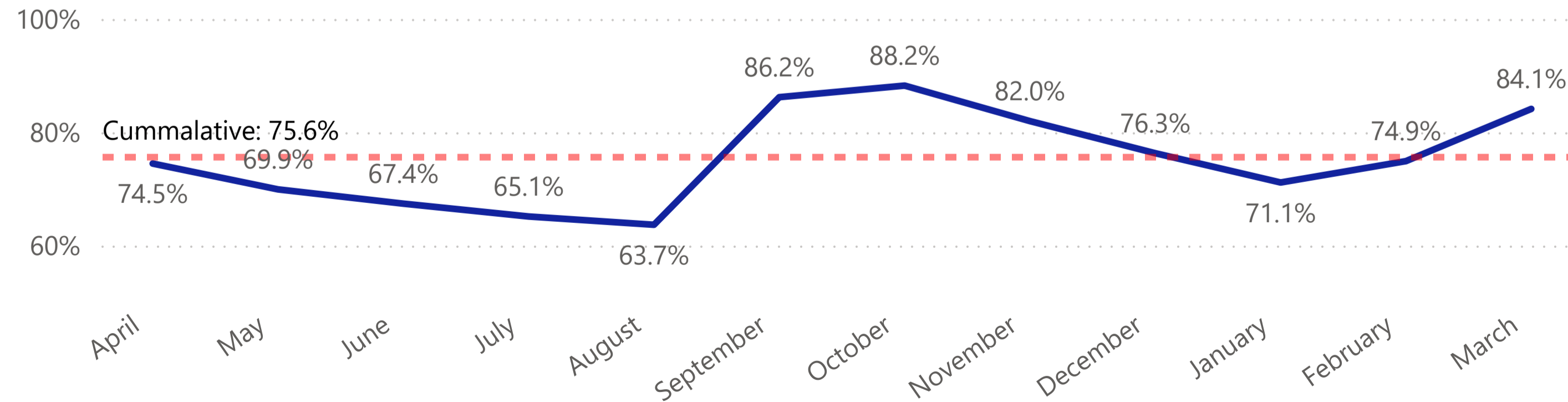
Out of the 4,443 defects,

- **3,359 (75.6%)** were made safe within target
- **1,084 (24.4%)** were made safe after the target

Many of the workforce receive their work through i-pads, which is a more effective way of working, making receiving and closing work easier. The changes as a result of the adoption of this electronic procedure is starting to show in the statistics, and it is expected to see an increase as all areas make full use of i-pads.

Percentage of safety defects made safe within target time

Year ● 2025/26





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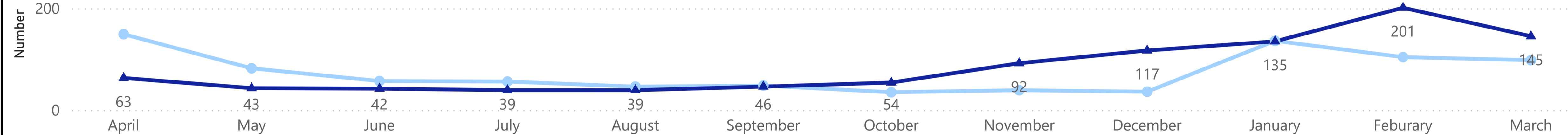


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PP-07 : Average number of day to respond to a pothole enquiry

Number of Pothole enquiries

Year ● 2024/25 ▲ 2025/26



Behind the performance

The line graph compares the numbers of "pothole" complaints that have been received through the FFOS system.

The number of complaints received this year has increased by 130 compared to 2024/25.

For the year the average number of days to complete an enquiry was 24 days. The performance of the service has improved over the year and by March 2026 the number of days that customer had to **wait for a response had decreased to 3.2 days.**

This stems from training received on the Ffos system for our road inspectors, as well as increased use of i-pads to respond directly from the work site. This has resulted in better and timely answers for customers about the status of their service requests. The rollout of i-pads will be expanded across the service which will ensure a further improvement in performance.



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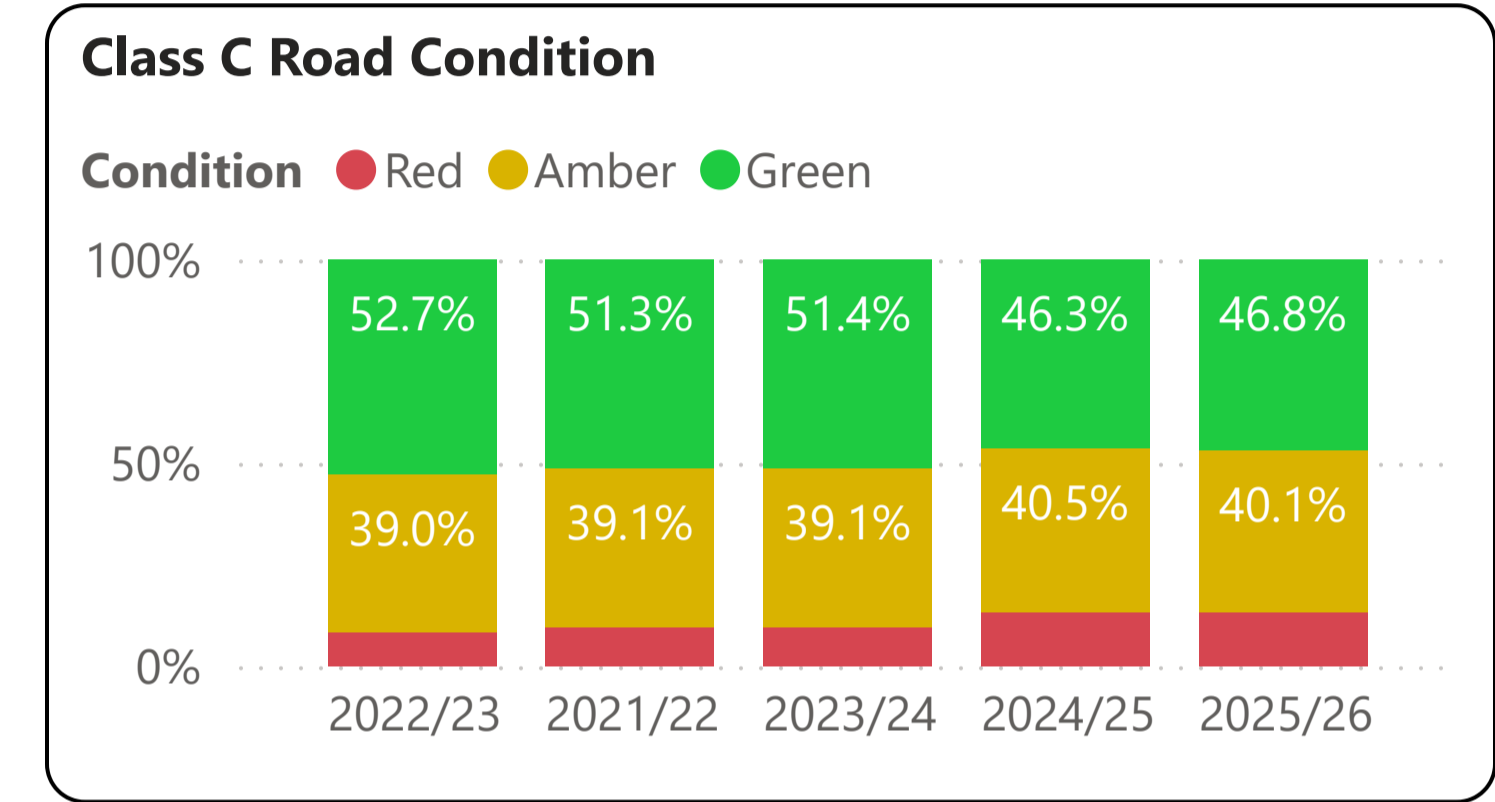
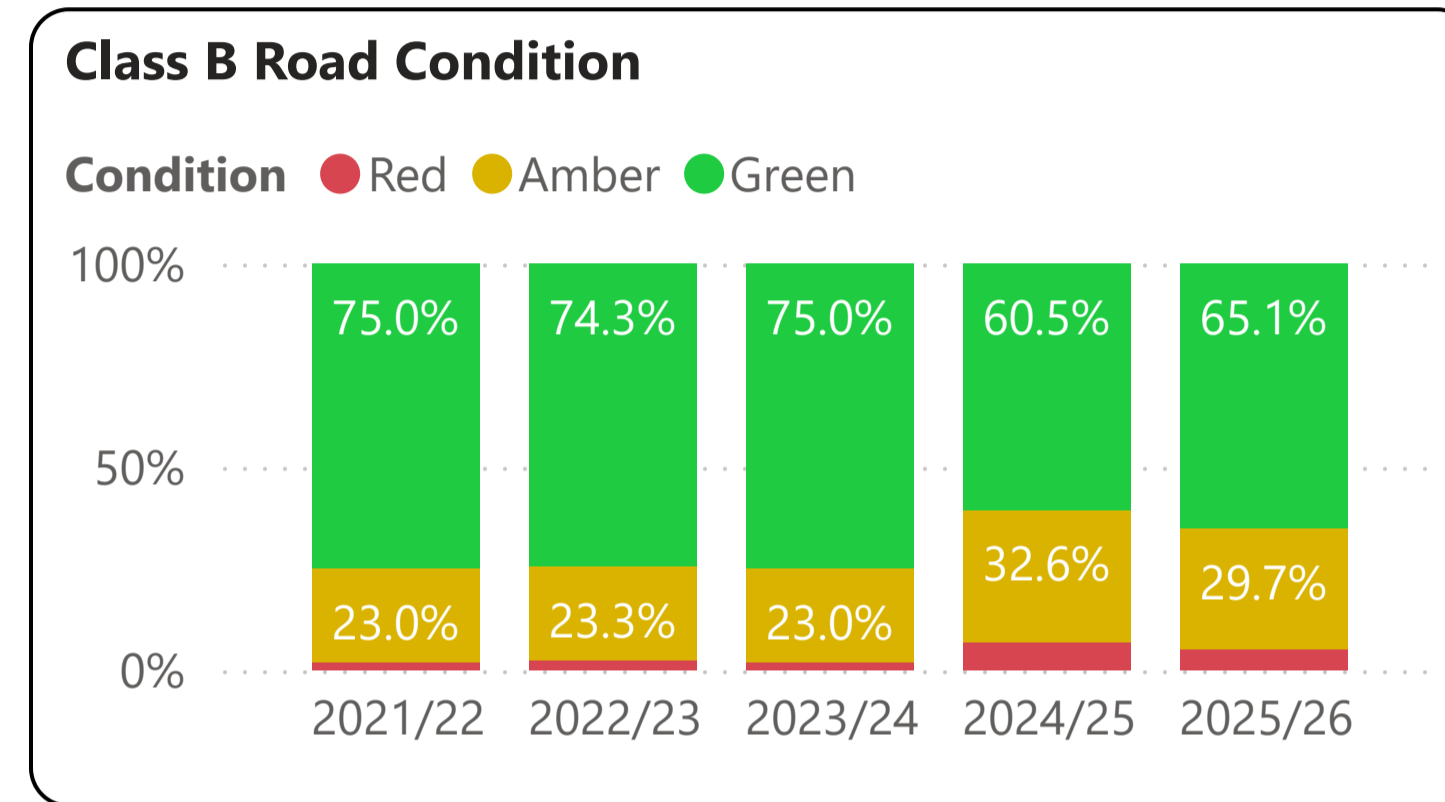
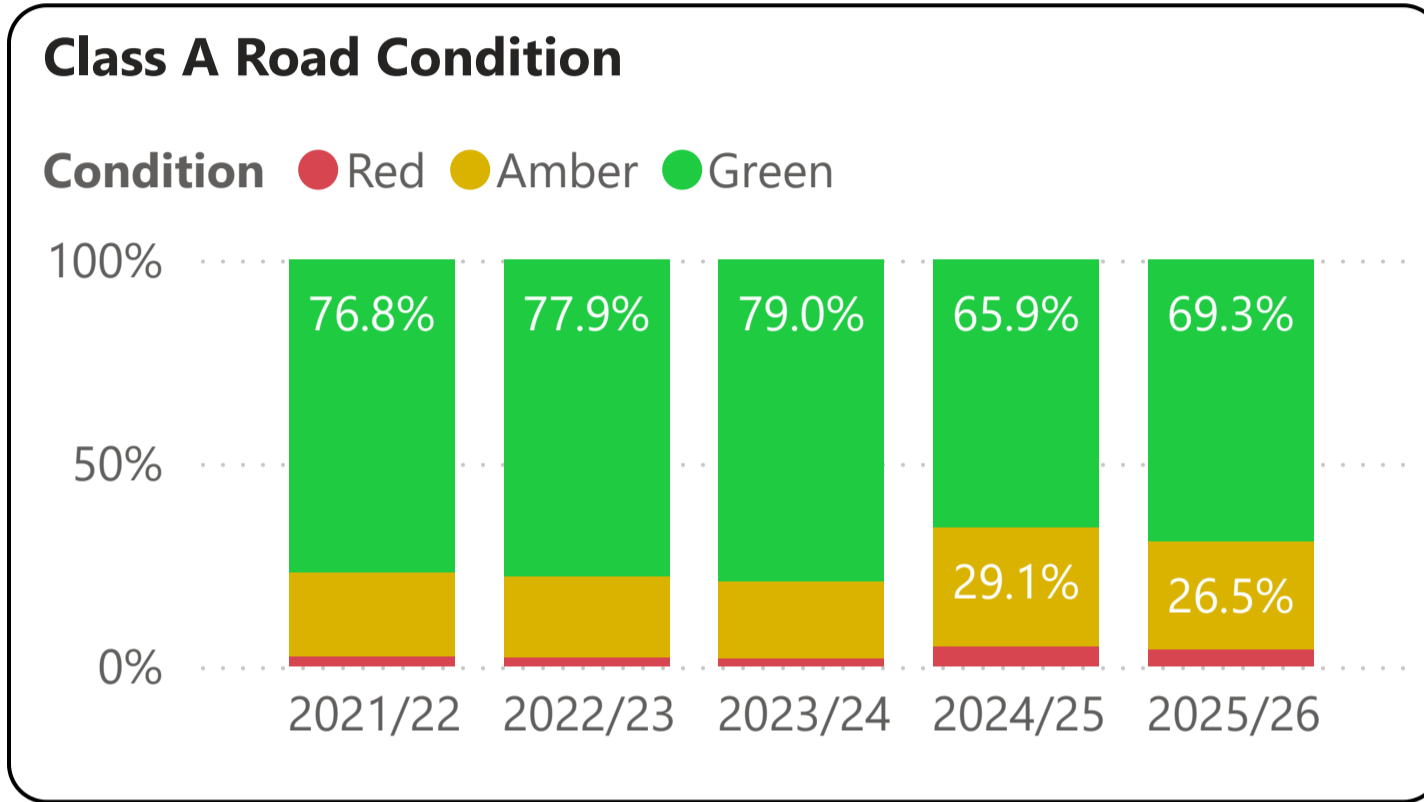
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PP-08 : Percentage of class A,B and C roads that are in poor condition



Behind the performance

The graphs show the results of technical tests on our Class A, B and C roads, which are undertaken by WDM on behalf of the Council.

Green = Road, generally, in good condition, no defects need further inspections.

Amber = Road exhibiting defects requiring inspection soon to identify suitable repair work.

Red = Condition is generally poor and will likely require planned maintenance soon.

Keeping the percentage of our roads in red condition below 8% is considered acceptable.

You will see that the percentages of our roads within the green have fallen between 2021/22 and 2024/25 despite the capital investment by the Council. Our Class A roads decreased by nearly 11%, Class B roads 15% and Class C roads by 4.5% over the period. But as you can see, the 2025/26 figures show that that gradual decline within the Class A and B roads has now been reversed, and the Class C roads remain constant. We are confident that the improvement in the condition of our roads will continue as a result of the Local Government Borrowing Initiative investment over 2025/26 and 2026/27.

Historically the Service only had information as a result of the safety checks as a record of the condition of our Unclassified roads. The Service has decided to proceed with an "AI" technology system to analyse information that is being collected by taking video of the roads as the inspector conducts an inspection. This will assist in keeping a record of the improvement in unclassified road condition as a result of the Local Government Borrowing Initiative investment.

Total percentage of class A,B and C roads that are in poor condition

9.7%

A = 4.2% (27km)
 B = 5.2% (21km)
 C = 13.2% (228km)



Purpose of Service :

To enable the public to feel safe on Gwynedd's roads, footpaths and public spaces through the maintenance of lighting units, light signs and traffic lights.

Year

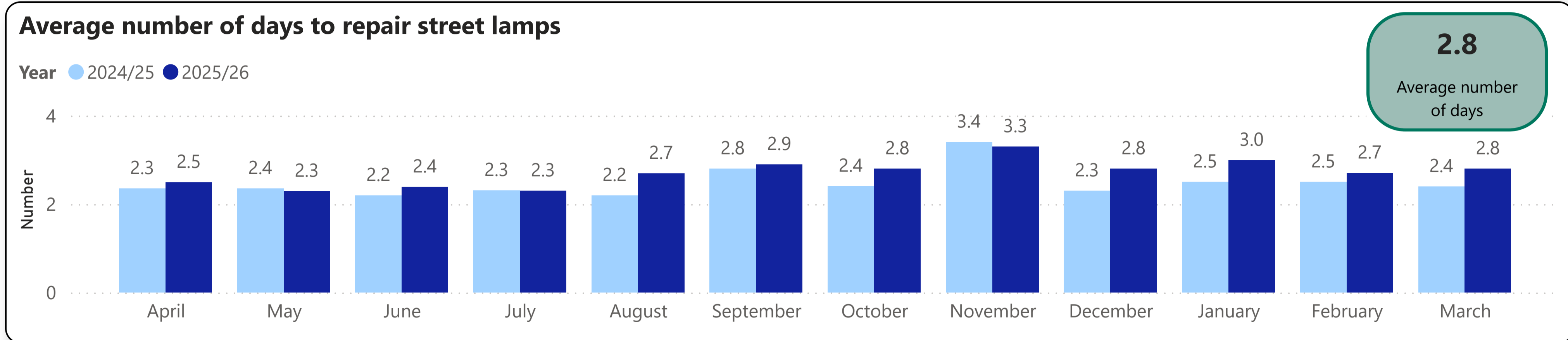
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PP-09 : Average number of days to repair street lamps



Month	Number of faults
April	177
May	181
June	136
July	202
August	272
September	188
October	386
November	739
December	506
January	586
February	537
March	498
Total	4,408

Behind the performance

The service target for street lamp repair is 5 days.

For 2025/26, the average time to repair a street lamp was 2.8 days.

During March Scottish Power was responsible for repairing a further 20 faults. Of these, they have completed 5 of them in an average of 22 days.

The other 15 defects remain unrepaired.

To tackle the situation with Scottish Power, Gwynedd as part of the North Wales Lighting Group has been discussing how to put pressure on Scottish Power. Flintshire is now working with us to put pressure on the company to visit the site sooner so that we can avoid issuing exceptions which cause them to fail to complete work within the target.



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Year

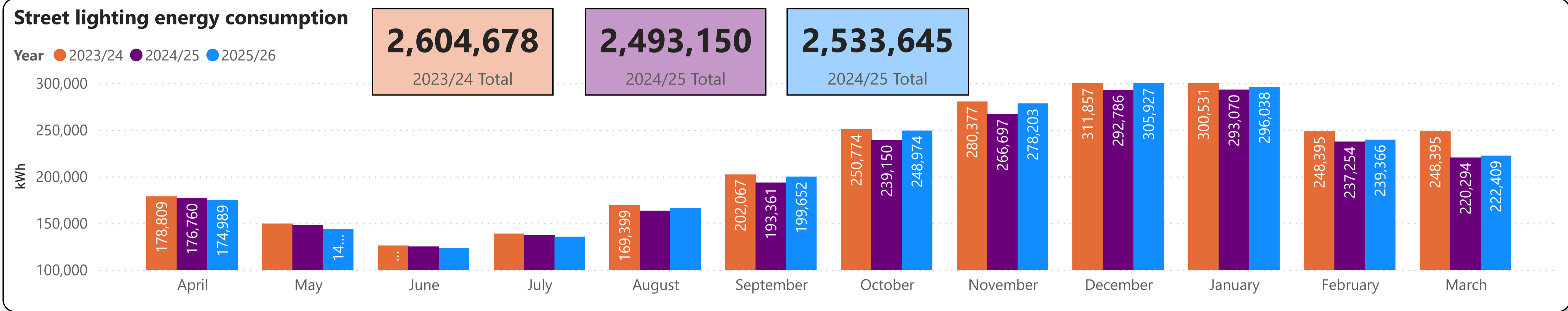
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PP-10 : Street lighting energy consumption (kWh)



Behind the performance

During 2025/26 the energy use of street lights and road signs is fairly stable as expected and following a seasonal pattern.

Since the adoption of the former trunk road a significant number of street lighting assets have transferred into our possession and therefore explain the slightly higher energy consumption compared to 2024/25.

Housing developments take place in any year and the length of the road and any asset will transfer to our services to be maintained. Since April 2025 the Street Lighting service has adopted 64 new assets.

**Purpose of Service :**

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PP-11 : Percentage of Inspection Schedule completed

Area	Number of columns due for inspection	Number completed	% completed
Arfon	1,243	1,243	100.0%
Dwyfor	742	742	100.0%
Meirionnydd	461	461	100.0%
Gwynedd	2,446	2,446	100.0%

Behind the performance

All of the inspections for 2025/26 have been completed, a total of 2,446.

Of the 2,446 inspection

- 25 defects were detected in Arfon
- 5 defects were detected in Dwyfor
- 3 defects were detected in Meirionnydd

Street lamp inspections continue to be carried out in line with the work programme, and we have been able to complete what was feasible within the budget available this year. The critical deficiencies identified during these audits have been addressed and resolved, ensuring that no immediate security risks remain.

However, the service has a significant backlog of uncompleted audits. This is mainly due to the fact that there is not enough budget available to cover all the necessary work, especially when taking into account rising maintenance costs and the increasing demand for restoration work.

This position highlights the importance of securing additional funding or different delivery methods to enable the service to keep up with the statutory and operational requirements associated with the maintenance of street lights.



Purpose of Service :

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

Year

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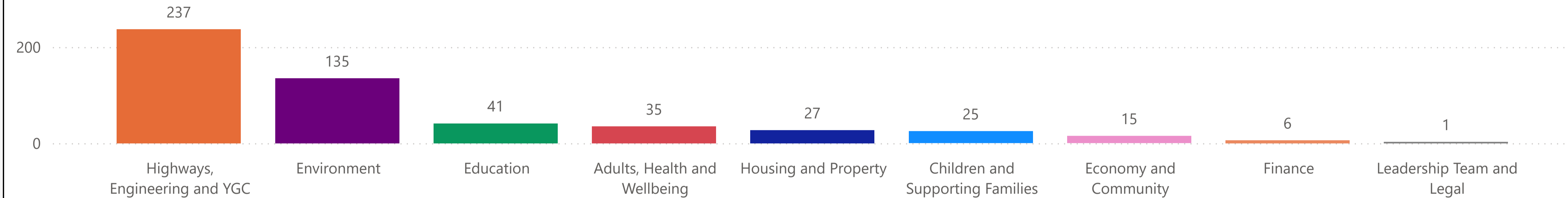
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Total Council Fleet

Total Council Fleet by Department



Department	Total fleet	Funded	Not funded	Have been upgraded	Hired
Leadership Team and Legal	1	1	0	0	0
Housing and Property	27	25	0	2	0
Highways, Engineering and YGC	237	194	7	11	25
Finance	6	0	4	1	1
Environment	135	103	2	18	12
Education	41	9	31	1	0
Economy and Community	15	11	3	1	0
Children and Supporting Families	25	4	17	3	1
Adults, Health and Wellbeing	35	24	9	1	1
Total	522	371	73	38	40

Behind the performance

Here we see information to give context on the situation of the Council's fleet as a whole, mainly when considering the financial implications for the refurbishment of the vehicles. It now is:-

- 522 vehicles are part of the Council's Fleet, with 71.1% placed on future funding plans
- 73 (14.0%) are self-funded within services.
- 38 (7.3%) vehicles remain part of the Fleet despite a new vehicle being provided.
- 40 (7.7%) vehicles were hired by Council services.

A report has been produced by the Fleet Manager to address the additional vehicles seen in services. Initial discussions have taken place with the Finance Department, with the long-term intention of transferring full control of vehicles to the Fleet Service.



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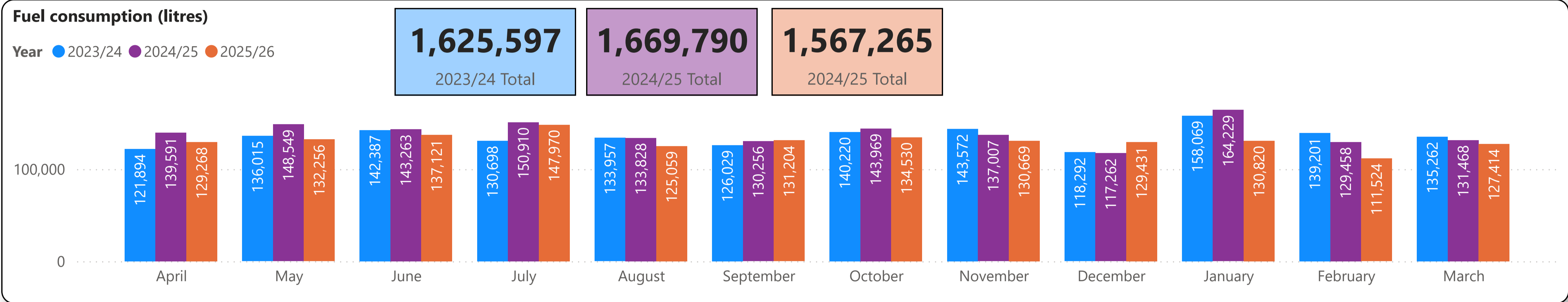
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Fuel consumption by Gwynedd fleet



Behind the performance

Here is information on the Council's fleet fuel consumption situation.

Compared to 2024/25 with 2025/26 we have seen a 6.1% reduction in our fuel consumption.

This equates to 102,525 litres less fuel which equates to around £155,049 at today's prices.

This reduction is a result of two main reasons. First, the transition of many vehicles from traditional fuel to electric ones. Secondly, favourable weather which means less use of gritting vehicles etc during the year.

Please note, the figures above do not include any journeys undertaken by the Council grey fleet. The Fleet Service is not responsible for these journeys. Further, it does not include the purchase of petrol for equipment through fuel cards.



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PP-12 : Percentage of planned safety inspections completed

Month	Number of planned safety inspections	Number completed	As percentage
October	167	165	98.8%
November	169	162	95.9%
December	178	170	95.5%
January	176	174	98.9%
February	159	155	97.5%
March	177	176	99.4%
Total	1,026	1,002	97.7%

Reason	Number of occurrence
Appointment not arranged	13
Appointment not attended	6
Vehicle off road	5
Total number of missed appointments	24

Behind the performance

As part of the Council's vehicle maintenance arrangements, the workshops are responsible for carrying out regular safety checks on the vehicles. In the past year the Fleet Service has introduced a new procedure for notifying and arranging appointments. It is a statutory requirement for the Fleet Service to complete inspections on the vehicles within one working week. This measure goes further than our statutory requirements and looks at the performance of the workshop to be completed within a day.

These figures show the number of inspections that the workshops were expected to complete as well as the percentage that have been completed on time.

It was not possible to complete all checks due to reasons set out in the table on the right above.

When vehicles miss appointments the Fleet Service will have to reschedule appointments with the relevant service which creates difficulties for the workshops. If a service does not deliver the vehicle to the workshops, the Fleet Service may suspend the service from using the vehicle.

One of the reasons for the failures over the winter is that gritting vehicles failed an inspection because they were out for 24 hours during the period. It should be noted that the failed inspections are completed at the earliest possible opportunity.



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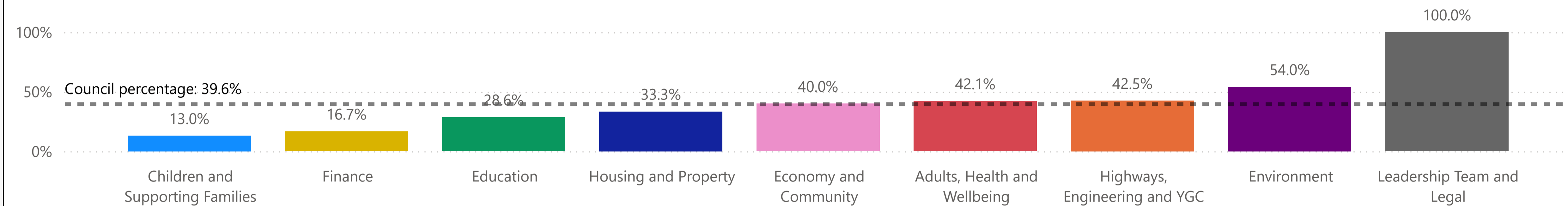
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PP-13 : Percentage of Council Cars and Vans that are "green" vehicles

Percentage of Council Cars and Vans that are "green" vehicles, by Department



Service within PPYGC Department	Electric	Petrol Hybrid	"ICE"	% Green
Street Lighting	1	2	1	75.0%
Fleet Service	5	0	3	62.5%
Streetscene Service	10	0	6	62.5%
Highways	6	0	10	37.5%
Municipal Assets	4	0	7	36.4%
YGC	4	1	14	26.3%
Grounds Maintenance	1	0	4	20.0%
Ash Dieback	0	0	1	0.0%
Total	31	3	46	42.5%

Behind the performance

This is a measure to illustrate the Council's position on transitioning to green vehicles. The Welsh Government has a target of 100% by the year 2030. The Energy Service (Welsh Government) reported that Gwynedd Council has the **second highest number of green vehicles** in its fleet compared to rural authorities in Wales. The Fleet Service will continue on the program of renewing vehicles for green ones when the infrastructure allows.

The Whole Council

- 89 (40%) of the 225 cars or vans are now green (electric or hybrid).
- Of the remaining 136 diesel/petrol vehicles, 57 are either renewed and maintained, hired or have no funding plans for them.

Highways, Engineering and YGC Department

- 34 (43%) of the 80 cars or vans are green (electric or hybrid).
- Of the remaining 46 diesel/petrol vehicles, 26 (59%) are either renewed and maintained, hired or have no funding plans for them.



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Year

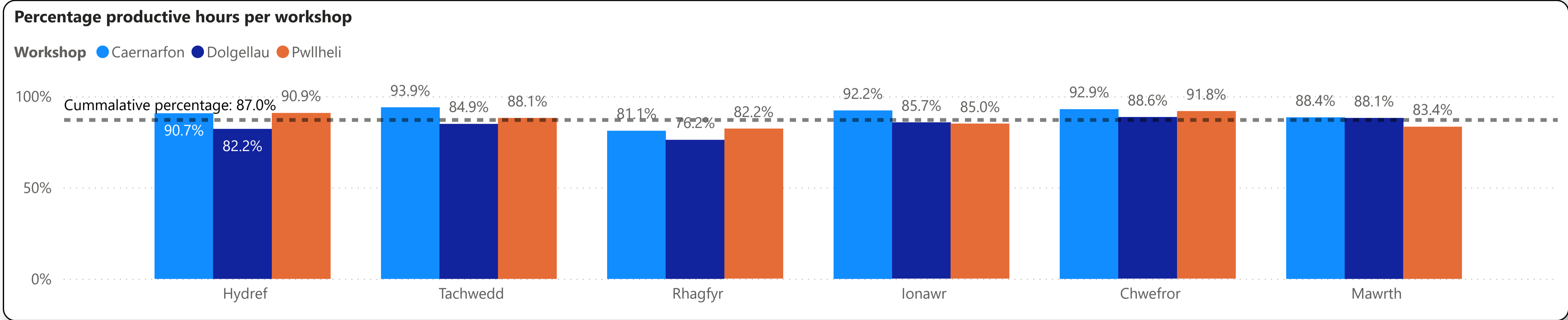
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PP-14 : Percentage of productive hours



Behind the performance

The productivity of the workshops compares the time recorded working on vehicles against the number of hours the individuals were available. This measure offers an assessment that focuses on how the workforce uses its time.

To ensure that the workshops are cost effective, we aim for an 86.5% rate in the number of productive hours. We have reached this target this year with 87.0%.

This information is reported monthly to the Workshop Management Team where we then identify opportunities to improve our performance. This could be moving work from one workshop to another, or identifying opportunities from outside the Council to bring in income.

As we transition the fleet to green vehicles, we're starting to see demand on the workshops decrease. This will have a negative impact on the workload of the workshops and their ability to reach the expected level. The Service is monitoring this situation and looking at options to reduce the risk.



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2025/26

Month

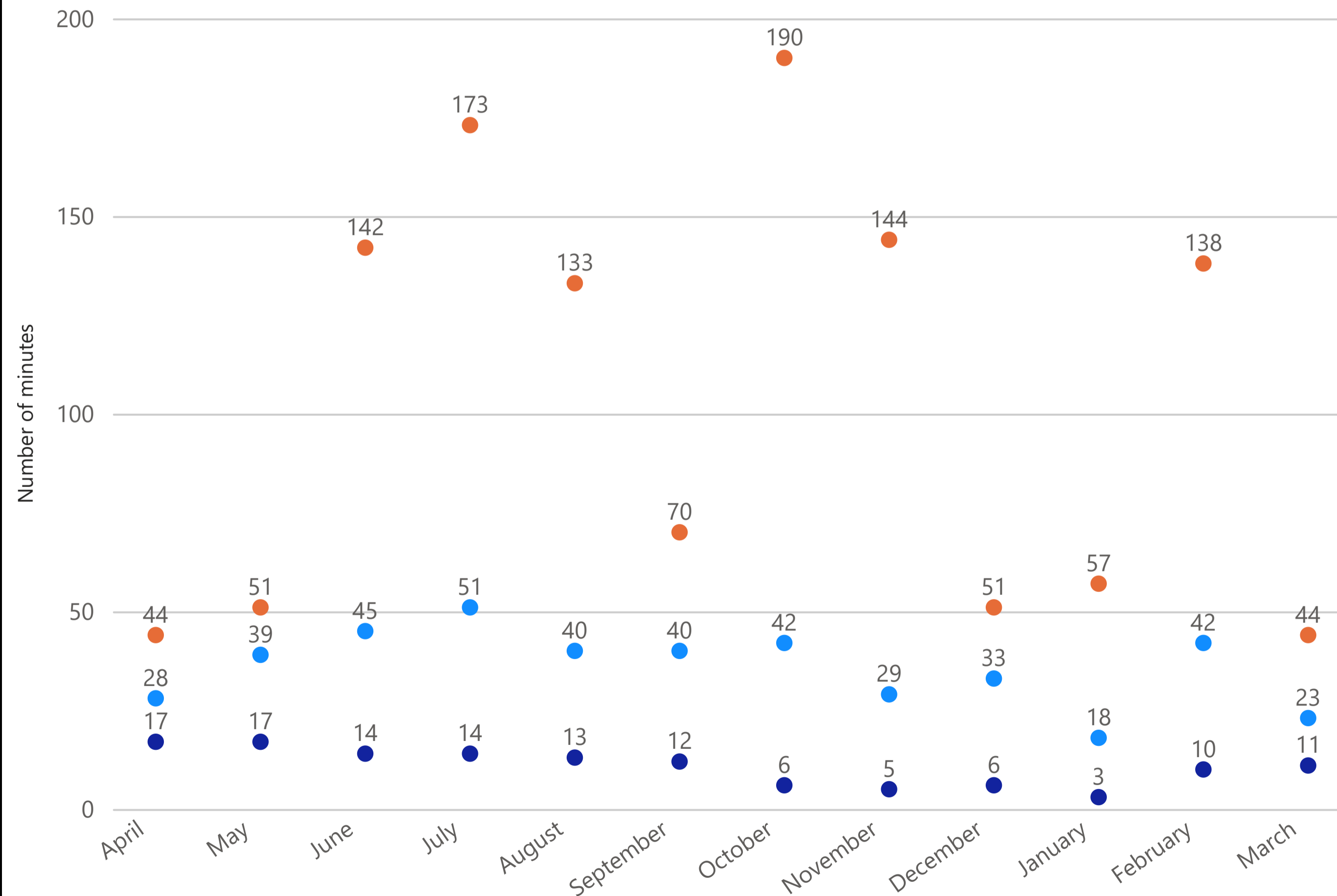
March

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PP-15 : Percentage of requests completed within target

Number of minutes to complete a service request

Points ● Average ● Least ● Most



156
Number of requests

87.8%
Percentage completed within target

Behind the performance

This measure shows the number of minutes it takes for the service to complete a service request.

These include applications for:

- Vehicle hire
- Access to fuel
- Adding drivers to the register
- Training requests
- Access to Fleet system

We have a target to complete these **within 1 hour** of receipt of the request. During 2025/26 we have successfully completed **87.8%** of requests within the hour.

The majority of requests that are not completed within the hour are requests to hire vehicles. These usually take more time, especially when a specialist vehicle needs to be found.



Purpose of Service :

The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

Year

2025/26

Month

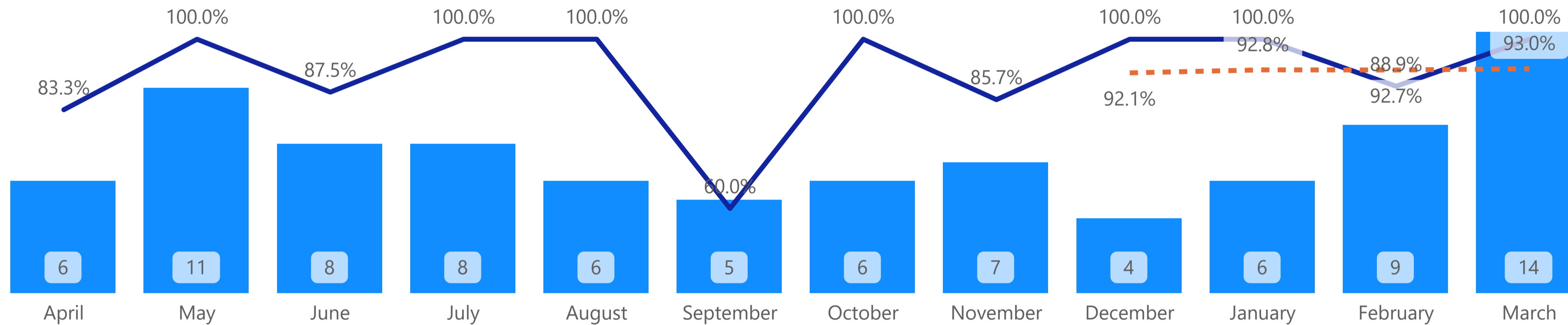
March

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PP-16 : Percentage of heavy vehicles that pass their MOT

Percentage of heavy vehicles passing their MOT

● Number of MOT tests ● % which passed ● % which passed Nationally



93.3%
Percentage of heavy vehicles that pass their MOT since 1st A...

Behind the performance

This measure shows the number of MOT tests that have been carried out on the Council's heavy vehicles and the percentage that have passed the first time.

MOT testing on heavy vehicles is carried out by the DVSA and this measure shows the success of the workshops to prepare them to the expected levels. The level of first time pass nationally (across the UK) is also shown as a comparison on the graph.

When a failure occurs, an internal investigation will be conducted to try to find the reason for the failure. These failures are used as opportunities to identify weaknesses in our arrangements and identify ways to improve. Following internal discussions with the teams we have identified a specific training that we would like our technicians to undertake. The Service is in the process of looking at sources to fund the training and qualification.



Purpose of Service :

Provision of clean and tidy streets and public areas

Year

2025/26

Month

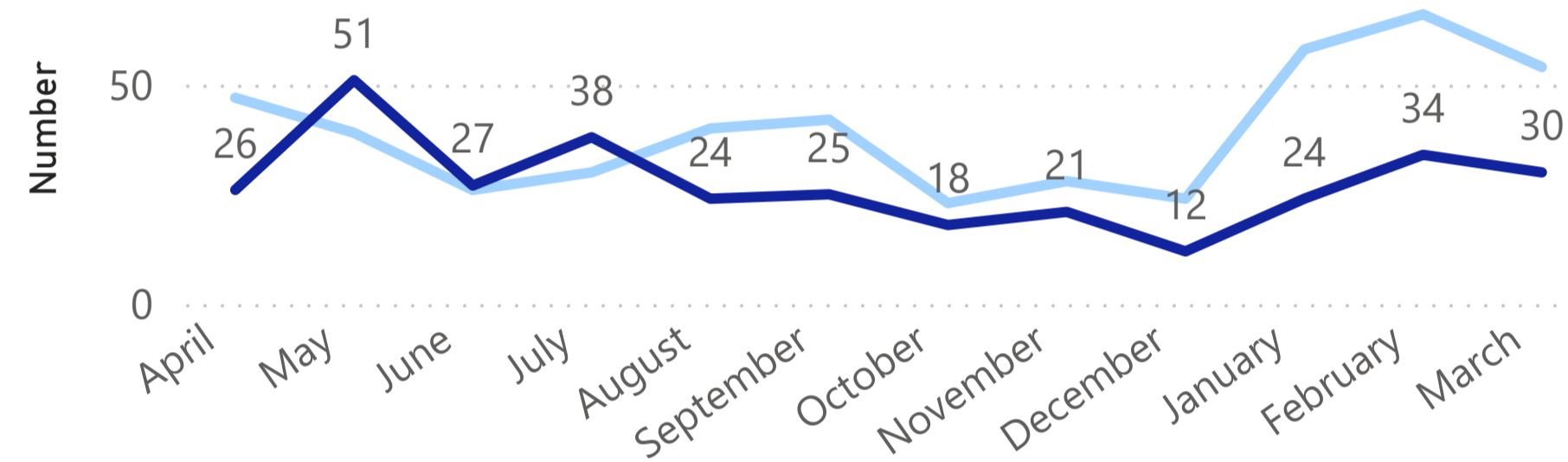
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PP-17 : Number of fly-tipping cases per 1,000 population

Number of illegal fly-tipping cases

Year ● 2024/2025 ● 2025/2026



Behind the performance

The data shows that the number of fly-tipping incidents this year is lower than in the previous year. During 2025/26 330 cases were recorded which is 147 fewer cases than during 2024/25. The decrease is partly the result of thorough investigations by the Enforcement Team.

We are also seeing the benefits of regular collaboration with the IT unit, which ensures that notices from the public are promptly passed on to the enforcement officers. This is essential to enable officers to properly inspect material before it is cleared. As a result, officers are able to gather robust evidence, strengthening court cases where offenders refuse to pay a Fixed Penalty Notice.

In fact, fly-tipping in the County, occurs due to the behaviour of a very small percentage of our residents who choose to commit crime (2.8 cases per 1,000 population in 2025/26). Securing prosecutions against this relatively small number of offenders along with making sure that every successful prosecution gets publicity on different social media platforms deters more crime. This definitely makes a difference and reinforces the message that the residents of Gwynedd and the Council do not tolerate pollution. Any offender will face the risk of being prosecuted in court and fined £400. If the offenders have registered with Natural Resources Wales they may also lose their waste carrier licence and even lose their vehicle.



Examples of the type of fly-tipping cases that have been cleared this year by the service



Purpose of Service :

Provision of clean and tidy streets and public areas

Year

2025/26

Month

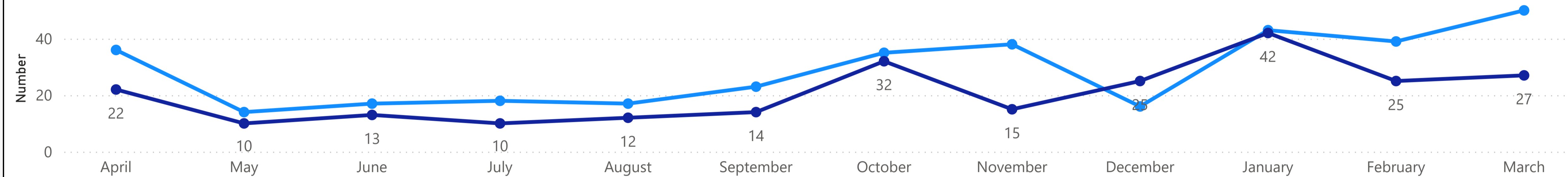
March

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PP-18 : Average number of days to respond to a "Dog Fouling" enquiry

Number of "Dog Fouling" enquiries

Year ● 2024/25 ● 2025/26



Behind the performance

The graph shows that the number of enquiries/complaints regarding dog fouling in 2025/26 has decreased compared to last year by 99 cases. The number of days to respond to a dog fouling query has decreased over the year and by March the number of days the customer had to wait for a response was 2.3 days on average.

Steps in progress:-

Fines: There has been an increase in the number of Fixed Penalty Notices issued this year.

Enforcement: Regular patrols are carried out by Enforcement officers in problem areas in order to monitor compliance and tackle crime.

Street cleaning: The Street Cleaning service makes an important contribution to maintaining street cleanliness and reducing dog fouling problems.

Dog poop bags: We continue to provide free dog poop bags through our libraries, Siop Gwynedd and leisure facilities, as well as directly to some Community Councils.



Purpose of Service :

Provision of clean and tidy streets and public areas

Year

2025/26

Month

March

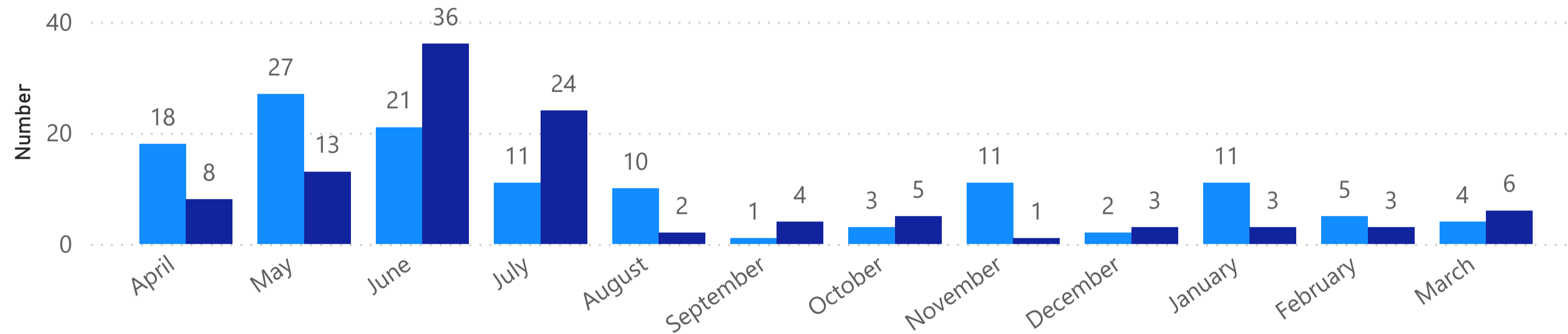


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PP-19 : Percentage of Fixed Penalty Notices paid

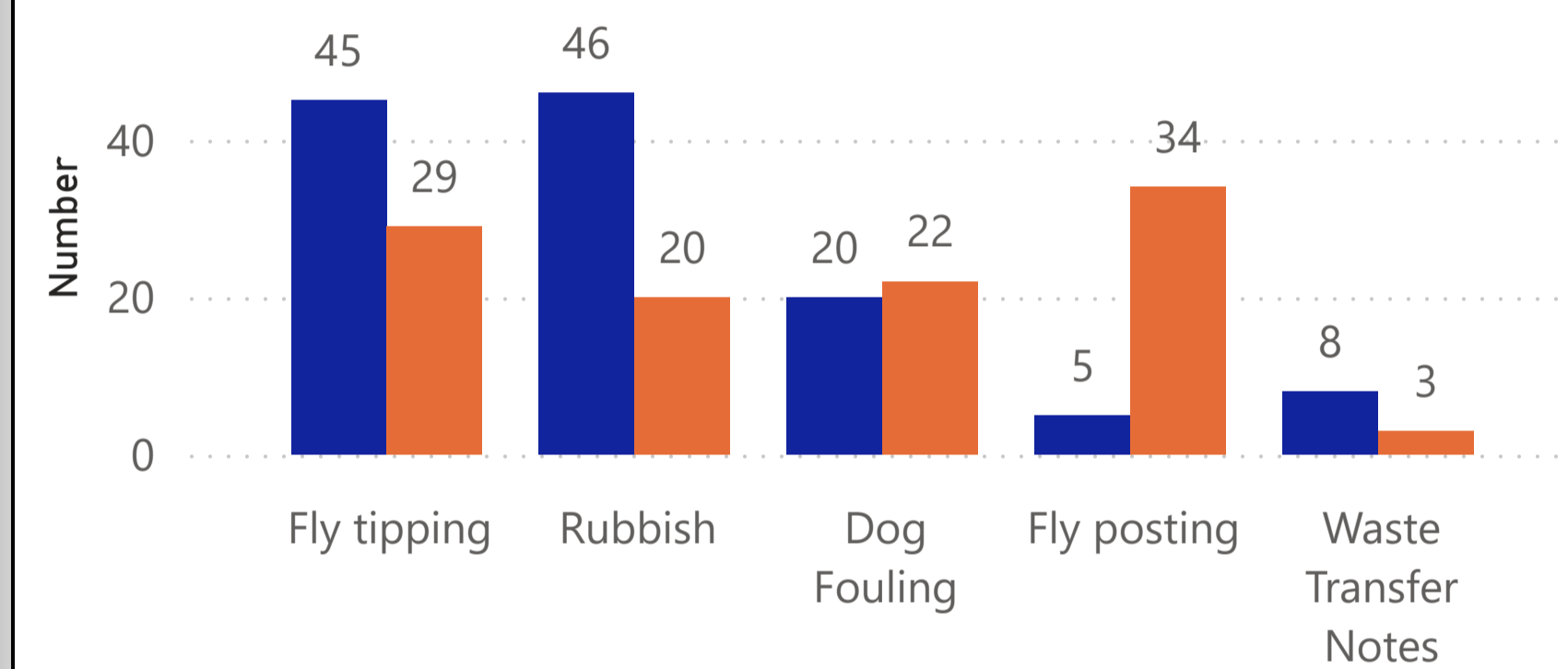
Number of Fixed Penalty Notices

Year ● 2024/25 ● 2025/26



Type of crime

Year ● 2024/25 ● 2025/26



Behind the performance

During 2025/26 108 Fixed Penalty Notices were issued, which is 16 fewer than for 2024/25.

We have ensured that 71.3% of the FPN have been paid this year. This implies a steady level of payment collection.

The number of cancelled cases has fallen significantly to 10.2% in 2025/26 from 26.6% in 2024/25. As a result of investigations and solid evidence prior to the issuance of FPNs, along with a follow-up on unpaid FPNs, there is a reduction in the number of cases being cancelled.

Court cases also show variation, with a decrease between 2023/24 and 2024/25, but an increase this year to 3.7%. This suggests that more cases are being notified or enforced through the legal system.

While we primarily as a service favour educating people, we also have an income target to complete and at the moment there is no concern about realising it.

Year	Number	% paid	% cancelled	% court case	% not paid
2023/24	72	72.2%	25.0%	2.8%	0.0%
2024/25	124	71.0%	26.6%	1.6%	0.8%
2025/26	108	71.3%	10.2%	3.7%	14.8%



Purpose of Service :

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

Year

2025/26

Month

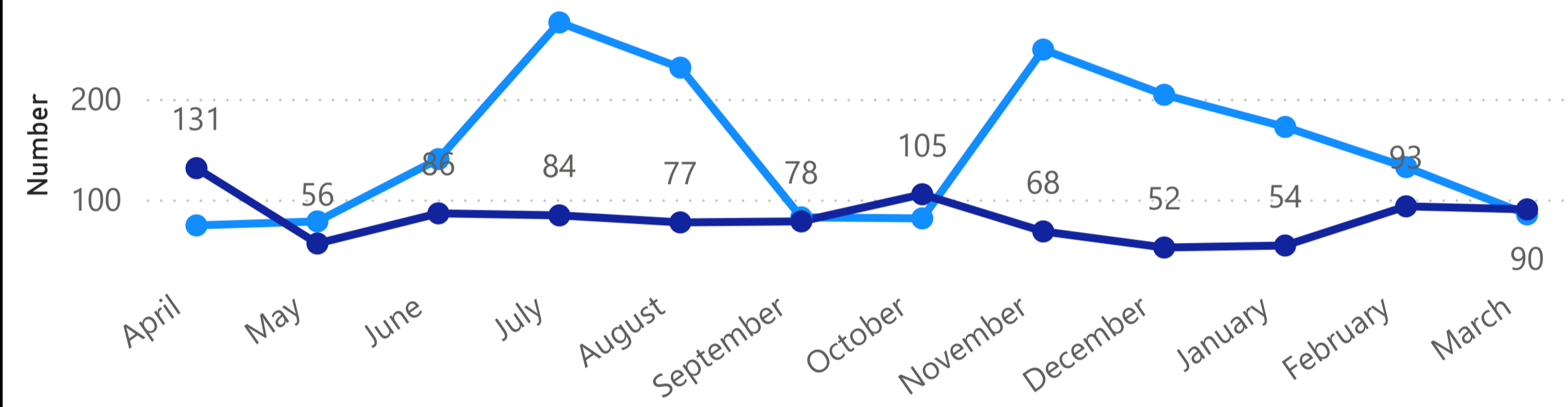
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PP-20 : Number of requests for work assigned to the Tim Tacluso

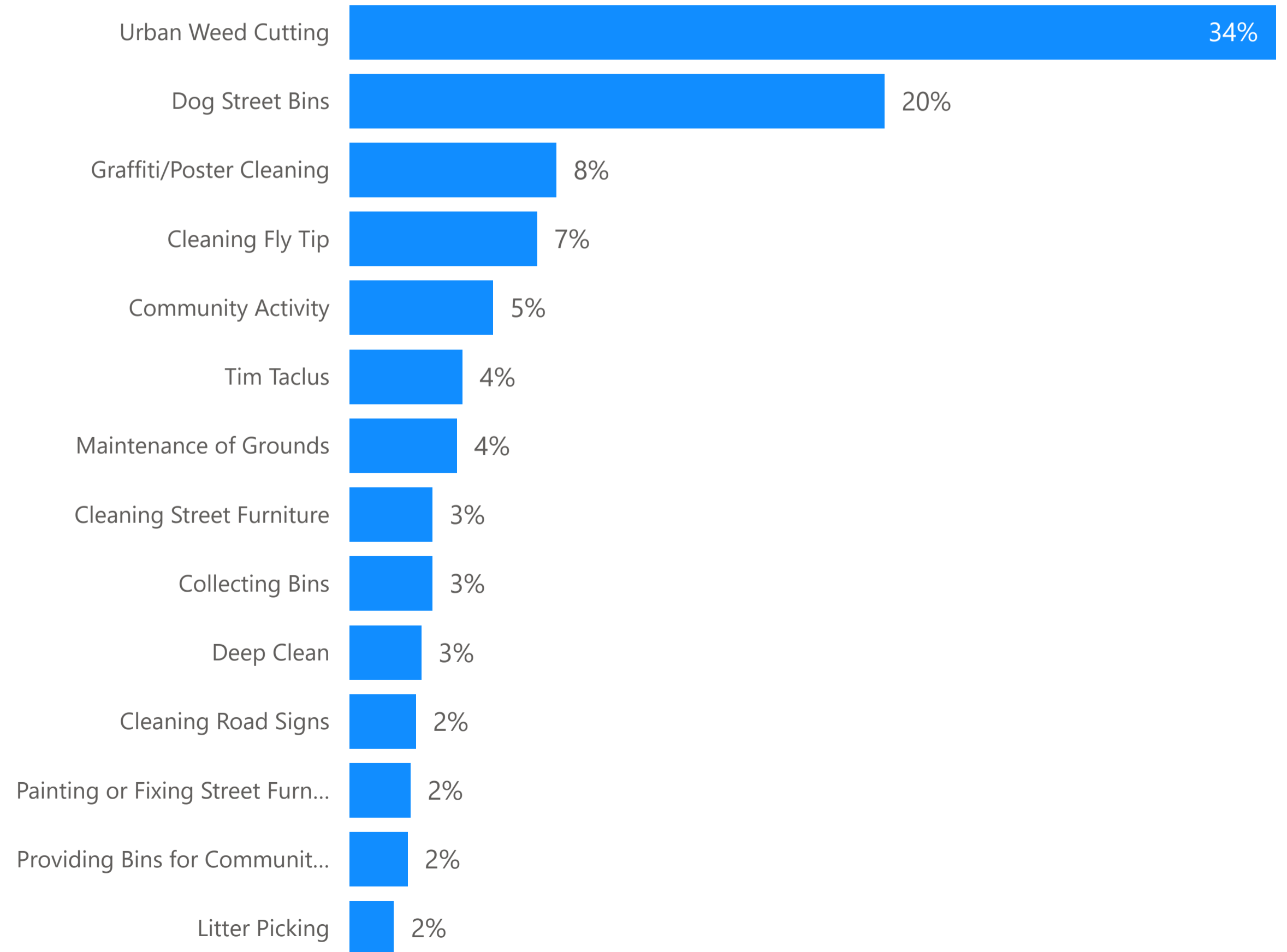
Nifer of requests for work

Year ● 2024/25 ● 2025/26



Type of work requests for the team

Year ● 2025/26



Behind the performance

The good work of the tidying up team along with the street cleaning service is certainly proving valuable when looking at the results of the recent GLÂN report.

The report is carried out by Keep Wales Tidy which is used to monitor levels of cleanliness across local authorities, which are measured in accordance with the revised Code of Practice for Litter (COPLAR).

For 2025 the number of sites inspected in Gwynedd reaching the acceptable level was **64.5%** compared to 58.5% in Wales as a whole.

For sites identified as streets, the percentage of Gwynedd receiving Grade A or B was **88.8%** compared to 84.7% across Wales.



Purpose of Service :

To provide clean and safe facilities for Gwynedd residents and visitors

Year

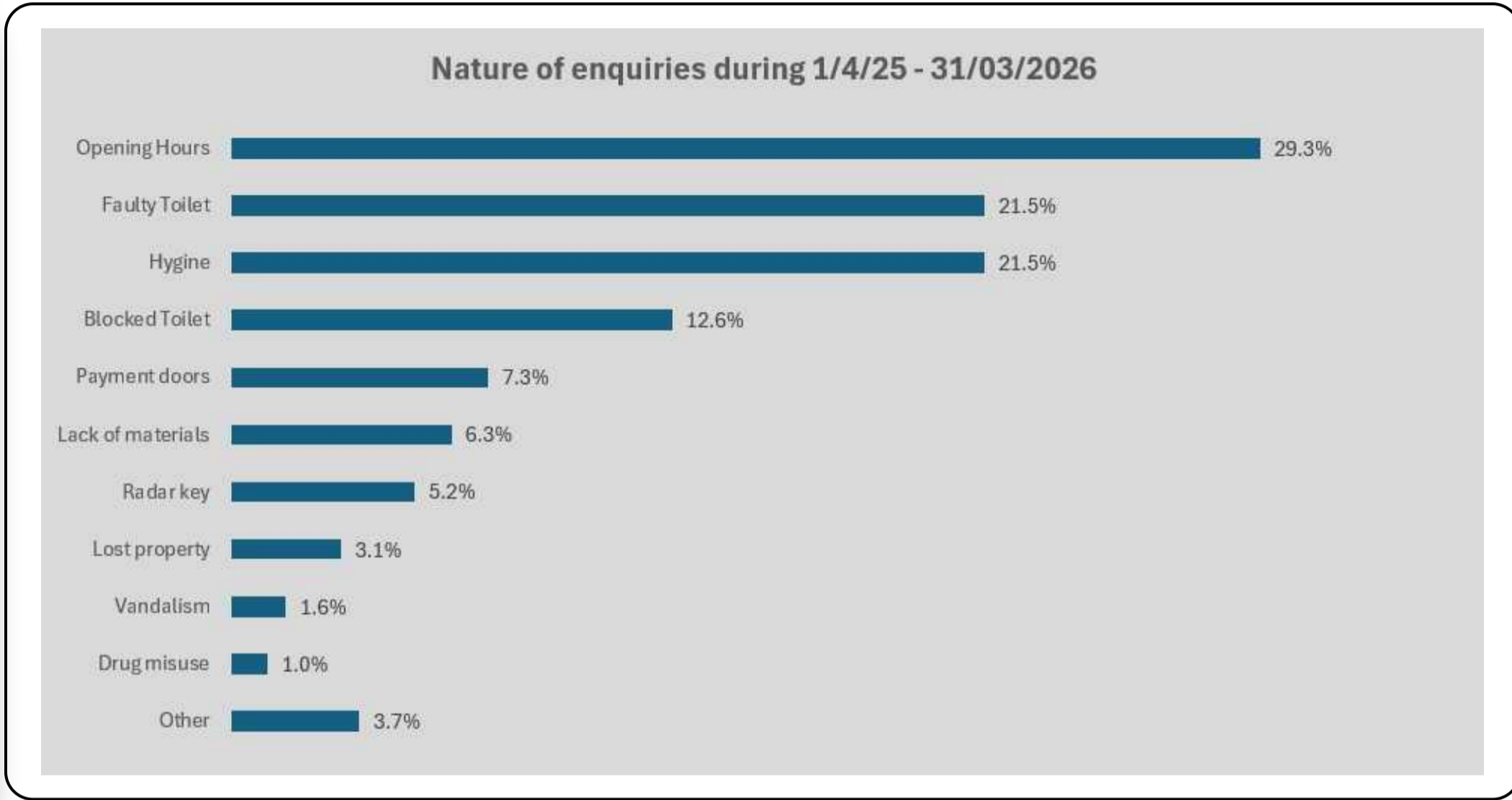
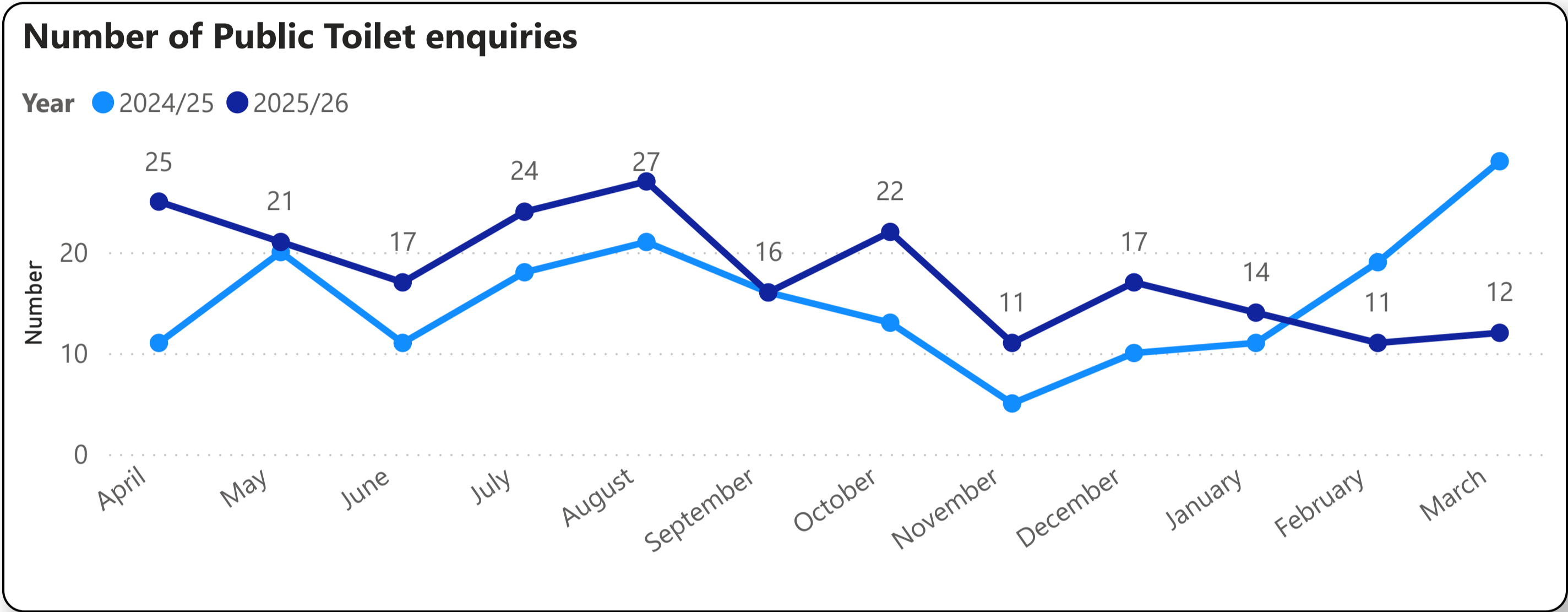
2025/26

Month

March

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PP-21 : Average number of days to respond to a Public Toilet enquiry



Behind the performance

The Municipal Service is responsible for providing and maintaining 60 public toilets across the county. In addition, the service is responsible for administering and inspecting 37 toilets which are part of the community toilet scheme.

The service received a total of 217 enquiries during 2025/26. This is a slight increase of 33 compared to last year.

The nature of the enquiries varies greatly from enquiring about opening hours to complaints about damaged equipment. The response time can therefore vary greatly. Approximately 29% of enquiries can be reported to relate to opening hours, 22% relate to a faulty toilet and a further 22% to toilet hygiene and cleanliness.

Throughout the year the service has succeeded in reducing the number of days it takes to for a customer to receive a response to their request. Looking at the whole year the average was 20 days, but by March **the average number of days had dropped to 4 days**. This work will continue and the service will look to deliver i-pads to the team leaders to further facilitate the timely closure of enquiries for the customer.



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

Year

2025/26

Month

March

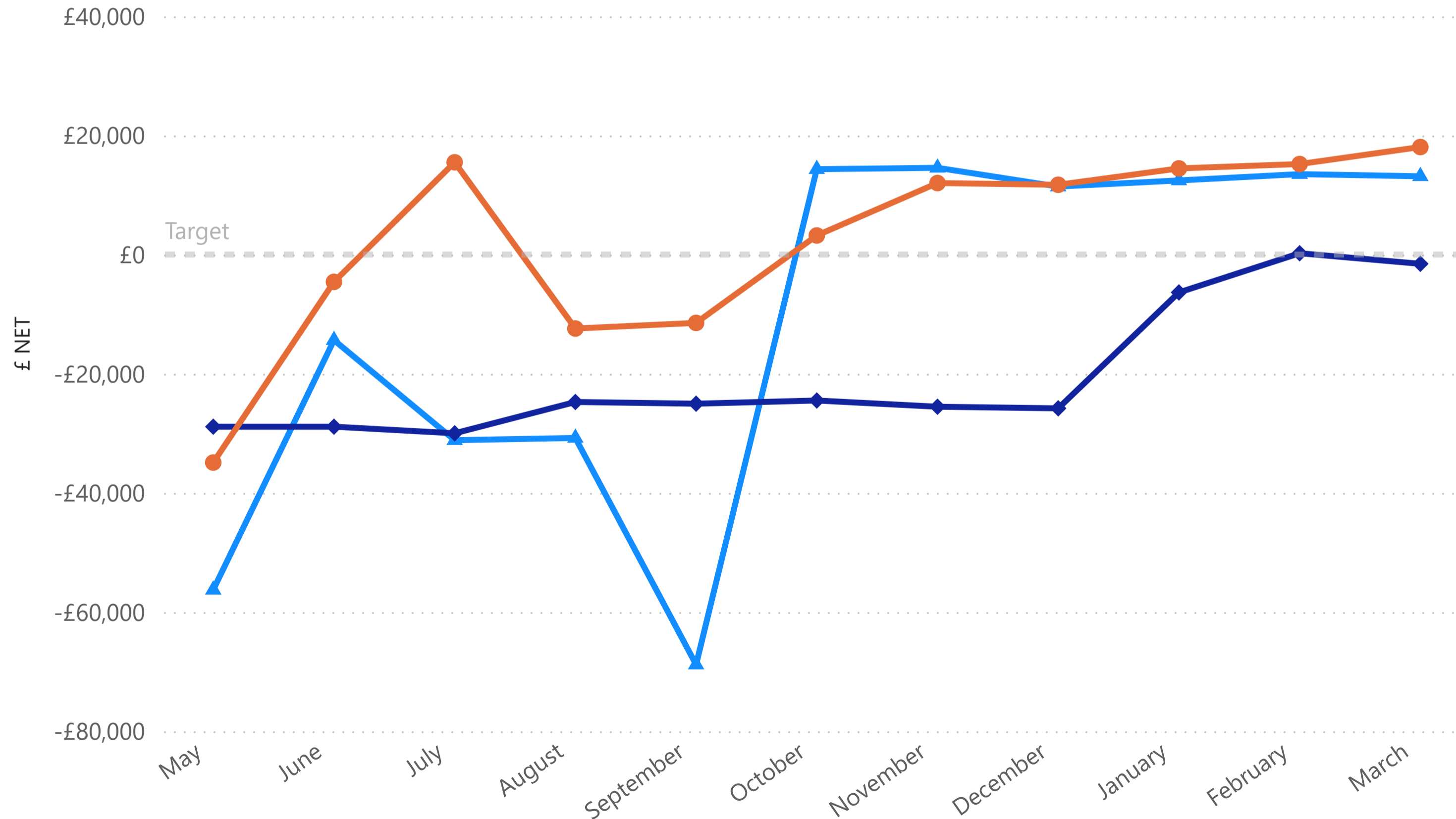


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YGC-23 : Meet the Building Unit's financial target

Monthly comparison - Building Unit

Year ▲ 2023/24 ◆ 2024/25 ● 2025/26



Behind the performance

The performance of the teams has been good on their projects, with three new members of staff employed by the building surveyors and building services teams.

Additional work has recently been sourced from the Housing and Property Department (including maintenance and decarbonisation) with the teams reviewing the programme and the resource that will be required.

Beneficial meetings with the Housing and Property Department have recently been held where the work programme has been discussed and with this in mind, we are looking to recruit a new Building Surveyor.

The service reached its financial target for the year 2025/26.



Purpose of Service :

Maintain a high quality service for YGC customers that is competitive and meets the customers requirements to enable YGC to reach the annual income target

Year

2025/26

Month

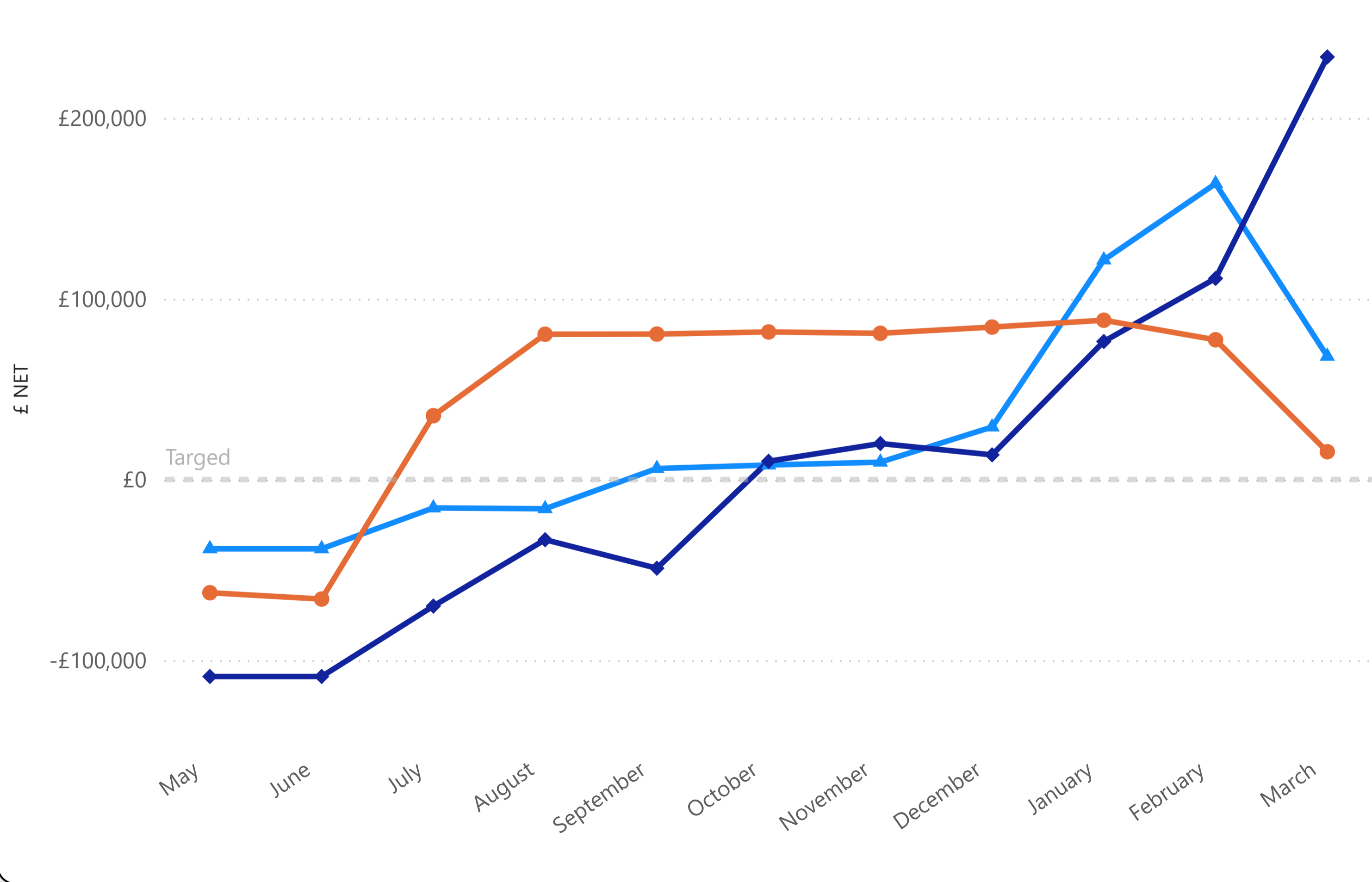
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YGC-24 : Meet YGC financial target

Monthly comparison - YGC Service

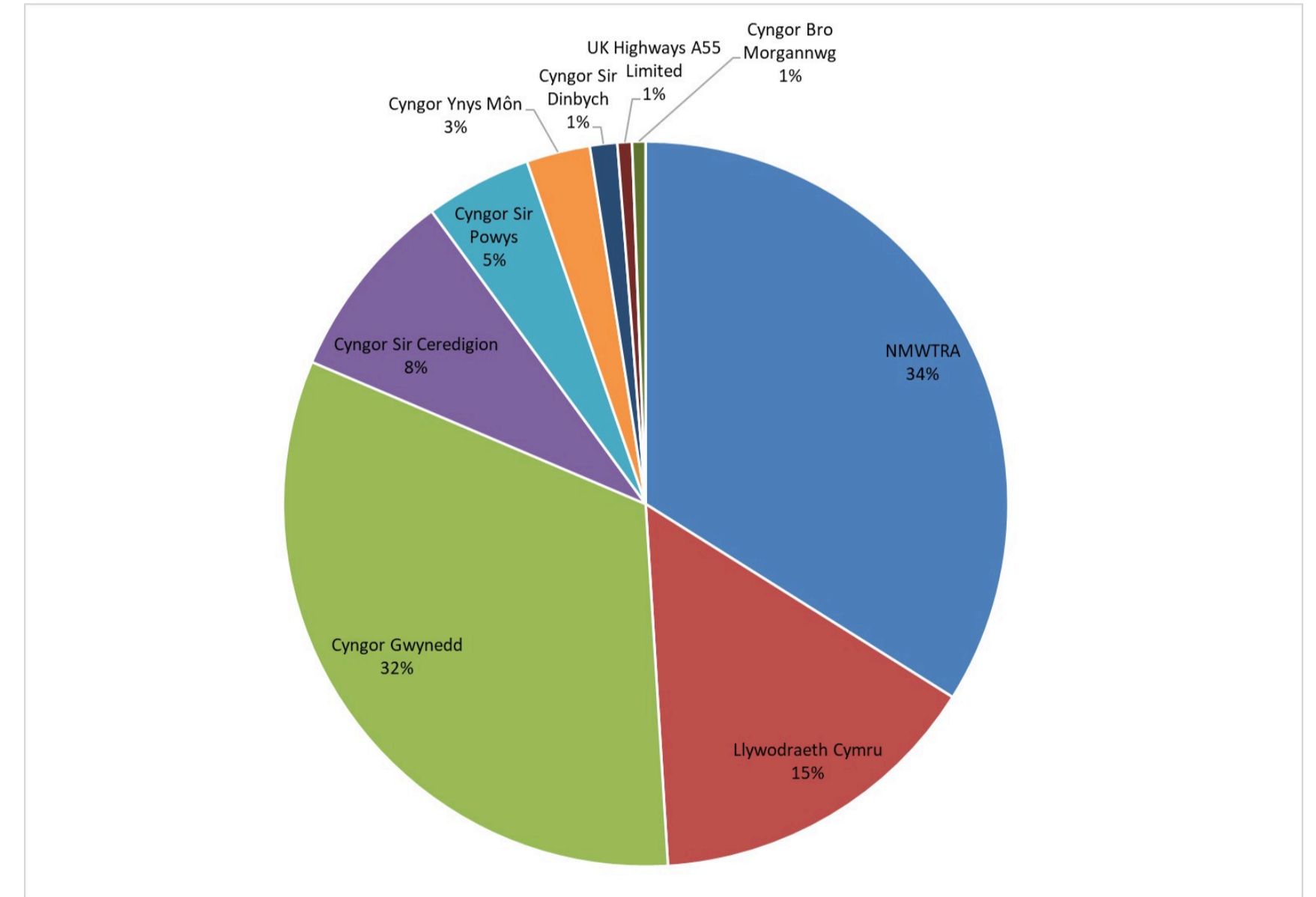
Year ▲ 2023/24 ◆ 2024/25 ● 2025/26



Behind the performance

The 2025-26 target was £8.2 million. £16k of profit was made above the target.

Here are our customers this year



The workflow going in to the start of 2026-27 financial year is very strong. Through discussions with our main clients it is possible to see that adequate work is available for the remainder of the year, and therefore the profile of the work that has been programmed is consistent with those of previous years.



Purpose of Service :

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

Year

2025/26

Month

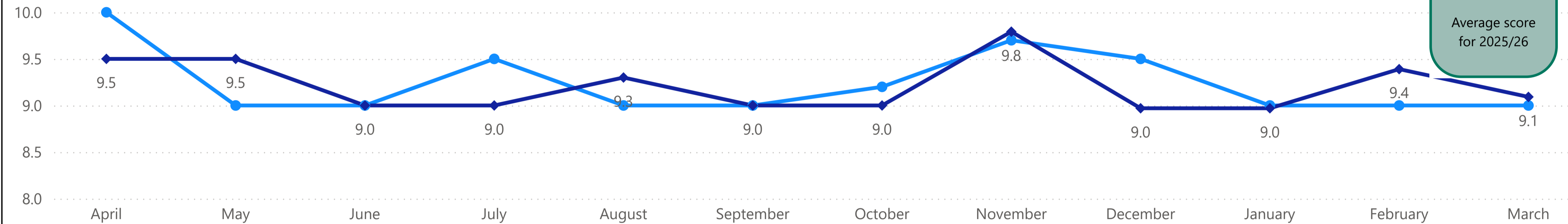
March

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YGC-25 : Score out of 10 for Customer Satisfaction

Score out of 10 for Customer Satisfaction

Year ● 2024/25 ◆ 2025/26



Behind the performance

NMWTRA

The score has remained fairly constant throughout the financial year with the final score increasing to 9.4. We received 130 projects during the financial year from the agency.

Civil

At the end of the financial year, 210 questionnaires were sent out to the clients. 24 responses were received. The majority of responses gave a score of 10, with some of the clients sharing very positive comments about the work of YGC staff.

Housing and Property

18 questionnaires were sent out at the end of the financial year to the Housing and Property Department, with only 1 response received with a score of 10 which is very positive.

SuDS

Questionnaires continue to be sent out with each SuDS application decision. Unfortunately, no response was received during the financial year.



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's residents

Year

2025/26

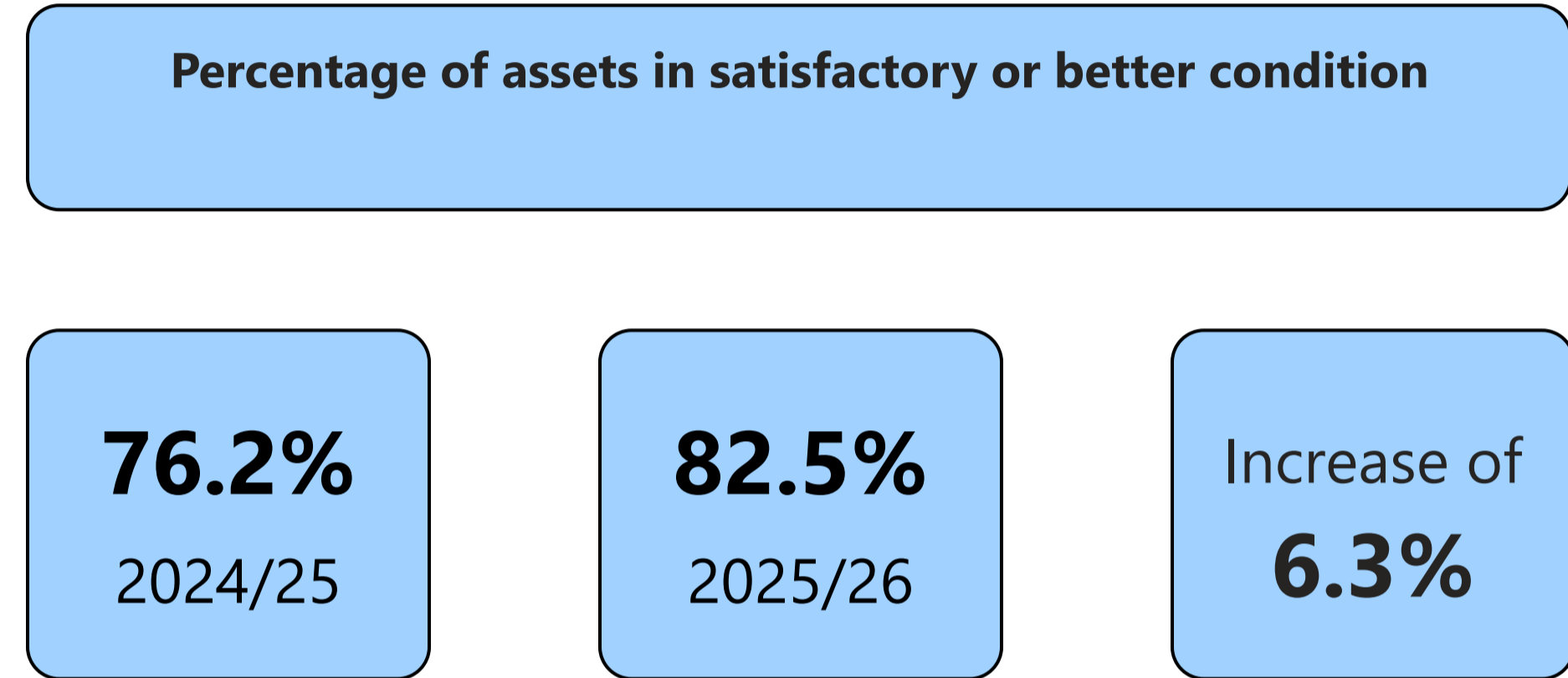
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YGC-26 : Percentage of assets in satisfactory or better condition

Year	2024/25		2025/26	
	Number	Percentage	Number	Percentage
1. Very good	3	1.5%	13	5.4%
2. Good	68	33.7%	90	37.5%
3. Satisfactory	83	41.1%	95	39.6%
4. Bad	21	10.4%	17	7.1%
5. Very bad	27	13.4%	25	10.4%
Total	202	100.0%	240	100.0%



Behind the performance

In 2025 the unit audited 240 of the 299 assets, with an increase in assets scoring a Target Grade of 3 or better.

Some assets/units have been deemed unsustainable for repair and are therefore not being audited, either because of their condition or because they are part of a wider study or plan.

The information in the table summarises the results of the year while comparing them with the results of 2024/25.

A programme of maintenance work has been completed for the year and is likely to have raised the score of the assets again (no formal audit of the score being carried out following completion of work)

The programme has included improvements to coastal structures at Tywyn, Criccieth, Y Felinheli and Caernarfon as well as works to refurbish structures on watercourses in the Bethesda area.

Percentage change between the two years is positive with a **6.3% increase** in assets above the target grade of 3.



Purpose of Service :

Review SuDS applications in a timely manner and ensure proposed developments meet Welsh Government regulations.

Year

2025/26

Month

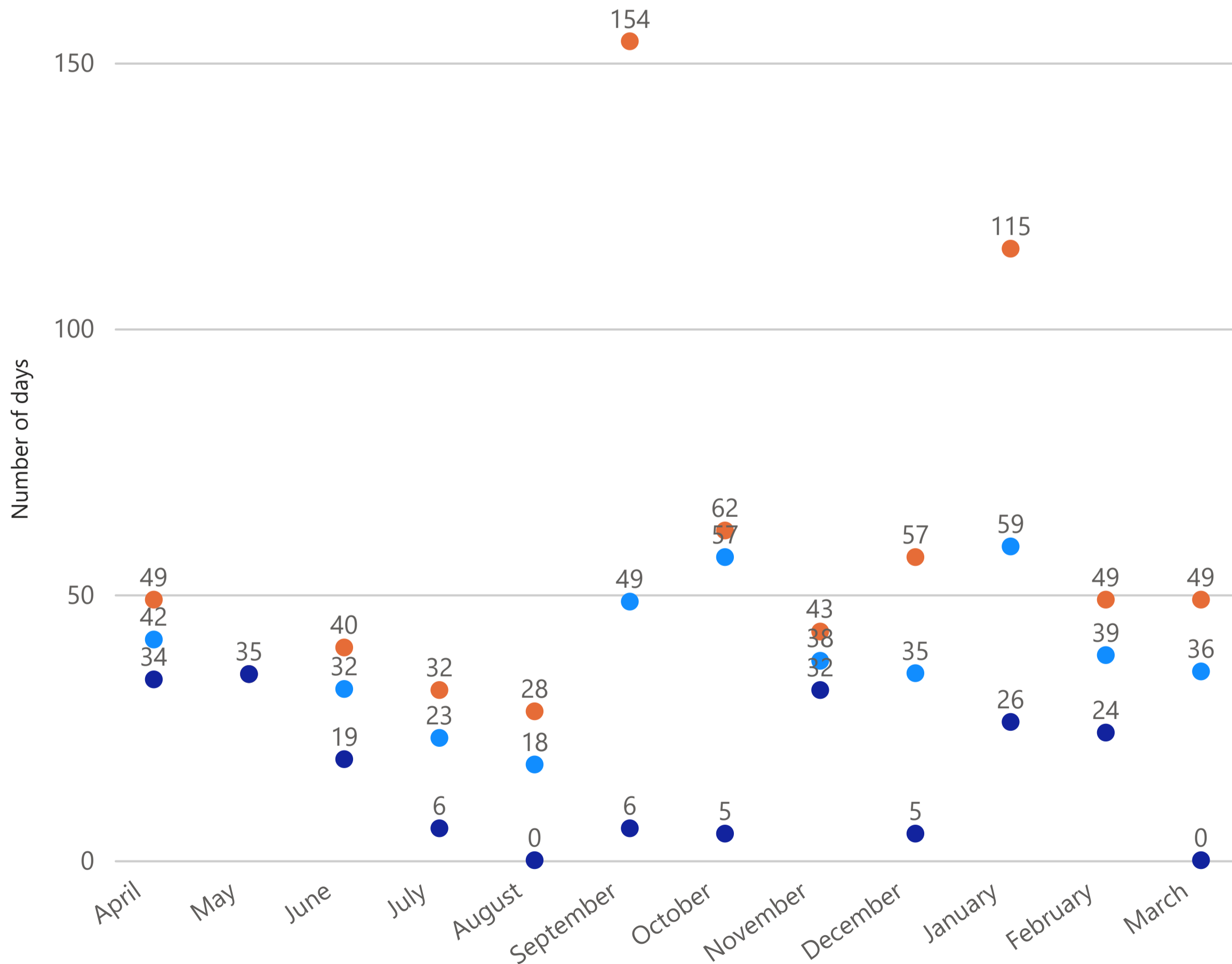
March

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YGC-27 : Percentage of SuDS applications that have received a decision within the target

Number of days to approve SuDS applications

● Average ● Highest ● Lowest



66

Number of applications approved

80.3%

Percentage approved within the target

Behind the performance

Since the 7th of January 2019 all new developments of more than 1 house, or where the building area is 100m² or more, are required by statutory law in Wales to provide sustainable drainage systems (SUDS) for surface water management.

SUDS plans must be approved by Gwynedd Council through the SUDS Approval Body, before construction can begin. All applications will be considered against the Welsh Government's national standards.

The statutory time to approve an application is 7 weeks or 49 days.

The main reason why applications are not approved within the statutory time frame is that officers allow more time for the applicants in some cases to submit additional information, rather than having to reject the applications. The service believes this is a better way in terms of customer care even though it means an application is approved late.

In addition to the above the service has also given views on over 300 planning applications, relating to drainage and flooding issues.



Purpose of Service :

Reduce flood risk in Gwynedd in addition to upgrading existing assets

Year

2025/26

Month

March



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YGC-28 : Number of flood schemes completed

Scheme	Description	Status
Bontnewydd	Detailed design and full business case for Bontnewydd flood mitigation measures	Back on program
Hirael	Construction of coastal defences has started since May 2023	Back on program
Mynydd Llandegai	Detailed design and full business case for a range of measures to reduce the risk of surface water flooding and flooding of common watercourses	Back on program
Cadnant Caernarfon	Screen upgrade on the culvert of the River Cadnant, Caernarfon	Completed
Gerddi Traphont Bermo	Coastal protection for the Barmouth Viaduct Gardens area, including a new barrage, surface water system and property level protection	Program slipped / Cost increases
Groeslon	Detailed design including watercourse and culvert improvements to reduce the risk of obstructions in the river	Still on program
Prom Y Gogledd Abermaw	Detailed design and full business case for coastal protection for the north Prom area in Barmouth	Still on program
Waunfawr	Detailed design to mitigate flooding problems in the culverts of Cae'r Waun and Pant y Waun	Still on program

Behind the performance

Most of the work on the Hirael scheme has now been completed. However, some elements are still dependent on the completion of a related project by Welsh Water.

In Barmouth, the detailed design work for the North Promenade continues to progress well and in line with the programme. A physical model of the scheme has been created at Imperial College London, and will be used to assess any potential impact on the flood risk from the works. The detailed design phase is expected to take about two years to complete.

With the Viaduct Scheme in Barmouth we are working with the contractor to ensure that the programme does not slip further – this is based on the amount of work that will be possible before the summer period (as the traffic control system needs to be removed).

There are plans to go out to tender for the next phase for the Mynydd Llandygai and Bontnewydd schemes so that work on the sites can start before the end of the summer.



Purpose of Service :

Maintain bridges and retaining walls on the Gwynedd network

Year

2025/26

Month

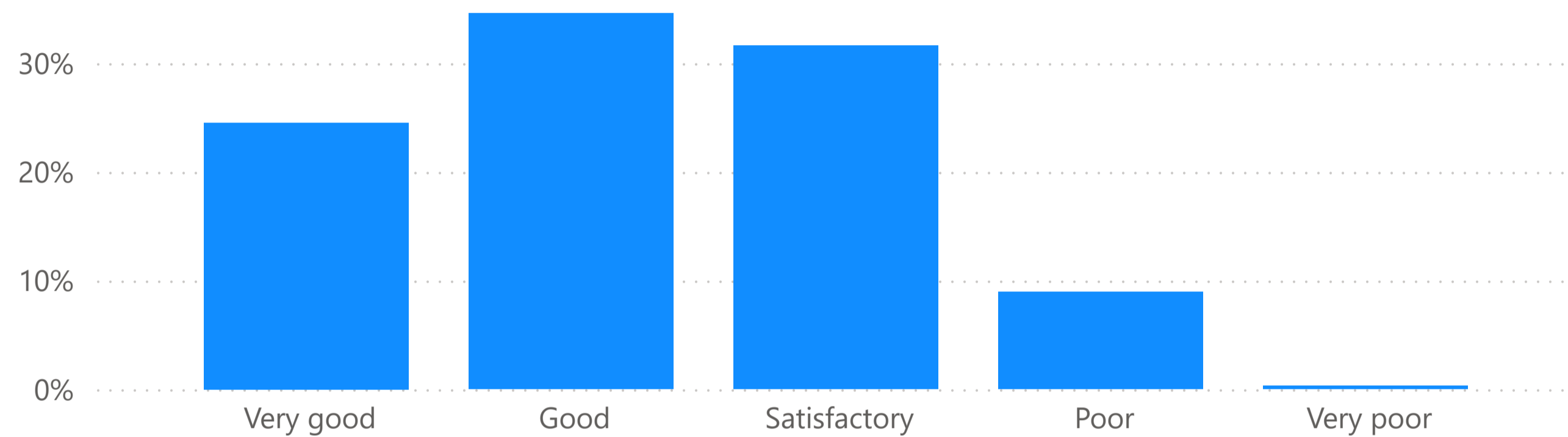
March



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YGC-29 : Percentage of structures in satisfactory condition or better based on the BCI score state of "good repair"

Canran strythurau ym mhob cyflwr



Behind the performance

This data summarises the state of our road bridge stock in Gwynedd. We are responsible for a total of 631 road bridges.

The BCI (Bridge Condition Index) score indicator is used to find out the condition of our road bridges.

This score is derived from the data following the latest inspection of our bridges and takes into account all the elements of the structure.

A structure is considered to be in a satisfactory condition if the BCI score is greater than 65.

Gwynedd's road bridge stock is generally good with 91% with a score of 65 or above. A review of all structures that have scored less will be carried out by an engineer, and any concerns that arise will receive a special assessment, and appropriate restoration work.

For structures where larger issues are discovered, they will be managed under the standard for managing sub-standard structures until a solution is possible.

BCI Score	Score boundaries	Number of structures	% BCI "State of good repair"
Very good	90 and above	180	24.5%
Good	80 to 89	35	34.6%
Satisfactory	65 to 79	226	31.6%
Poor	40 to 64	122	9.0%
Very poor	39 and under	51	0.3%
Total			100.0%



Purpose of Service :

Maintain bridges and retaining walls on the Gwynedd network

Year

2025/26

Month

March

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YGC-30 : Percentage of inspections completed

Inspections	Number to inspect	Number inspected	% inspected
Arfon Class 1 and 2	52	52	100.0%
Dwyfor Class 1 and 2	65	65	100.0%
Meirionnydd Class 3 and non-classified	251	251	100.0%
Total	368	368	100.0%

Behind the performance

We as a service are responsible for Gwynedd's road bridge inspection and maintenance programme.

We examine a total of 631 bridges over a two-year program.

This year's inspection programme of 368 bridges has been completed as can be seen in the table above.