PERFORMANCE MEASUREMENT AND SUPPORT
HIGHWAYS, ENGINEERING AND YGC
April - September 2026/27



PERFORMANCE MEASUREMENT AND SUPPORT, HIGHWAYS, ENGINEERING AND YGC

Year

2026/27

Month

September

Go to dashboard

Number of measures : 30

Reporting Period

30 September 2026

1 (3.4%)

6 (20.0%)

23 (76.6%)

Summary of Main Points

- Council Plan - the Department only has one project as part of this year's priorities
- The Department contributes to a number of other projects in the Council's Plan which are led by other Departments
- Customer satisfaction questionnaire for Playgrounds/Parks live since September

PERFORMANCE MEASUREMENT AND SUPPORT, HIGHWAYS, ENGINEERING AND YGC

Year 2026/27 | **Month** September | **Last Month** August

Departmental

Last month 67.4%

69.0%

PP-01 : Percentage of staff that have completed the 9 mandatory titles (cumulative)

Steffan Jones

Departmental

Last year 97.8%

97.7%

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

Steffan Jones

Departmental

Last month 4.46

5.23

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

Steffan Jones

Departmental

Last month 95.7%

97.5%

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

Steffan Jones

Highway Maintenance

Last year 80.6%

80.3%

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

Gareth Roberts

Highway Maintenance

Last year 75.6%

76.6%

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

Gareth Roberts

Highway Maintenance

Last month 4.8

1.5

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

2.2

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 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

PERFORMANCE MEASUREMENT AND SUPPORT, HIGHWAYS, ENGINEERING AND YGC

Year 2026/27 | **Month** September | **Last Month** August

Street Lighting

Last year 100.0%

– –

PP-11 : Percentage of column inspections completed (cumulative)

Colin Worth

Fleet

Last month 98.2%

99.0%

PP-12 : Percentage of planned safety inspections completed

Kev Sheret

Fleet

Last month 40.8%

46.0%

PP-13 : Percentage of Council cars and vans that are "green" vehicles

Kev Sheret

Fleet

Last month 88.6%

87.8%

PP-14 : Percentage of productive hours in the workshop

Kev Sheret

Fleet

Last month 87.5%

100.0%

PP-15 : Percentage of requests for work completed within 1 hour

Kev Sheret

Fleet

Last month 100.0%

100.0%

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

Kev Sheret

Street Scene

Last month 0.8

0.8

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

Steven Edwards

Street Scene

Last month 4.5

2.6

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

Steven Edwards

Street Scene

Last year 69.7%

82.4%

PP-19 : Percentage of Fixed Penalty Notices that have been paid (cumulative)

Steven Edwards

Street Scene

Last year 99.3%

86.4%

PP-20 : Percentage of requests for work completed by Tim Tacluso (cumulative)

Steven Edwards

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

PERFORMANCE MEASUREMENT AND SUPPORT, HIGHWAYS, ENGINEERING AND YGC

Year 2026/27 | **Month** September | **Last Month** August

Public Toilets

Last month 1.9

1.5

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

Amanda Murray

Playgrounds

Last month

3.00

PP-22 : Score out of 5 for Customer Satisfaction

Amanda Murray

Building and Infrastructure

Last month On track

On track

YGC-23 : Meet Building Unit's financial target

Gareth Lloyd Wright

Business and Project Completion

Last month On track

On track

YGC-24 : Meet the YGC financial target

Rhys Wynn Williams

Business and Project Completion

Last month 9.6

8.9

YGC-25 : Score out of 10 for Customer Satisfaction

Sion Arwel Jones

Water and Environment

Last year 82.5%

90.2%

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

Rob Williams

Water and Environment

Last month 88.2%

89.5%

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

Rob Williams

Water and Environment

Last month Monitro

Monitoring

YGC-28 : Number of flood schemes completed

Rob Williams

Technical Service

Ongoing measure

90.7%

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

Owen Rhys Jones

Technical Service

Last year 100.0%

38.7%

YGC-30 : Percentage of inspections completed (cumulative)

Owen Rhys Jones

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

MANAGEMENT TEAM - STEFFAN JONES

Year

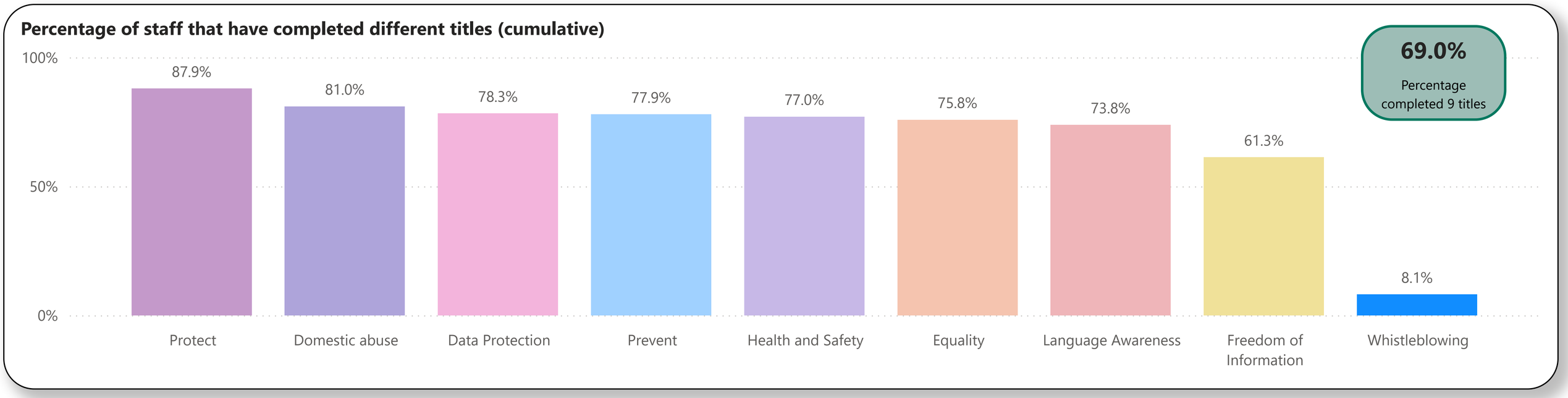
2026/27

Month

September

Go to dashboard

PP-01 : Percentage of staff that have completed all 9 titles



Behind the performance

Work has taken place to encourage staff to complete the titles as soon as possible.

The video version of the Safeguarding module has helped us to reach the frontline staff more easily, and sessions for the few remaining frontline staff will be arranged soon.

The Whistleblowing module is fairly new and the Department will need to concentrate to raising this percentage.

MANAGEMENT TEAM - STEFFAN JONES

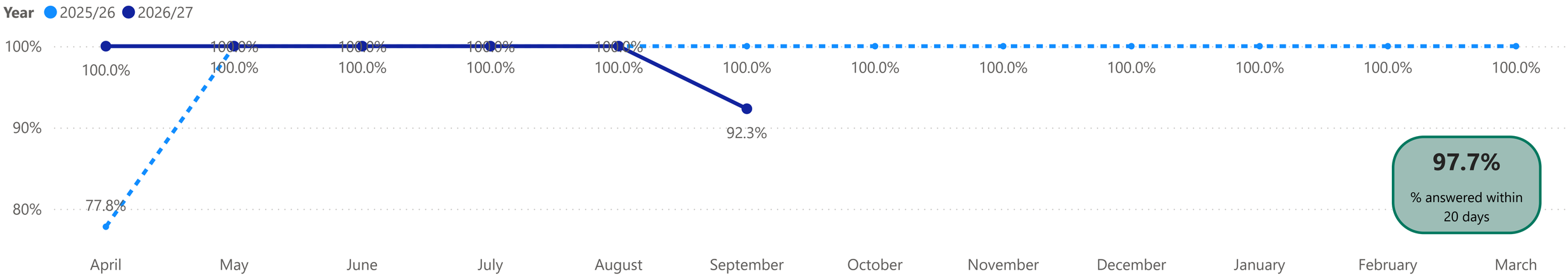
Year 2026/27

Month September

Go to dashboard

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

Percentage of FOI requests answered within 20 days



Behind the performance

The Department has received **43** Freedom of Information requests between April and September 2026. The Department has successfully responded to 42 of these within 20 days. The one whose answer was late was forwarded within the time to the Corporate Services Department, but unfortunately the enquirer did not receive the answer until a day after the target date.

The response percentage within 20 days is **97.7%** for the year to date. For 2024/25 only 87.9% of applications were answered within the 20 days, and in 2025/26 the percentage was 97.8%.

The requests have generally included requests enquiring about the number of potholes in a road, information about roads that had been closed, information about roundabout works, number of flag complaints, information about Fixed Penalty Notices.

Data on the number of potholes in the road and the cost of repairing them has now been placed on the Council's Open Data page which will reduce the burden on officers to re-create data for each application. We will be looking for more datasets to be placed on the Council's website.

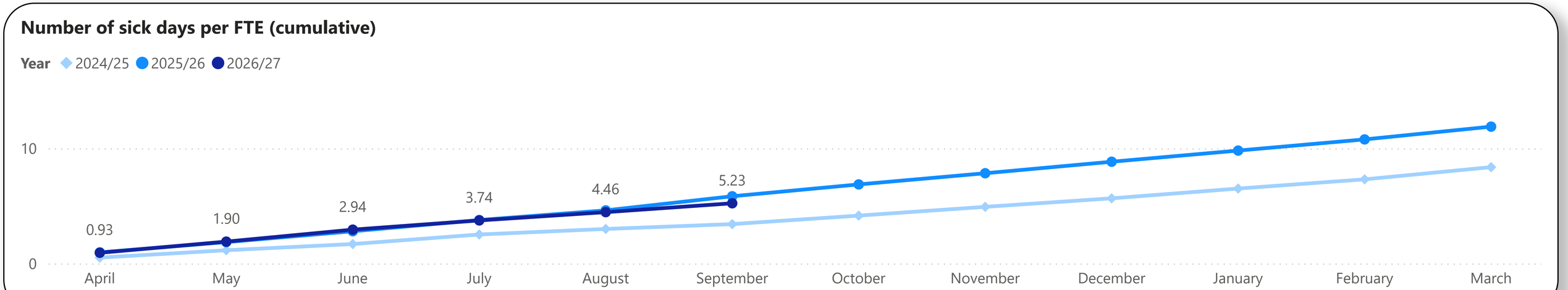
MANAGEMENT TEAM - STEFFAN JONES

Year 2026/27

Month September

Go to dashboard

PP-03 : Number of sick days per FTE



Behind the performance

We see that the 2026/27 sickness pattern for the first six months follows the 2025/26 pattern very close with this year's rate slightly lower on 5.23 days per person.

Sickness levels to date follow a remarkably similar pattern to that for the whole Council.

The figure for the whole Council by the end of September was **5.89 days**, so the Department's performance was slightly better at **5.23 days.**

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

MANAGEMENT TEAM - STEFFAN JONES

Year

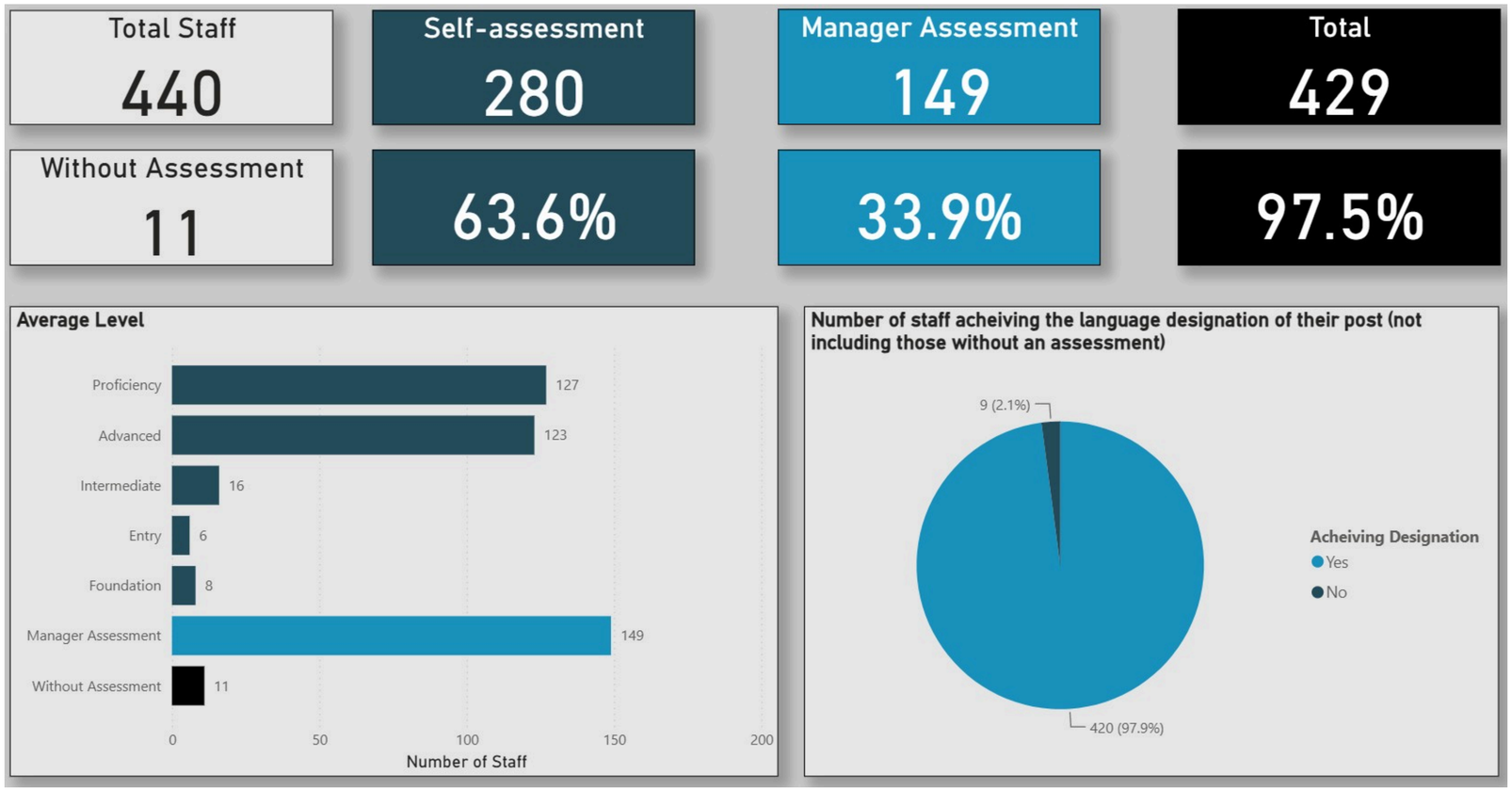
2026/27

Month

September

Go to dashboard

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



Behind the performance

- The Department employs 440 members of staff.
- 280 of the staff have completed the Language Self-Assessment which is 63.6%
- For a further 149 of the workforce (frontline), their line manager has completed an assessment on their behalf
- This leaves 11 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.

We also support our staff to attend relevant training. The Busines sUnit advertises staff when courses are available and supports any individual who would wish to attend. A reminder goes out for the 11 who don't have an assessment at all.

It must also be ensured that individuals recomplete their assessment if there has been a change in their ability following training.

HIGHWAY MAINTENANCE SERVICE - GARETH ROBERTS

Purpose of Service :
To enable the public to travel on Gwynedd's roads safely and unhindered

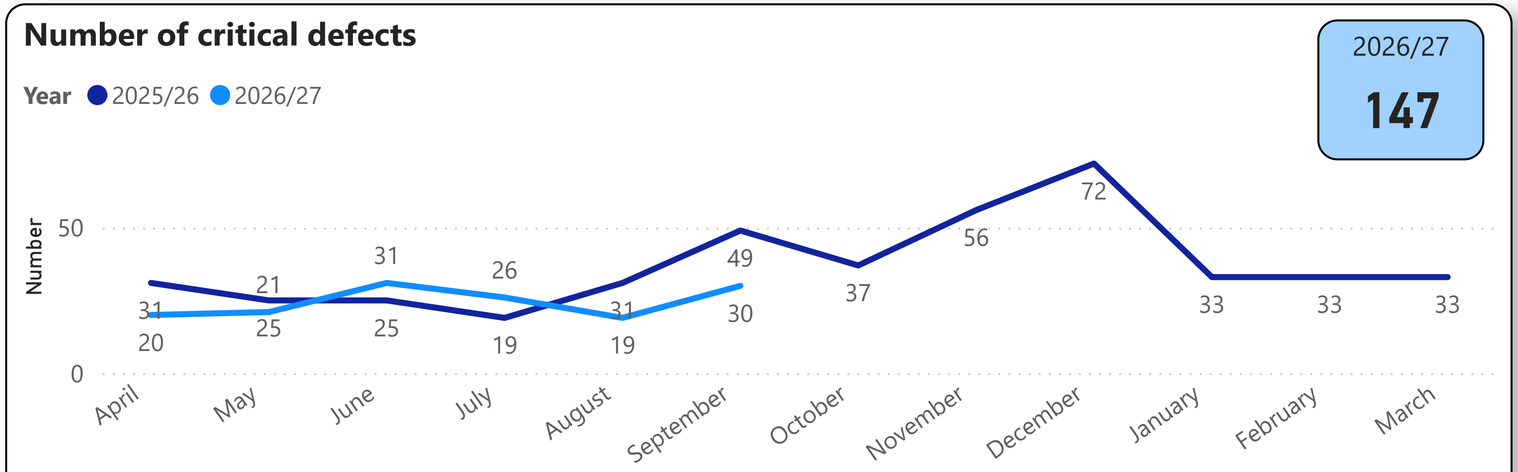
Year 2026/27

Month September

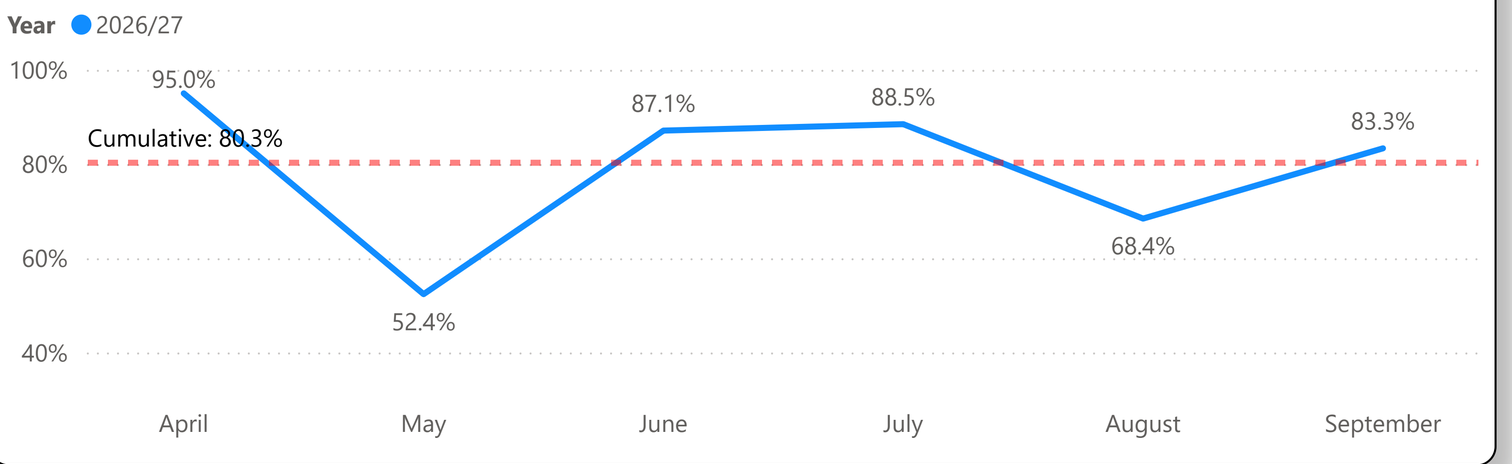
Go to dashboard

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

Number of critical defects



Percentage of critical defects made safe within 2 hours



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.







There were 147 critical defects between April and September. The defect numbers follow seasonal patterns with more defects seen during the winter season.

Out of the 147 defects:

- **118 (80.3%)** were made safe within two hours
- **28 (19.7%)** were made safe after the target of two hours

There is variation in the performance of the three areas with Arfon at 68%, Dwyfor 80% and Meirionnydd at 92%.

HIGHWAY MAINTENANCE SERVICE - GARETH ROBERTS

Purpose of Service :
To enable the public to travel on Gwynedd's roads safely and unhindered

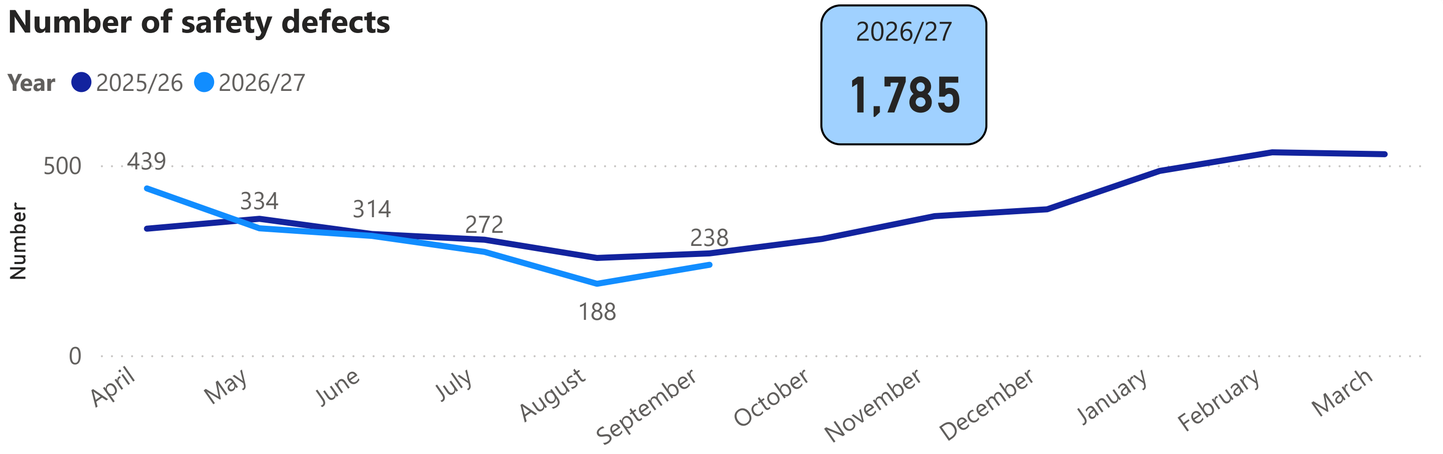
Year 2026/27

Month September

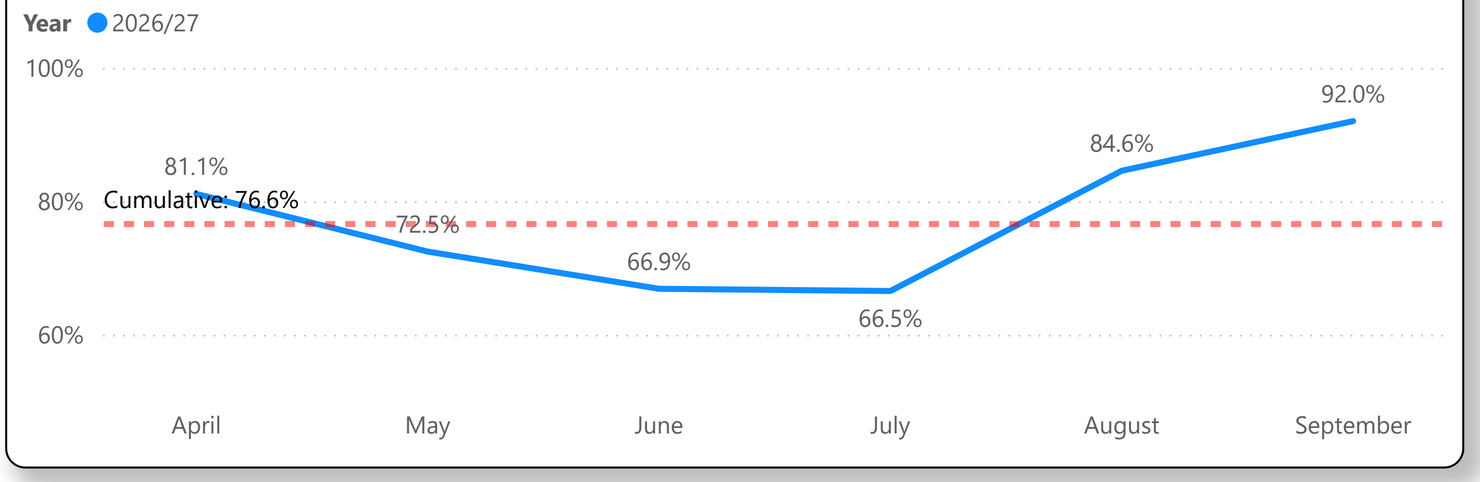
Go to dashboard

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

Number of safety defects



Percentage of safety defects made safe within target time



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 1,785 critical defects between April and September. The defect numbers follow seasonal patterns with more defects seen during the winter season.

Out of the 1,785 defects:

- **1,367 (76.6%)** were made safe within target
- **414 (23.2%**) were made safe after the target
- **4 (0.2%)** remain open

There is variation in the performance of the three areas with Arfon at 56%, Dwyfor 95% and Meirionnydd 95%.

HIGHWAY MAINTENANCE SERVICE - ADRIAN WYN WILLIAMS

Purpose of Service :
To enable the public to travel on Gwynedd's roads safely and unhindered

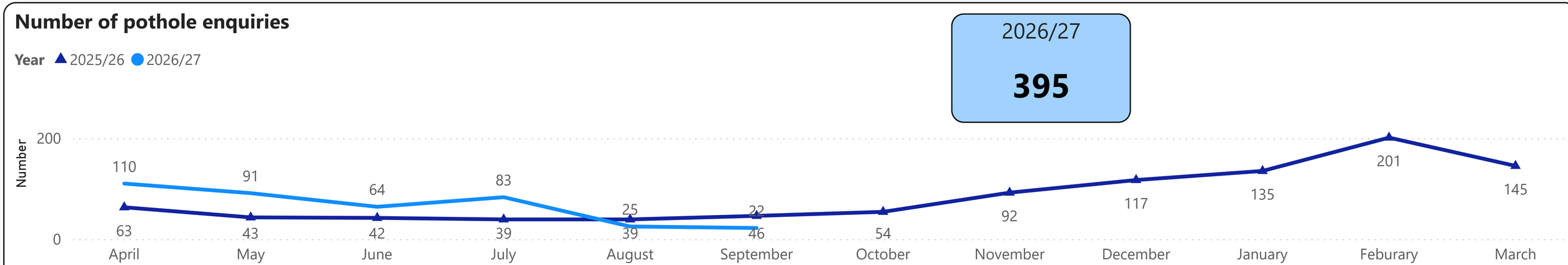
Year: 2026/27

Month: September

Go to dashboard

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

Number of pothole enquiries



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 between April and September this year is 395.

For the year to date, the average number of days to complete a query is **9 days**, which is a slight increase from reporting on the first three months of the year.

HIGHWAY MAINTENANCE SERVICE - IAN MORGAN

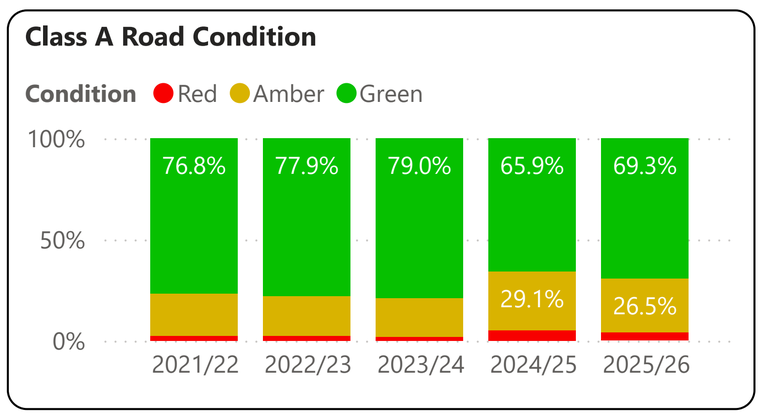
Purpose of Service :
To enable the public to travel on Gwynedd's roads safely and unhindered

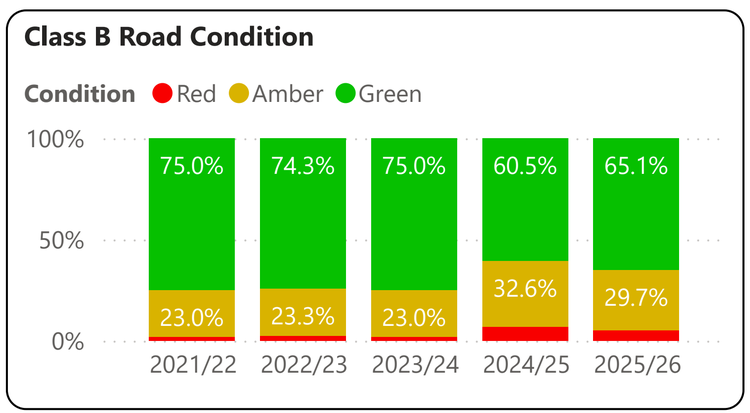
Year 2026/27

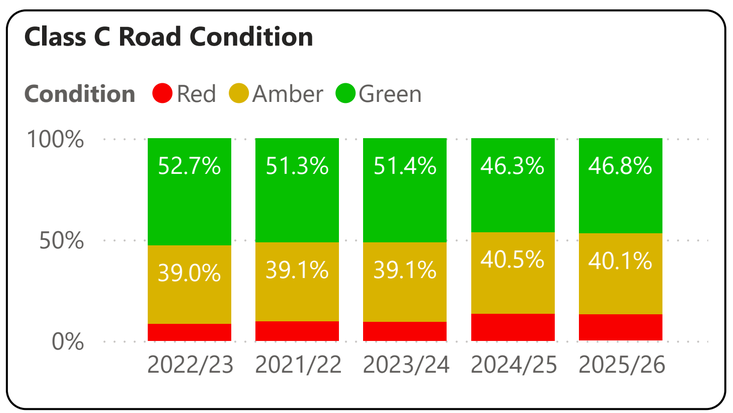
Month September

Go to dashboard

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







Behind the performance

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)

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.

HIGHWAY MAINTENANCE SERVICE - IAN MORGAN

Purpose of Service :
To enable the public to travel on Gwynedd's roads safely and unhindered

Year 2026/27

Month September

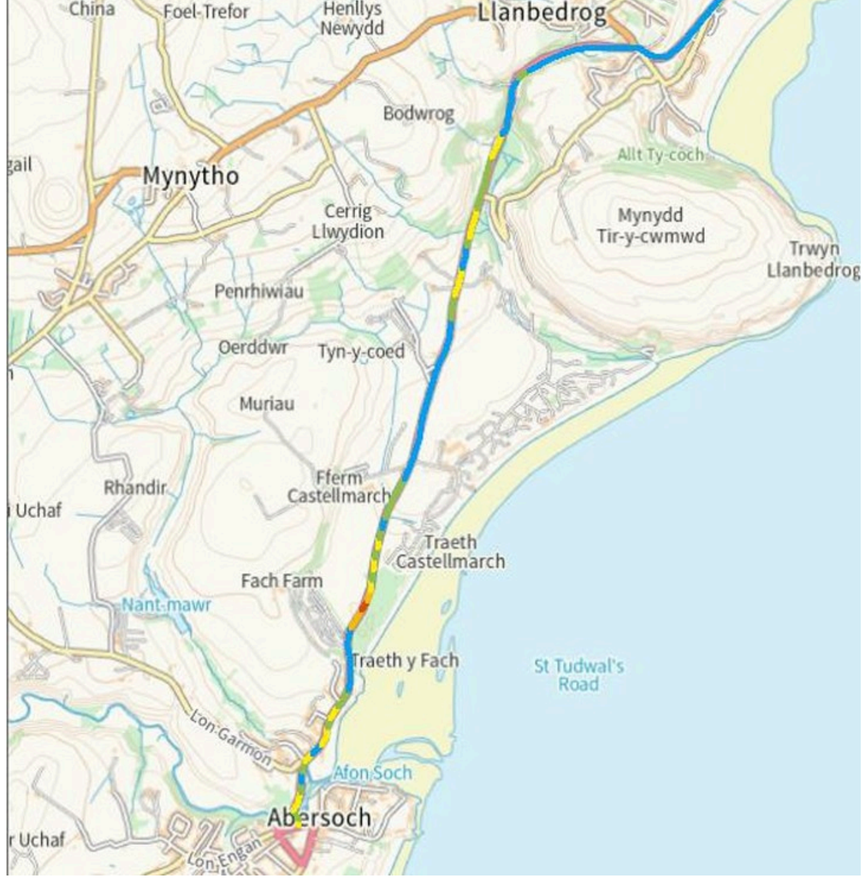
Go to dashboard

PP-08a : Preventative Maintenance Work

The Council, in order to undertake preventive maintenance, carries out regular condition surveys of the Strategic and Primary Distributor road network. One of the condition surveys we carry out is the Griptester survey, which measures the surface's ability to resist skidding.

33% of the Strategic and Main Distributor roads will receive a survey with the Griptester Mk2 machine and therefore the entire Strategic and Lead Distributor network receives a survey every three years. The Griptester Mk2 machine is carried out in-house by the Council, and the survey is carried out by Gwynedd Consultancy.

The results confirm whether the anti-slip levels are appropriate to the road and traffic at the site in question and the general principles of the "DMRB CS228 Skidding Resistance (formerly HD28/15)". They also highlight sites that require further inspection and possibly short-term or long-term remediation work. The results are presented in the form of a map with the colours on the table highlighting the locations that are under inspection levels. The results assist the engineers in formulating programmes and prioritising major works such as equipping, installation or resurfacing of roads.



GripTester
UK Roads User Group

GripNumber Investigatory Levels for GripTesterMK2 (Based on 2009 TRL Correlation)

Site Category and definition			Investigatory Levels at 50km/h							
Table 4.2 CS 228		SFC	0.30	0.35	0.40	0.45	0.50	0.55	0.60	0.65
Category		GripNumber	0.34 - 0.38	0.39 - 0.44	0.45 - 0.50	0.51 - 0.55	0.56 - 0.61	0.62	0.67	0.73
A	Motorway									
B	Dual Carriageway non-event									
C	Single Carriageway non-event									
Q	Approaches to and across minor and majorjunctions, approaches to roundabouts									
K	Approaches to pedestrian crossings and other high risk situations									
R	Roundabout									
G1	Gradient 5-10% longer than 50m									
G2	Gradient >10% longer than 50m									
S1	Bend radius <500m - dual carriageway									
S2	Bend radius <500m - single carriageway									

SCRIM = 0.89 x Grip Number

STREET LIGHTING SERVICE - COLIN WORTH

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.

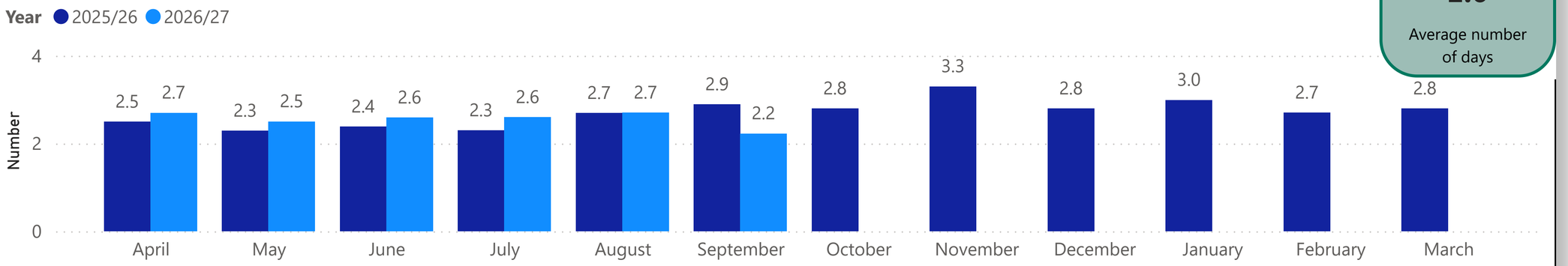
Year 2026/27

Month September

Go to dashboard

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

Average number of days to repair street lamps



Month	Number defects
April	329
May	210
June	264
July	244
August	340
September	267
Total	**1,654**

Behind the performance

The target for street lamp repair by the service is 5 days.

1,654 street lamps were repaired between April and September, and this was achieved in an average of 2.6 days.

Scottish Power was responsible for repairing a further 22 faults between July and September. Of these they have completed 7 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 putting exceptions on the work that cause them to fail to complete work within target.

STREET LIGHTING SERVICE - COLIN WORTH

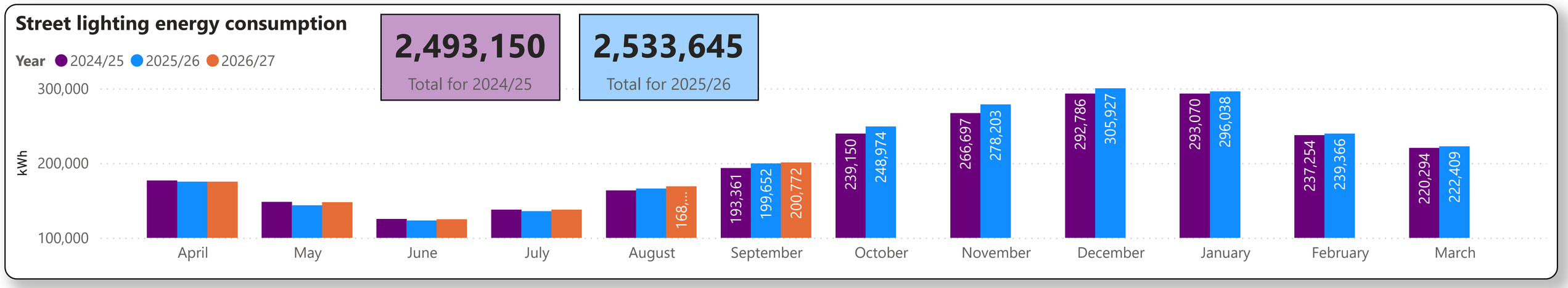
Purpose of Service :
To enable the public to feel safe on Gwynedd's roads, footpaths and public spaces through the maintenance of lighting units, light signs and traffic lights.

Year 2026/27

Month September

Go to dashboard

PP-10 : Street lighting energy consumption (kWh)



Behind the performance

The energy consumption of street lights and road signs in the first six months of 2026/27 has been fairly stable as expected and following a seasonal pattern.

A number of assets in our care will vary from year to year e.g. new housing developments will mean assets will transfer to the responsibility of maintaining our services.

STREET LIGHTING SERVICE - COLIN WORTH

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 2026/27

Month September

Go to dashboard

PP-11 : Percentage of Inspection Schedule completed

Area	Number of columns due for inspection	Number completed	% completed

Behind the performance

There are a total of 2,313 scheduled audits for 2026/27.

We have recently gone out to tender and are in the process of being able to meet with the new provider in October. The work will take place during the third and fourth quarters of the year.

Even though the inspections haven't started yet, we do not anticipate any problems in completing the inspections by the end of the year.

FLEET SERVICE - KEV SHERET

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.

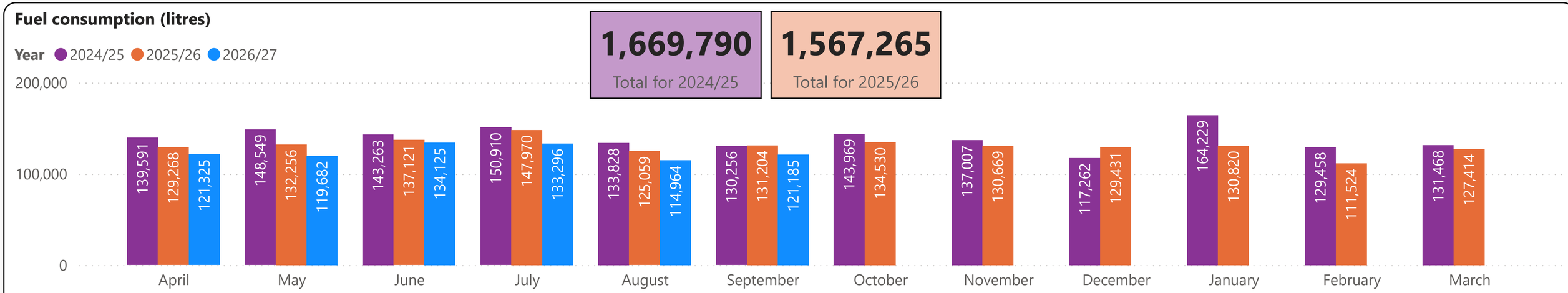
Year 2026/27

Month September

Go to dashboard

Fuel consumption by Gwynedd Fleet

Fuel consumption (litres)



Behind the performance

Comparing 2025/26 with 2026/27 we are looking at a 5.0% reduction in our fuel consumption. This equates to 77,113 litres less fuel which equates to around £125,027 at September 2026 prices.

The first six months of the financial year saw a decrease of 7.3% compared to last year. Also fuel consumption is also down 8.6% when comparing the same period this year (July to September) and last year.

This decline is seen as a result of two main reasons. Firstly, the transition of many vehicles from traditional fuel to electric ones and secondly, disposal of additional vehicles by departements.

Please note, the figures above do not include any grey fleet journeys made by the Council. The Fleet Service is not responsible for these journeys. Further, it does not include the purchase of fuel to vehicles via fuel cards.

FLEET SERVICE - KEV SHERET

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 2026/27

Month September

Go to dashboard

PP-12 : Percentage of planned safety inspections completed

Month	Number of planned safety inspections	Number completed	As percentage
April	180	178	98.9%
May	192	187	97.4%
June	167	158	94.6%
July	191	187	97.9%
August	164	161	98.2%
September	197	195	99.0%
Total	**1,091**	**1,066**	**97.7%**

Reason	Number of instances
Appointment not arranged	4
Appointment not attended	18
Vehicle off road	3
Total number of missed appointments	**25**

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. Over the past year the Fleet Service has introduced a new procedure for notifying and arranging appointments. The Fleet Service is statutorily required to complete inspections of 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 inspections 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.

GWASANAETH FFLYD - KEV SHERET

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.

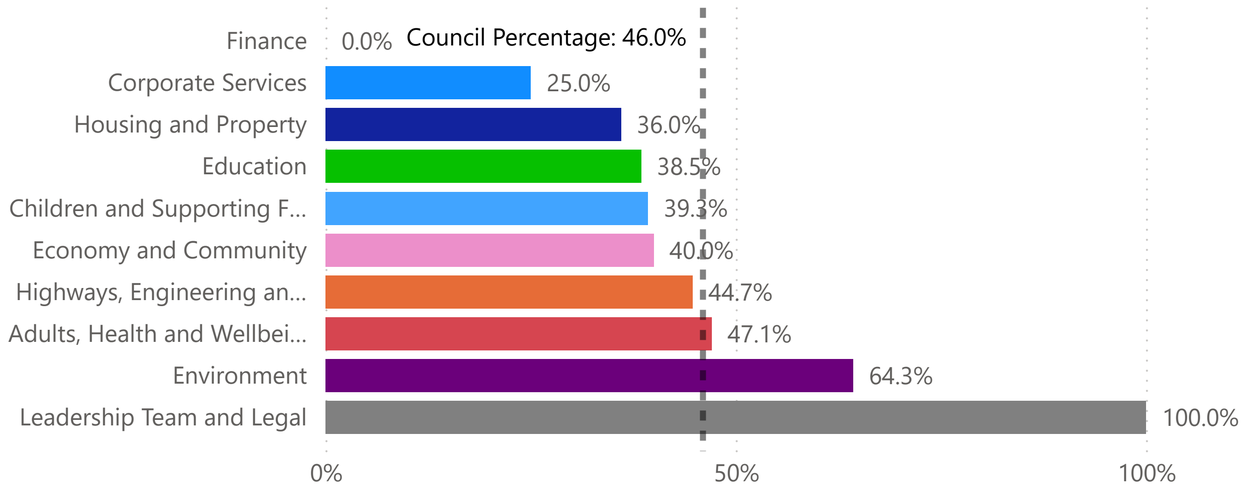
Year 2026/27

Month September

Go to dashboard

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

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



Service within PPYGC Departement	Electric	Petrol Hybrid	"ICE"	% Green
Street Lighting	1	2	1	75.0%
YGC	4	1	12	29.4%
Ash Dieback	0	0	1	0.0%
Fleet Service	5	0	3	62.5%
Highways	6	0	11	35.3%
Municipal Assets	4	0	8	33.3%
Streetscene Service	11	0	6	64.7%
Total	**31**	**3**	**42**	**44.7%**

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

- 99 (46%) of the 213 cars or vans are now green (electric or hybrid).
- Of the remaining 114 diesel/petrol vehicles, 59 are either renewed and maintained, hired or have no funding plans for them.

Highways, Engineering and YGC Department

- 34 (45%) of the 76 cars or vans are green (electric or hybrid).
- Of the remaining 42 diesel/petrol vehicles, 17 are either renewed and maintained, hired or have no funding plans for them.

Council Charging Points

The Council currently has 76 charging points for the use of Council vehicles. They are located across the county. 74 are 7kw and 2 are 22kw.

FLEET SERVICE - KEV SHERET

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.

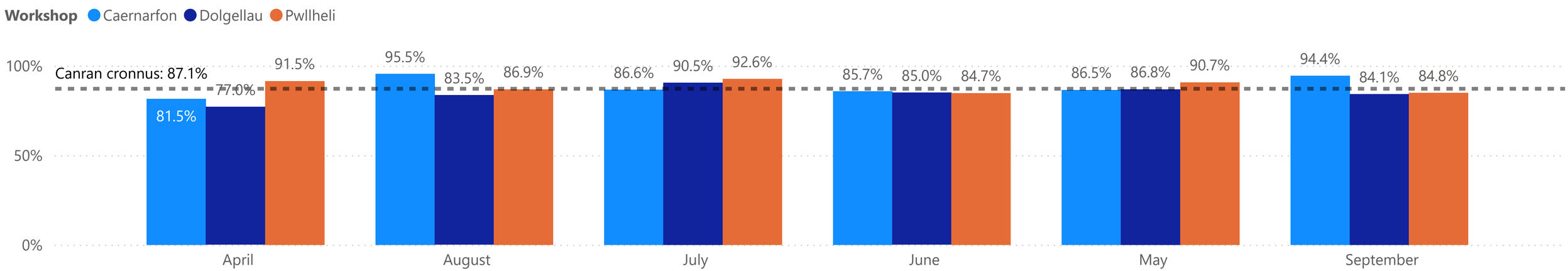
Year 2026/27

Month September

Go to dashboard

PP-14 : Percentage of productive hours

Percentage productive hours per workshop



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 87.1%.

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.

FLEET SERVICE - KEV SHERET

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.

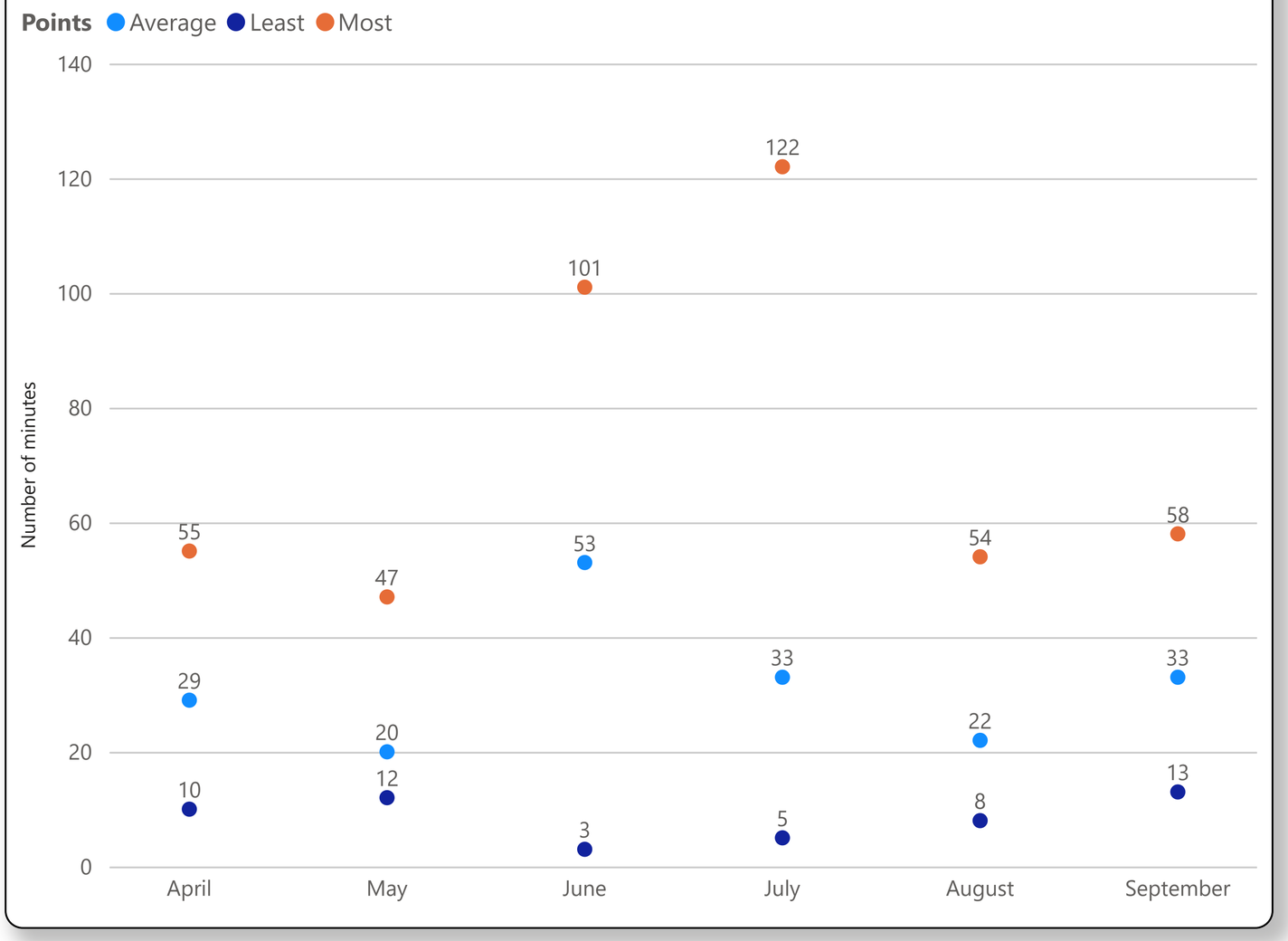
Year 2026/27

Month September

Go to dashboard

PP-15 : Percentage of requests completed within target

Number of minutes to complete a service request



141
Number of requests

96.5%
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 the first six we have successfully completed **96.5%** 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.

FLEET SERVICE - KEV SHERET

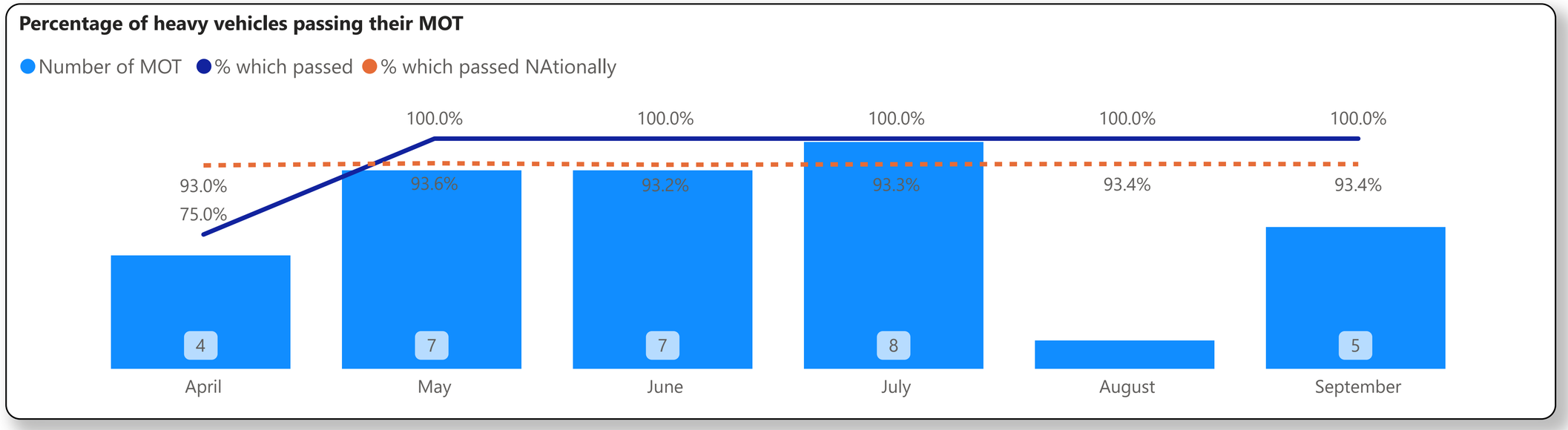
Purpose of Service :
The Council's fleet assists Council departments in providing a wide range of services to the residents of Gwynedd from waste collection to highway maintenance and pupil transport.

Year: 2026/27

Month: September

Go to dashboard

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



96.9%

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

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

When a failure occurs, an internal investigation will be carried out to try and find the reason for the failure. These failures are used as opportunities to identify weaknesses in our arrangements and identify ways to improve.

STREETSCENE AND CCTV SERVICE - STEVEN EDWARDS

Purpose of Service :
Provision of clean and tidy streets and public areas

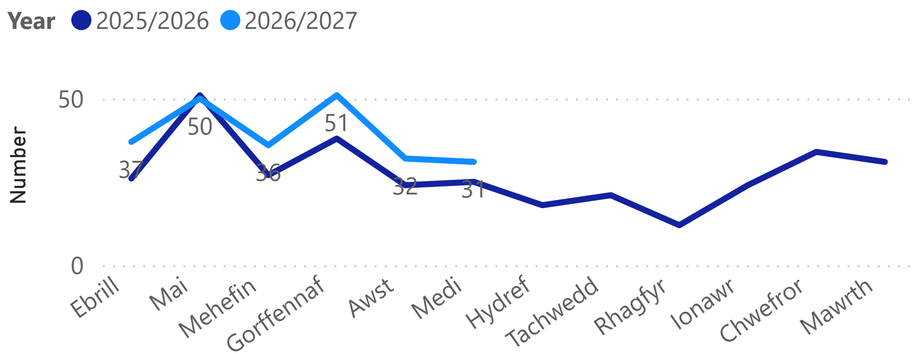
Year 2026/27

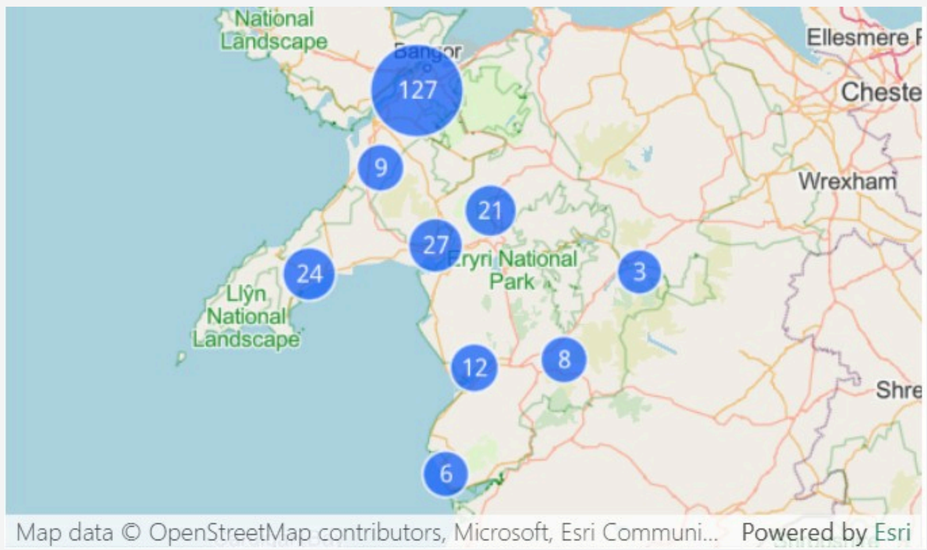
Month September

Go to dashboard

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

Number of illegal fly-tipping cases





Behind the performance

The number of incidents of fly-tipping recorded in the first six months of the year is higher than the same period last year. This is partly due to a change in the method of reporting, with incidents on private land now included, which produces a more complete picture of the problem.

The service has continued to develop its prevention and enforcement approach, delivering targeted awareness campaigns in problem areas using pamphlets, letters and signage. A significant number of incidents occur on trunk roads and narrow lanes where it's difficult to identify offenders or obtain evidence, and as a result there are targeted intrusions in specific locations.

During the year, funding was secured through the Welsh Government's Fly-tipping Action Wales programme to procure six additional hidden cameras. These will increase the service's ability to identify offenders and gather evidence in problematic locations. Enforcement officers also now have direct access to the Council's CCTV system, which helps to strengthen the service's ability to investigate cases and support prosecutions where necessary.

All Fixed Penalty Notices (FPNs) are backed up by robust evidence to enable the service to proceed to prosecution if the penalty is not paid. As a result, the number of FPNs being cancelled has decreased. A fair and transparent appeals process is in place, with all appeals being dealt with on the basis of available evidence.

The Welsh Government is also developing proposals through a White Paper on Environmental Crime to strengthen enforcement powers and increase levels of fines, giving local authorities greater capacity to tackle fly-tipping and environmental crime. Examples include:

- The ability to fine registered owners of vehicles from which litter has been found to be discarded.
- Raise the maximum possible fine for fly-tipping from £400 to £5,000

STREETSCENE AND CCTV SERVICE - STEVEN EDWARDS

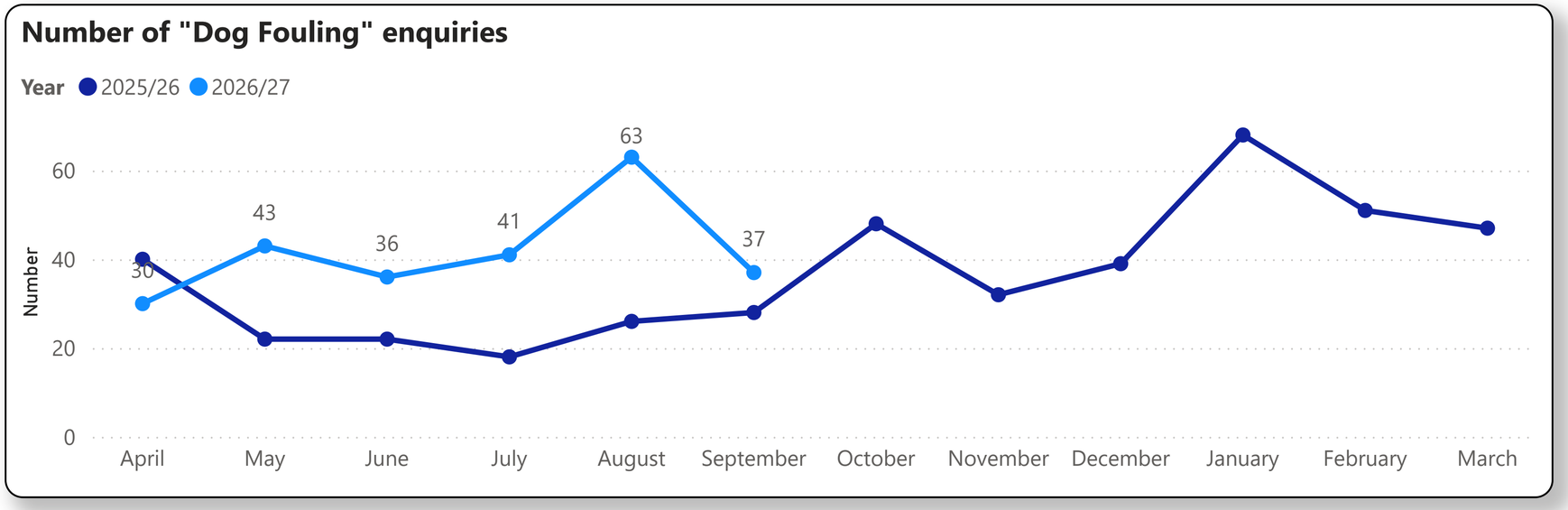
Purpose of Service :
Provision of clean and tidy streets and public areas

Year: 2026/27

Month: September

Go to dashboard

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





Behind the performance

There was an increase in the number of reports of dog fouling in the first six months of the year, with the largest increase during August related to a significant problem in certain areas (Garndolbenmaen and Hendre) where a high number of residents were reporting an ongoing problem. In response, regular patrols were carried out, local residents were engaged and new signage was installed in the areas. The combination of patrols, awareness campaigns and new signage has contributed to improving the situation, with the number of complaints now falling back to similar levels to the same period last year.

New pamphlets have been developed for problem areas. In addition, signs that shine in the dark have been placed in problem locations to raise awareness and encourage responsible ownership. This approach has proven effective in a number of locations recently.

The service is exploring the use of temporary marking paint to highlight outbreaks of dog fouling in public places, with the intention of raising awareness and influencing behaviour. This will be discussed with Town/Community Councils. Campaign slogan..... Pw-Pink / Pink-Poo.

STREETSCENE AND CCTV SERVICE - STEVEN EDWARDS

Purpose of Service :
Provision of clean and tidy streets and public areas

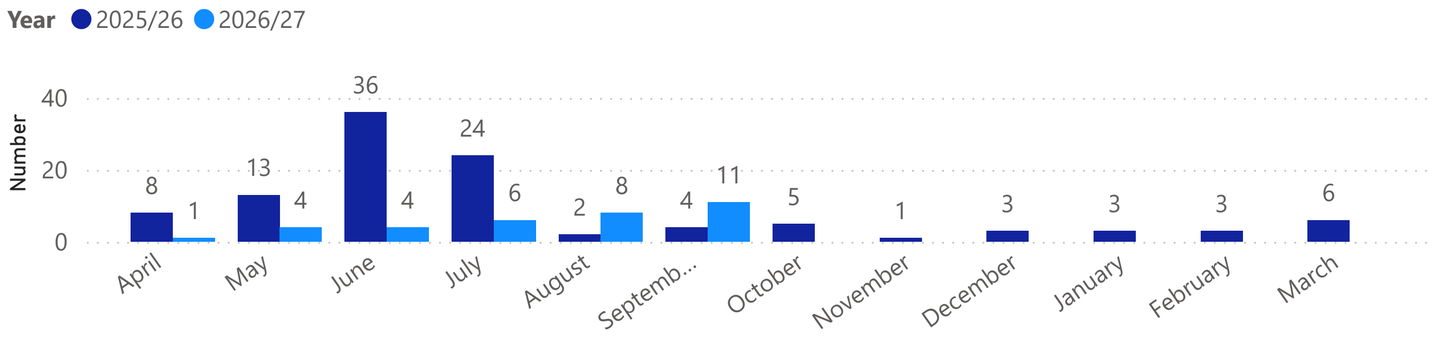
Year 2026/27

Month September

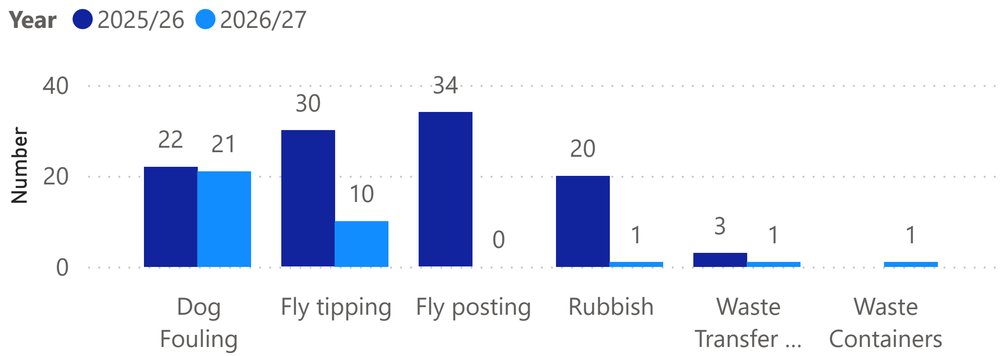
Go to dashboard

PP-19 : Percentage of Fixed Penalty Notices paid

Number of Fixed Penalty Notices



Type of crime



Behind the performance

The "Education First" approach has received increased emphasis during this year, prioritising community engagement, warning letters (steps 1,2,3), awareness raising and teaching before resorting to formal enforcement action. Officers conduct regular patrols in problem areas and engage directly with the public to encourage behaviour change and compliance, educational interventions, pamphlets, warnings and signs are used as a first step.

In this context, 34 Fixed Penalty Notices have been issued in the first six months, which is less than this period a year ago. This figure reflects the teaching approach, and shows a greater emphasis these days on issuing robust Fixed Penalty Notices (FPNs) – that is, those based on conclusive evidence should the matter need to be taken to court. Securing sufficient evidence for enforcement remains a significant challenge.

The introduction of the new GLÂN programme contributes to this work by enabling resources to be targeted more effectively to problem areas, supporting efforts to reduce litter, dog fouling and fly-tipping problems across the county. In addition, the increasing use of prevention and enforcement actions such as hidden cameras, CCTV, awareness campaigns and the publication of successful prosecutions are helping to strengthen the preventative message and support long-term compliance.

Year	Number	% paid	% waiting to be paid	% cancelled	% court case	% not paid
2023/24	72	72.2%	0.0%	25.0%	2.8%	0.0%
2024/25	124	71.0%	0.0%	26.6%	1.6%	0.8%
2025/26	109	69.7%	0.0%	27.5%	2.8%	0.0%
2026/27	34	64.7%	17.6%	8.8%	8.8%	0.0%

STREETSCENE AND CCTV SERVICE - STEVEN EDWARDS

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

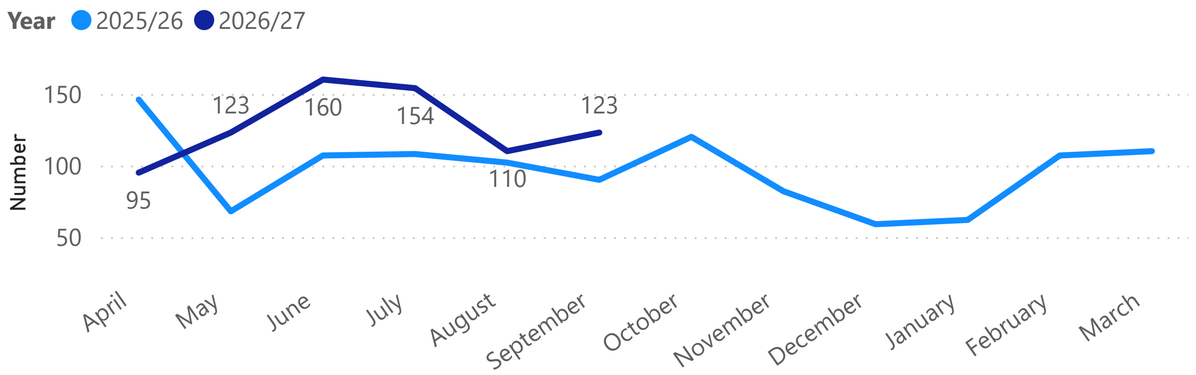
Year 2026/27

Month September

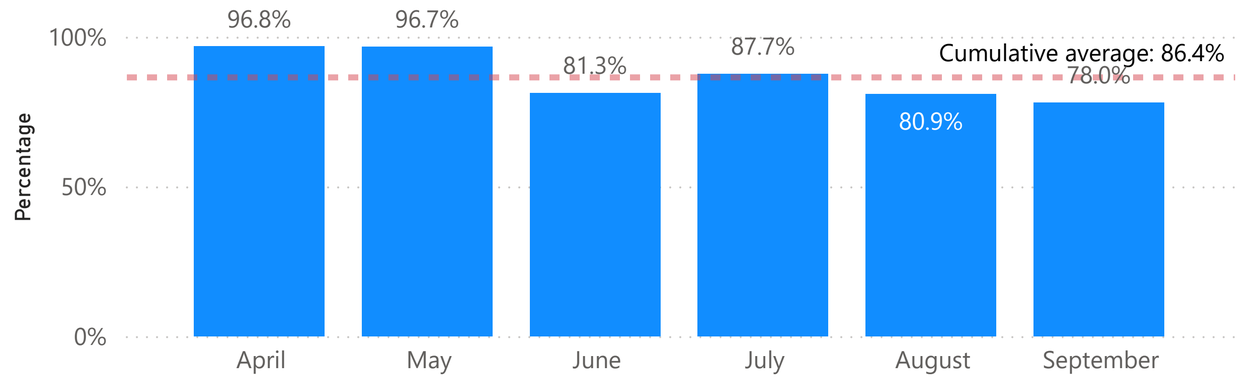
Go to dashboard

PP-20 : Percentage of requests for work completed by Tim Tacluso (cumulative)

Number of requests for work



Percentage of work requests completed



Behind the performance

During the first half of 2026/27 Tim Tacluso has received 765 applications for work. To date the team has dealt with and completed **86.4%** of these applications. It must be noted that September figures are expected to be lower due to the date of receipt of applications. All applications are assessed prior to implementation and priority is given for graffiti removal, which takes place within a few hours. On average it takes about 13 days for an application to be completed.

The increase in the number of applications from one month to the next is mainly due to an increase in the number of requests for urban weed cutting. Over June and July this type of application was at its highest before falling back in August and September.

In addition to this work the team is currently:

- conducting a deep cleaning trial in the Bangor area with the street cleaning service every Wednesday
- implementing a plan to improve communication between internal and external departments – by making use of other available resources, such as community groups/volunteers.

MUNICIPAL ASSETS SERVICE - AMANDA MURRAY

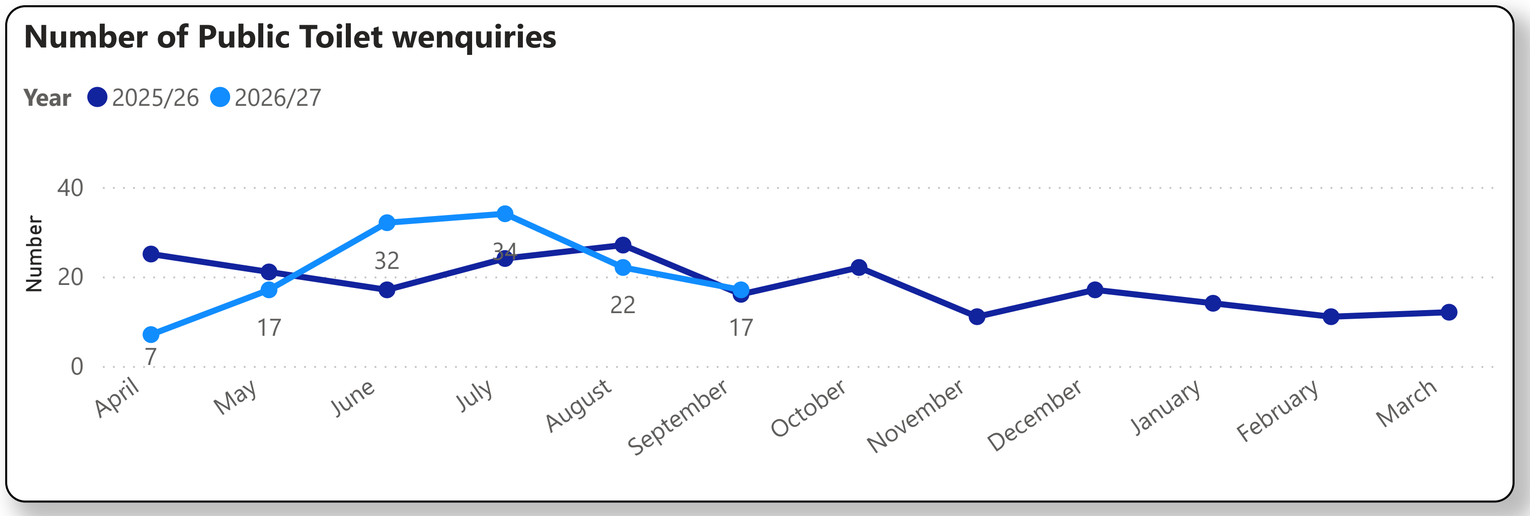
Purpose of Service :
To provide clean and safe facilities for Gwynedd residents and visitors

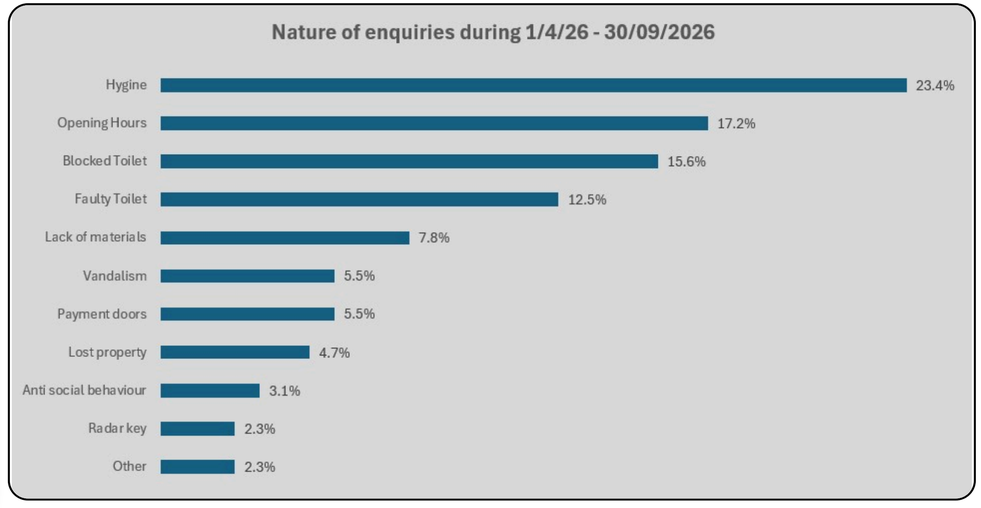
Year 2026/27

Month September

Go to dashboard

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 129 enquiries during the first half of 2026/27.

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 23% relate to toilet hygine and cleanliness, 17% relate to opening hours, and a further 16% relate to a blocked toilet

The average number of days to respond to an enquiry was **4 days** between April and September.

MUNICIPAL ASSETS SERVICE - AMANDA MURRAY

Purpose of the Service: To inspect and maintain 124 playgrounds in the county to provide a safe environment for children to play.

Year 2026/27

Month September

Go to dashboard

PP-22 : Score out of 5 for customer satisfaction - Playgrounds

As a service have put up signs in our playgrounds so that we can hear the views of our users. The signs were started to be put up during September in the Bangor and Bethesda area. The rest of the signs will be installed in due course across the county.

While acknowledging that it is early in the process, 6 responses had been received by the end of September, and on average we have received a **score of 3.0 out of 5.**

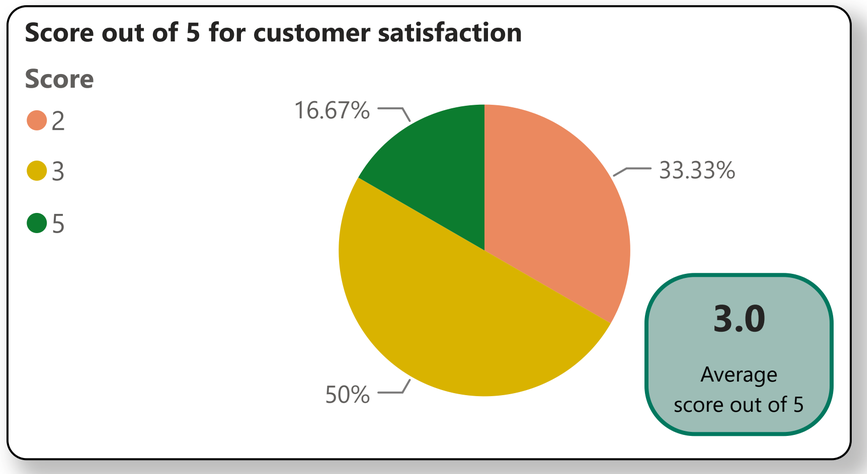
Examples of positive comments

1. Great to see benches for parents to sit while the children play
2. Lovely and quiet location
3. The new floor is good

Examples of less positive comments

1. Equipment is old/broken
2. Not much variety
3. Grass not being cut
4. More equipment needed for babies
5. Bins always full and not emptied

The service will make use of these comments to improve the service where possible with the resources available, and through collaboration with other services.





BUILDING AND INFRASTRUCTURE SERVICE - GARETH LLOYD WRIGHT

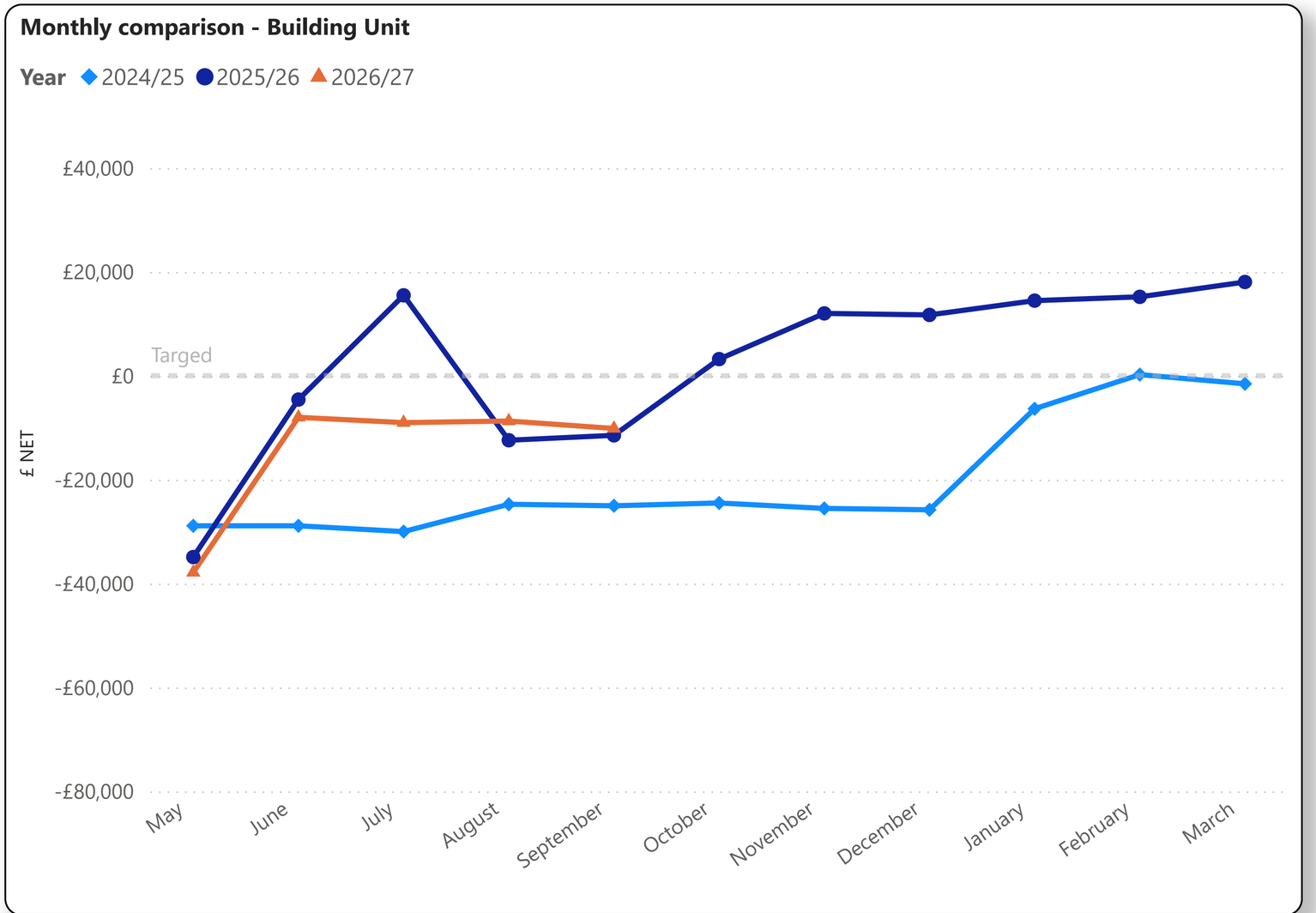
Purpose of Service :
Maintain a high standard service to YGC Building Unit customers that is competitive and meets customer requirements to enable the service to meet the annual income target

Year 2026/27

Month September

Go to dashboard

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



Behind the performance

The teams' performance has been good on their projects, carrying out a lot of construction work within Gwynedd's schools over the summer.

The Unit continues to carry out a variety of work for several internal and external clients including maintenance and decarbonisation.

A number of the staff members of the Building Surveyors and Building Services Engineers teams are either working towards academic or professional qualifications and are developing well.

BUSINESS AND PROJECT COMPLETION SERVICE - RHYS WYNN WILLIAMS

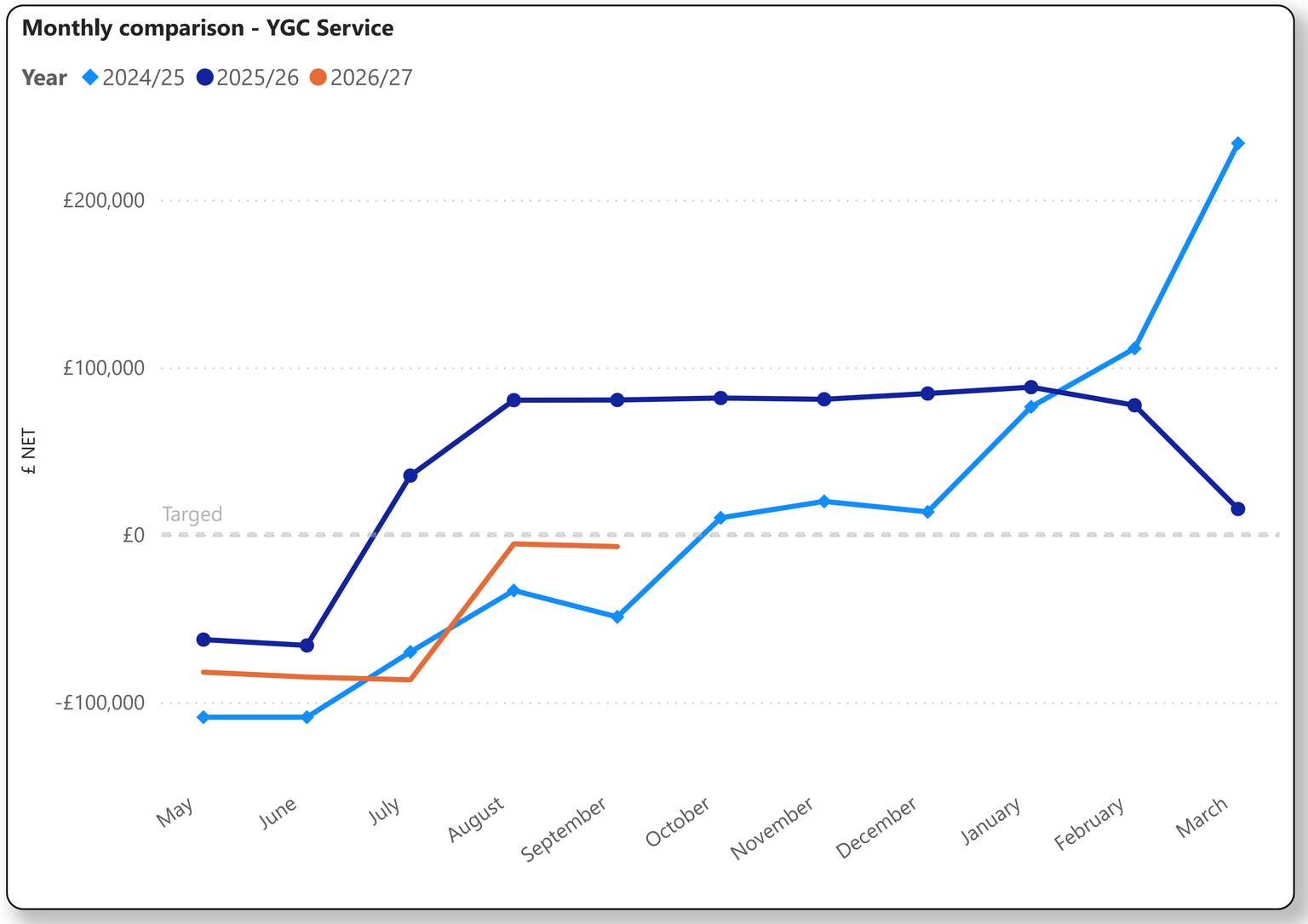
Purpose of Service :
Maintain a high quality service for YGC customers that is competitive and meets the customers requirements to enable YGC to reach the annual income target

Year 2026/27

Month September

Go to dashboard

YGC-24 : Meet YGC financial target



Behind the performance

The workflow at the start of the 2026-27 financial year is very strong.

Discussions with our main clients have shown that there is sufficient work 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.

BUSINESS AND PROJECT COMPLETION SERVICE - SION ARWEL JONES

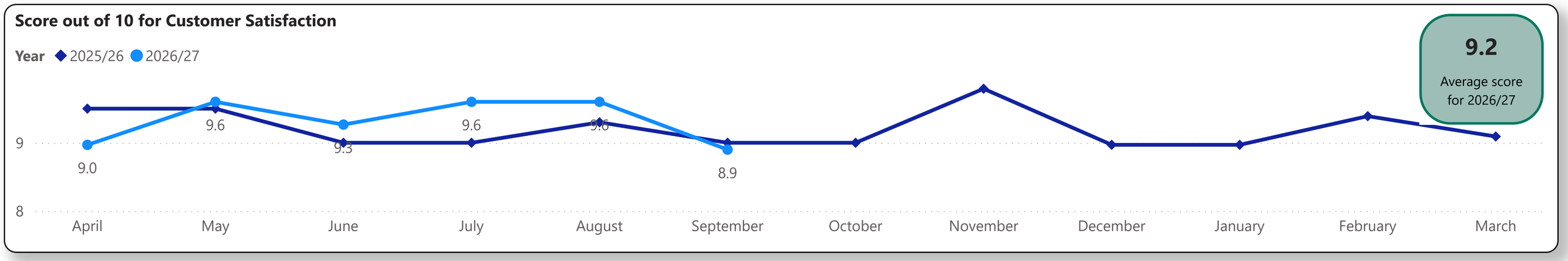
Purpose of Service :
Maintain a high quality service for YGC's customers and clients that is competitive and meets its requirements

Year 2026/27

Month September

Go to dashboard

YGC-25 : Score out of 10 for Customer Satisfaction



Behind the performance

NMWTRA
The score has dropped slightly due to a problem with the Agent's PMS recording system, from 9.6 to 8.9. They are looking into this as there is a problem with their recording arrangements which is the reason for the drop in the score not a reflection on the YGC service.

Civil
YGC has reviewed the billing arrangements and therefore it is not possible to continue to send customer satisfaction questionnaires to the client when an invoice has been due. Continuing with the procedure would result in a Client receiving a questionnaire monthly and prematurely. Changes are in place to the K2 PP/YGC system which will record the 'Project Deadline' as the trigger to send the questionnaire to the Client. This procedure is not yet complete so unfortunately it is not possible to send Customer Satisfaction questionnaires in the short term.

Housing and Property
No project for the Department of Housing and Property has been completed at this time, so it is not possible to report on a Customer Satisfaction score. Please see a 'Civil' comment above which also applies.

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

WATER AND ENVIRONMENT SERVICE - ROB WILLIAMS

Purpose of Service :
Maintain the County's coastal and inland asset maintenance program in a safe and timely manner to reduce flood risk to Gwynedd's residents

Year 2026/27

Month September

Go to dashboard

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

Year	2024/25		2025/26		2026/27	
Grade	Number	Percent	Number	Percent	Number	Percent
1. Very Good	3	1.5%	13	5.4%	9	4.6%
2. Good	68	33.7%	90	37.5%	74	38.1%
3. Satisfactory	83	41.1%	95	39.6%	92	47.4%
4. Bad	21	10.4%	17	7.1%	9	4.6%
5. Very bad	27	13.4%	25	10.4%	10	5.2%
Total	**202**	**100.0%**	**240**	**100.0%**	**194**	**100.0%**

Percentage of assets in satisfactory or better condition

2024/25	2025/26	2026/27
76.2%	**82.5%**	**90.2%**

Behind the performance

To date, the unit has inspected 194 flood risk management assets, with 72 remaining to be inspected. The work is expected to be completed over the next few weeks.

Some assets/units have been deemed unsustainable for repair, either because of their condition or because they are part of a wider study or scheme, and as a result will not be inspected (e.g. Barmouth and Cricieth groves, which make up the majority of assets scoring 5).

The information in the table summarizes the results of the year to date.

The results of the above inspections feed into our maintenance programme over the coming months. As a result work is underway at several locations including Talybont, Llanberis, Brynrefail, Ceunant, Tremadog, Tywyn, Barmouth, Borth y Gest and Cricieth.

WATER AND ENVIRONMENT SERVICE - ROB WILLIAMS

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

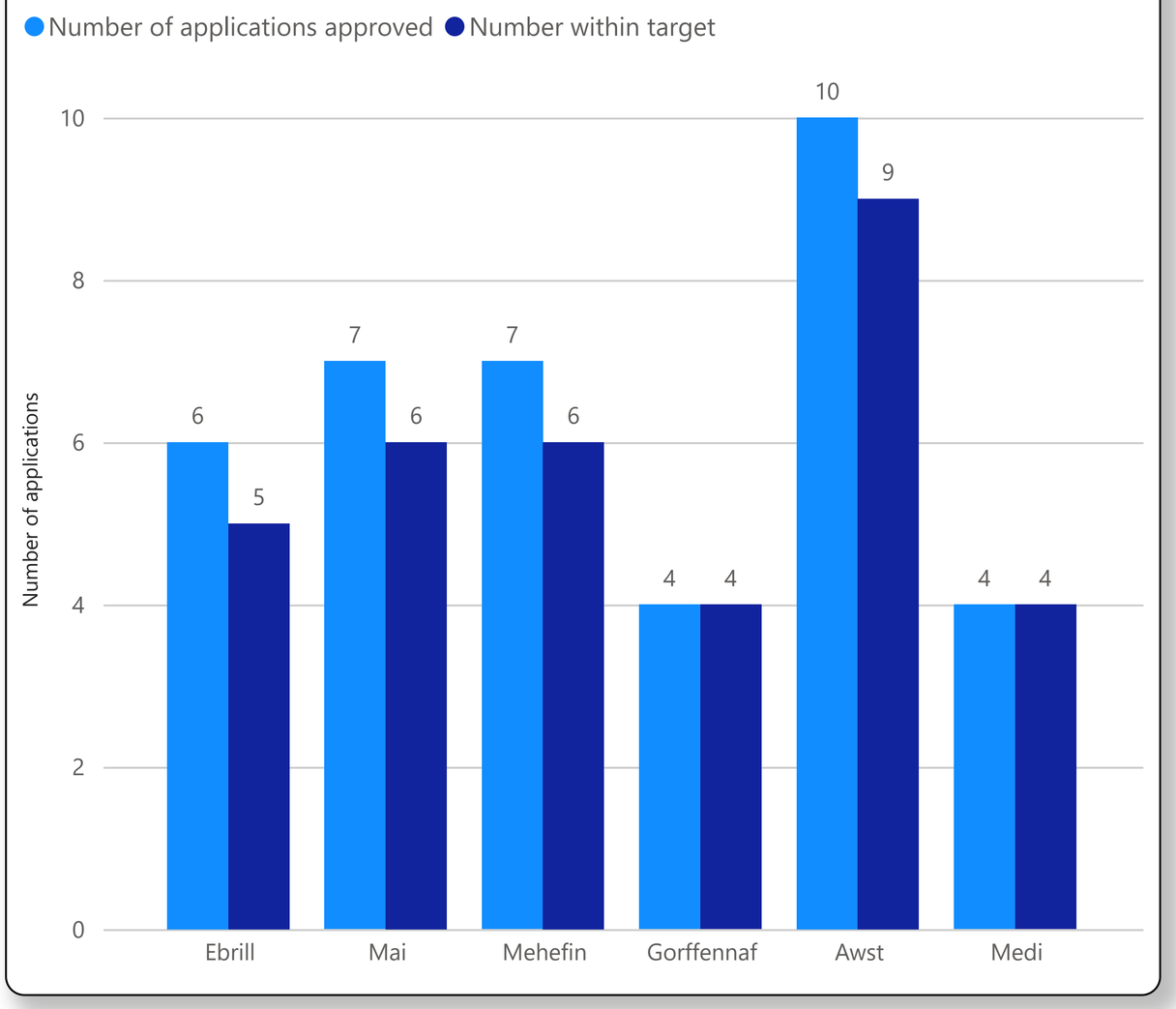
Year 2026/27

Month September

Go to dashboard

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

Number of days to approve SuDS applications



38
Number of applications approved

89.5%
Percentage of applications approved within target

Behind the performance

Since the 7th of January 2019 all new developments of more than 1 house, or where the building area is 100m^2 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.

In some cases officers will extend the time to allow more time for applicants 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.

Between April and September 38 applications were approved with 34 of them within our set target.

WATER AND ENVIRONMENT SERVICE - ROB WILLIAMS

Purpose of Service :
Reduce flood risk in Gwynedd in addition to upgrading existing assets

Year 2026/27

Month September

Go to dashboard

YGC-28 : Number of flood schemes completed

Scheme	Description	Status
Bangor	Surface Water Flooding - Investigations	Still on program
Blaenau Ffestiniog	Surface Water Flooding - Investigations	Still on program
Bontnewydd	Detailed design and full business case for Bontnewydd flood mitigation measures	Back on program
Cae Glas Abermaw	Coastal protection for the Barmouth Viaduct Gardens area, including a new barrage, surface water system and property level protection	Program slipped / Cost increases
Clynnog Fawr	Outline Busines Case	Still on program
Cricieth Arfordirol	Outline Busines Case	Still on program
Cricieth Dŵr Wyneb	Outline Busines Case	Still on program
Groeslon	Detailed design including watercourse and culvert improvements to reduce the risk of obstructions in the river	Still 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
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

Tu ôl i'r perfformiad

- Hirael's artwork is now in place, and the active travel scheme has begun
- The planning application for the North Prom, at Barmouth has been submitted and the full business case will be submitted to the Welsh Government by the end of the year.
- In relation to the Cae Glas Viaduct Gardens Scheme in Barmouth the contractor is off site over the summer period, but will return in October due to necessary works by SPEN.
- It is anticipated that a contractor will have been appointed to commence the Bontnewydd and Mynydd Llandegai projects by the end of the financial year.
- New schemes are also underway in Blaenau Ffestiniog and Bangor to look at surface water risks.
- Next steps of business cases in Cricieth have begun.
- In addition to these schemes, we are working in Beddgelert and Blaenau Ffestiniog on water risk management schemes using natural methods.

TECHNICAL SERVICE - OWEN RHYS JONES

Purpose of Service :
Maintain bridges and retaining walls on the Gwynedd network

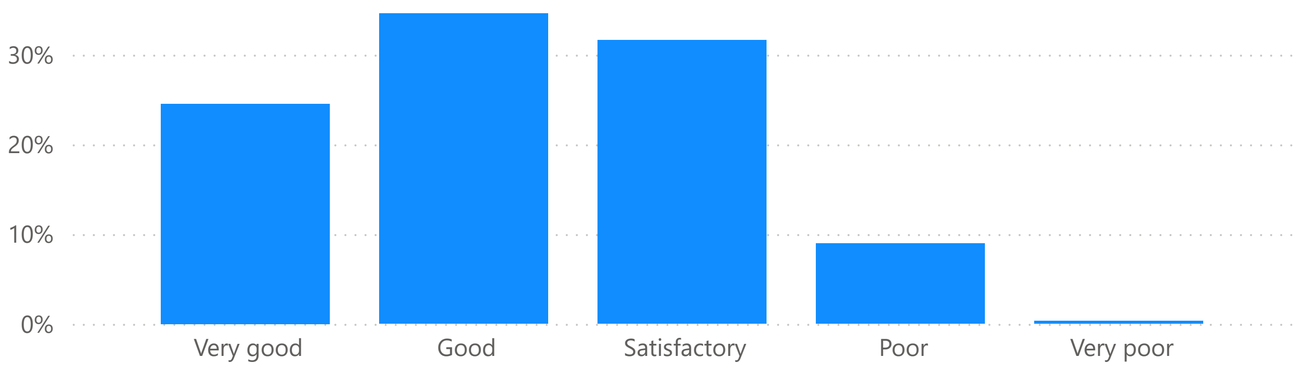
Year 2026/27

Month September

Go to dashboard

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

Percentage of structures in each condition



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%**

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.

TECHNICAL SERVICE - OWEN RHYS JONES

Purpose of Service :
Maintain bridges and retaining walls on the Gwynedd network

Year 2026/27

Month September

Go to dashboard

YGC-30 : Percentage of inspections completed

Inspections	Number to inspect	Number inspected	% inspected
Arfon Class 3 and non-classified	88	0	0.0%
Dwyfor Class 3 and non-classified	108	25	23.1%
Meirionnydd Class 1 and 2	83	83	100.0%
Total	**279**	**108**	**38.7%**

Behind the performance

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

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

This year's inspection programme of 279 bridges has commenced as can be seen in the table. No problems are foreseen in completing the inspections before the end of the year.