APPENDIX 1

MATTERS ARISING REGARDING THE ENVIRONMENT DEPARTMENT'S PERFORMANCE BY SCRUTINY MEMBERS

Environment Department Performance Challenge
Monday 5th October 2026.

COUNCIL PLAN - Priority Projects
Has significant progress been made with a priority project?
Progress has been made regarding systems, particularly with the BARTEC system for waste and recycling which is hoped will bear fruits with better recycling rates. Early days.
Is there a priority project that is causing concern due to a lack of progress?
No

PERFORMANCE – Performance Measures
What was good?
Street Works (1 measure) and Parking (3 measures) 1. Street Works: Issues relating to poor quality of road markings and delays in repainting worn out and installing new markings following street works. The issue is the lack of sufficient contractors in the area to cater for everyone's needs. The Department are training in-house staff to carry out minor works of this nature and are planning to invest in purchasing plant to enable all types of this work (including major) to be undertaken in-house. There is also interest expressed by NMWTRA and some neighbouring councils in Gwynedd developing this function. 2. Parking (On street and car parks): Complaints of on street parking issues and campervans Evidence presented shows consistency in recent years for number for complaints regarding parking with seasonal variations also being consistent. Fewer FPN since May attributed to two enforcement officers off sick. 43% of FPNs issued relate to car parks for no ticket, ticket exceeded or car not parked in a bay. It was noted Gwynedd does not use the QR code for payments in council car parks. There have been incidents where third-parties have illegally posted QR codes to catch the unwary.

Regarding campervans, the department accepts there could be improved advertising of the council facilities for campervans.

3. Footpaths: Grass Cutting: The Cabinet member challenged the reduction in grass cutting over the summer. The reason was the long hot dry spell = less growth.

4. Public Transport: Includes number of buses on time, late with data provided by Welsh Gov. The number of passenger journeys is rising 65% paid, 35% travel passes. Cabinet member asked "Do we want payers or just users".

5. Waste and Recycling: Despite having the infrastructure to reach the 70% WG target, the service has plateaued at 63-64%. There are still recyclates in green waste bins. A new waste strategy was agreed in July 2026.

   Cabinet member announced he has spoken with the WG Minister who says Gwynedd needs to switch to 4-weekly green bin collections. Cabinet member believes this could be unpopular and this decision should follow instruction from the WG minister making the political decision. Both recycling and green bin waste is being taught in primary schools now.

   99.82% of bins are collected without missed collection calls being received, with these enquiries being lower than last year. BARTEC system was presented to the meeting showcasing the system that physically records where the collection vehicles has been and employs cameras that demonstrate if bins have really been missed or were put out late. Noted Re-use Vs Recycle: The more we re-sue, the less we recycle. The Cabinet member was tasked with challenging the WG minister to allow Re-use to be counted in the recycling figures as everything we re-use instead of recycle will skew our figures.

6. Planning: Loss of experienced Planning staff and the time to acclimatise new staff is causing delays for the service with five officers retiring/leaving within the last 18 months.

   Since September 2025 there has been a very considerable gap between the permitted statutory determination period (Red line on chart) of 56 days and the actual period taken (yellow line). The cabinet member was not happy that this discrepancy is shown, the Planning manager believes they should be shown. The cabinet member would prefer to see figures for the number of complaints received and how they are dealt with. An agreement is now in place for early leavers to repay a pro-rata of any training and education payments that they have received to discourage early departure. This matter appears on the Risk Register.

7. Building Control: Staff shortages competition with other Local Authorities and the private sector. Like Planning, a small team so any staffing changes/losses skew performance figures.

8. Public Protection: The service is now dealing with the scale of problems that did not exist only three years ago relating to vapes and illicit tobacco sales. These two items take up more time than everything else. 98.74% of food businesses 3 to 5 on their food hygiene scale are inspected within time as the department targets those with lower scores and new businesses

What was causing concern?

Road markings: No concerns at this point other than the time needed to purchase equipment and train staff.

Parking enforcement: Staff sickness had reduced the number of FPNs issued.

Public Transport: There appears to be no annual comparison of the number of passengers presented in the report. Making it difficult for challenges to numbers in particular over a long-term period.

Waste and recycling: Re-use could penalise local authorities because every ton reused currently does not count towards recycling, the more we re-use, the worse the figures will appear.

Planning: The number of decisions being given beyond the statutory determination period (The gap between the Red and Yellow lines on the chart presented to the meeting).

Public Protection: Increased pressure from vapes and illicit tobacco

Is there a field that needs further scrutiny? What needs to be scrutinised and why?

Re-use Vs recycle.

Further scrutiny of this matter could provide further evidence to assist the cabinet member in challenging the Welsh Government to allow re-use to be counted as recycling.

The existing methodology does not permit re-use to count towards recycling, thus penalising the department and Cyngor Gwynedd.

A successful challenge to the WG minister could make a significant to the amount of waste being declared as “Recycled”. This could well result in Gwynedd reaching its’ recycling target thus eliminating the risk of receiving penalties. This may therefore also serve to drive re-use further.