APPENDIX 3
Environment Department's Performance Report (April - August 2026).

Performance indicators for the Environment Department

The day-to-day work of the Department

Performance measurement references

Parking and Streetworks	Manager – Ceri Hughes Thomas
P&GS1	Time taken to respond to complaints of illegal parking
P&GS2	Percentage of successful appeals
P&GS3	Number of notices on/off street
P&GS4	Number of works on the highway that have gone over the original timescale
PC1	Percentage of responses to consultation on planning applications and pre applications advice provided on time

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

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

Waste & Recycling	Manager - Chris Rees
G&A1	Gwynedd's Recycling Performance
G&A2	Kg of waste and recycling from Gwynedd homes
G&A3	Missed Collection Enquiries
G&A4	Gwynedd Recycling Centres Performance

Planning	Manager – Gwawr Teleri Hughes
C1	Average time taken to decide a planning application
C2	Average time taken to close service requests
C3	Time taken to close alleged breaches of planning rules

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

Building Control	Manager – Martin Barrow Evans
RH1	Percentage of applications decided within a given time [5 or 8 weeks]
RH2	Number of enforcement cases [not including dangerous structures] that have been closed within a certain time
RH3	Number of dangerous structures cases that have been made safe but where there is still a need to complete work

Public Protection -Trading Standards and Licencing	Manager – Andrew Lloyd Parry
SM1	Percentage of high-risk businesses that have had an inspection in accordance with the programme
SM2	Percentage of criminal law violations that have been identified by the service that have been resolved
SM3	Average time taken to process a taxi licence application

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

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

Parking

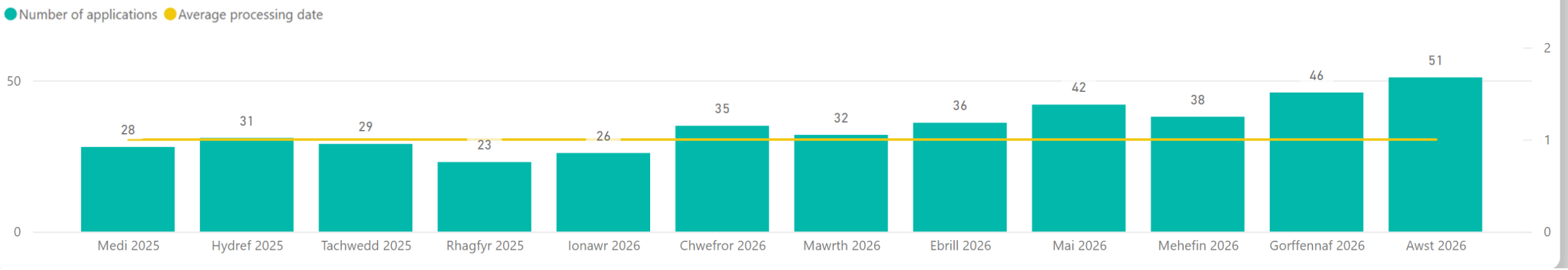
P&GS1 - Average time taken to respond to complaints about illegal parking

Manager: Ceri Hughes Thomas
Purpose of the Service: Ensure safe management of the highway

Comments

The performance shows a positive approach, with a small team of officers responding very promptly to requests and concerns from the public. We have a total of 8 full-time and 1 part-time Parking Enforcement Officers operating across the county, with a service operating over 7 days a week. The service receives complaints every day about all aspects relating to parking. Very often, it is not possible for the service to act due to a lack of powers or parking restrictions.
For the purpose of this exercise, the following graph includes complaints from Local Members and/or members of the public about illegally parked vehicles on parking restrictions only - therefore, the officers were able to act. 70% of settings received a visit within 1 day, with all settings receiving a visit within 3 days. Every effort is being made to respond to complaints promptly, nevertheless, periods of sickness or other absences within the team may cause delay.
It was not possible for the Officers to enforce in 13% of the locations because the form of restrictions did not meet the standard that allows for lawful enforcement. Applications have been transferred to the Council's Highways Department to repaint the road.
The service has received a high number of complaints and enquiries during this period in relation to motor homes parking on sections of the highway throughout the County. It is important to note that only complaints and queries relating to locations where parking restrictions are in force are included in this data. The figures do not include cases where there are no parking restrictions in place. In a significant number of the locations where concerns have been raised, parking restrictions are not in place. As a result, our Parking Enforcement Officers do not have the powers to issue Fixed Penalty Notices (fines) to motor homes just because they have parked in those locations. Enforcement action can only be taken when a vehicle violates a relevant parking restriction or traffic regulation that is in force. The Department has been working to raise awareness among visitors through issuing press releases and other communications aimed at encouraging visitors to respect our communities and environment, behave responsibly when visiting the area, and park meaningfully and in a manner that shows consideration for residents and other users of the highway

Average time taken to respond to complaints about illegal parking



Promotion work – encouraging people to respect the area when visiting and highlight parking provision available

Press releases and series of social media messages published

Cyngor Gwynedd
Awst 21 ·

🚐Yn ymweld â Gwynedd mewn fan wersylla neu gartref modur?

Rydyn ni'n falch eich bod yn dewis mwynhau ein mynyddoedd, ein traethau a'n cymunedau unigryw. 🌊

‼️ Ond cofiwch:

- Gwaredu sbwriel a gwastraff yn gyfrifol
- Parchu cymunedau lleol, yn enwedig gyda'r nos
- Defnyddio safleoedd ac Arosfannau swyddogol
- Parcio'n ystyriol fel bod lle i bawb

Gadewch ôl troed yn y cof, nid ar yr amgylchedd.🌱

📍 Darganfyddwch fwy am Arosfan: https://orlo.uk/jThby
#CadwGwyneddYnArbennig #CroesoIGwynedd #FaniauGwersylla



Cyngor Gwynedd
Awst 11 ·

Annog perchnogion faniau gwersylla a chartrefi modur i ymweld yn gyfrifol

Mae Gwynedd yn gyrchfan boblogaidd sy'n denu miloedd o ymwelwyr bob blwyddyn oherwydd ei thirweddau unigryw, ei harfordir godidog a'i chymunedau bywiog. Er mwyn sicrhau profiad cadarnhaol i ymwelwyr a thrigolion fel ei gilydd, mae'r Cyngor yn gofyn i berchnogion faniau gwersylla a chartrefi modur gymryd cyfrifoldeb am eu hymddygiad a'u heffaith ar yr amgylchedd lleol.

Stori lawn yma: https://orlo.uk/IkWU3



Cyngor Gwynedd
Awst 17 ·

🚐 Caru Gwynedd? Dangoswch hynny.

Os ydych chi'n ymweld mewn fan wersylla neu gartref modur:

❌ Peidiwch â gadael sbwriel
❌ Peidiwch â gwaredu gwastraff yn anghyfreithlon
❌ Peidiwch â meddiannu mannau parcio am gyfnodau hir
✅ Defnyddiwch safleoedd swyddogol
✅ Parchwch gymunedau lleol
✅ Helpwch i gadw Gwynedd yn lân ac yn groesawgar

🌱Mae pawb eisiau mwynhau'r un Gwynedd hyfryd. Gadewch i ni gyd chwarae ein rhan.

📍 Darganfyddwch fwy am Arosfan: https://orlo.uk/zD9HL
#CadwGwyneddYnLân #VanLifeCymru #CroesoiGwynedd 💚



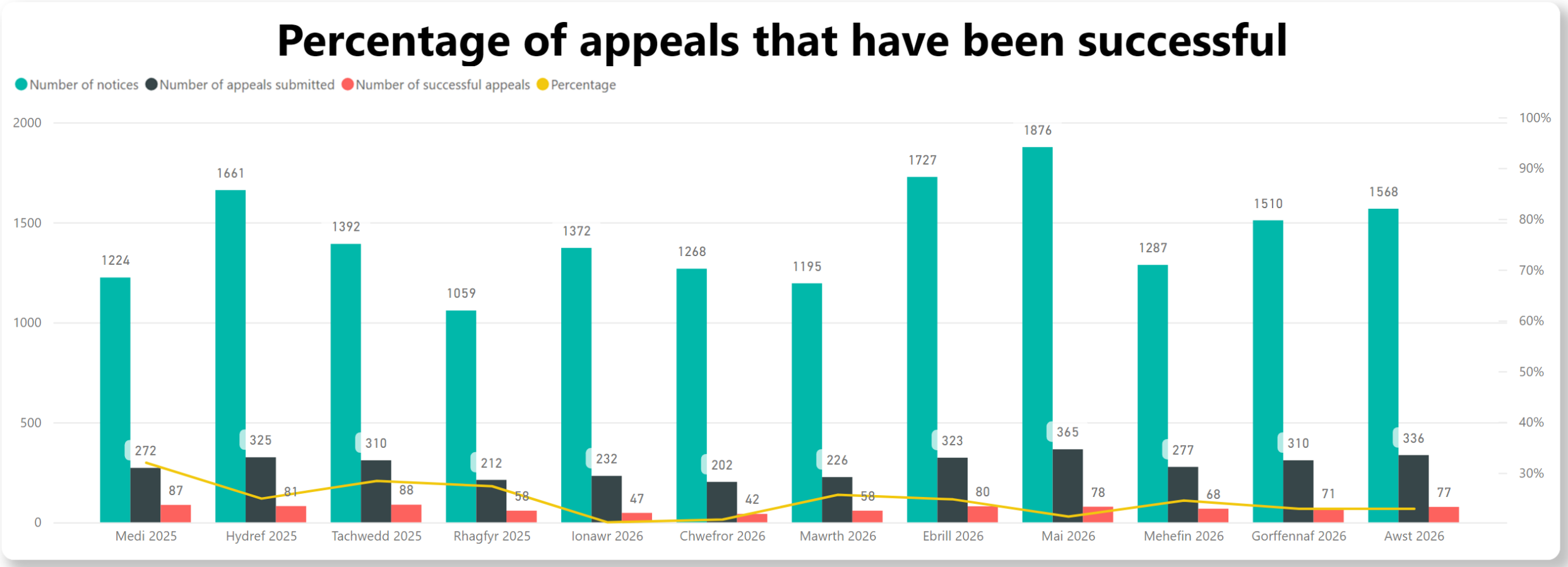
Parking

P&GS2 - Percentage of appeals that have been successful

Manager: Ceri Hughes Thomas

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

Comments included on the next page



Parking

P&GS2 - Percentage of appeals that have been successful

Manager: Ceri Hughes Thomas

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

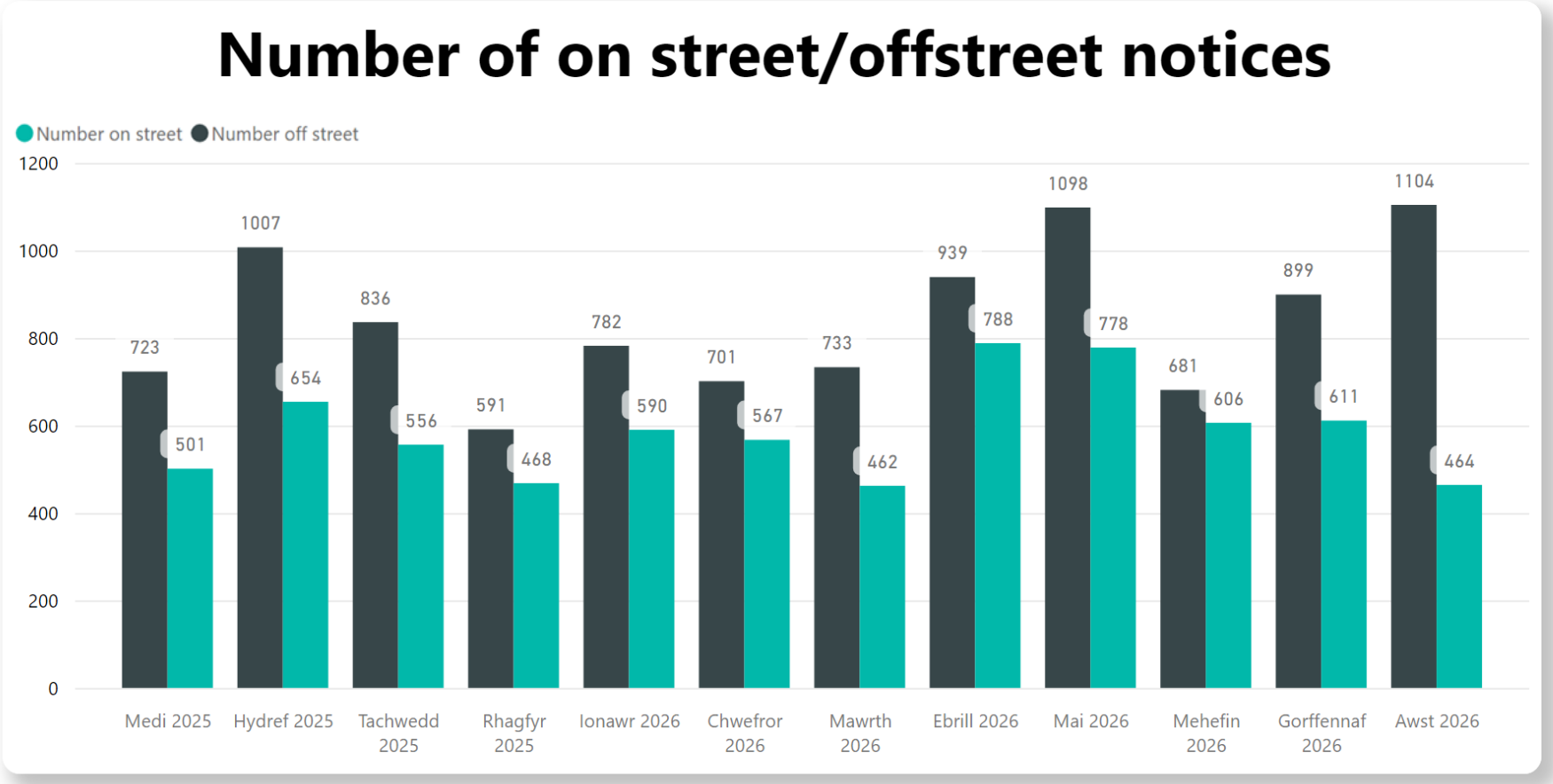
Comments

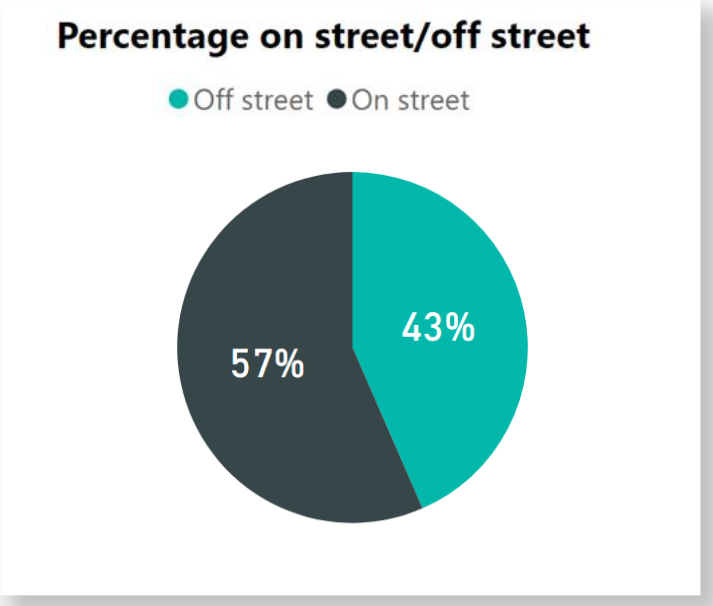
Fines will be issued to vehicles that park in contravention of the restrictions on and off the street (car parks). The service takes pride in the ability to deal with everyone in a consistent, fair and transparent manner. Every motorist who receives a fine is entitled to submit an appeal, should they feel that any unfairness or error has occurred. During the most recent period (April to August), 7,968 tickets were issued – of which 1,611 appeals were lodged, with 374 resulting in the cancellation of the ticket. That equates to 4.6% of all tickets
issued in this period. Except in extreme circumstances, the majority of successful appeals are from individuals who have bought a ticket in the car park but have not paid and displayed for various reasons, e.g. the ticket has fallen from sight, or a customer has inputted one wrong digit by using the Pay by Phone app, or blue badge holders have misunderstood the conditions. Every appeal is considered in full and if robust evidence reinforces the claim that a genuine mistake has occurred, the fine is cancelled. In relation to the number of appeals transferred to the independent adjudicators for consideration, it is noted that only one case was submitted during the specific period in question, and that the outcome of this case was favourable to the Council. We have adapted the measure to include the total number of Fixed Penalty Notices (FPNs) issued to provide a broader context instead of only those who have appealed successfully/unsuccessfully as previously. We have also added the total FPN and have demonstrated whether they are 'on street' and
'off street' - see the next measure.

Parking
P&GS3 - Number of on street/offstreet notices

Manager: Ceri Hughes Thomas
Purpose of the Service:- Ensure safe management of the highway

Comments on next page.





Parking
P&GS3 - Number of on street/offstreet notices

Manager: Ceri Hughes Thomas
Purpose of the Service:- Ensure safe management of the highway

Comments

A special effort is made by the Council's Parking Enforcement Officers to ensure that there is an appropriate level of monitoring of the roads network to ensure that traffic flow moves unimpeded. They take appropriate enforcement steps against motorists who choose to park illegally on sections of the highway, including parking spaces where parking is permitted on the street for specific periods. The officers also make a valuable contribution to monitoring our pay and display car parks, which are an important source of income for the Council.
The chart highlights that most of the Fixed Penalty Notices issued to motorists between April and August 2026 were for parking offences on the highway, e.g. parking where there are parking restrictions such as single and double yellow lines, a clearway, a white line protecting entrances, restricted stay parking bays or misuse of disabled bays (with the remainder in car parks).

Highlight parking on-offer – parking offers and pay and display options

Messages posted on social media, including promotion video





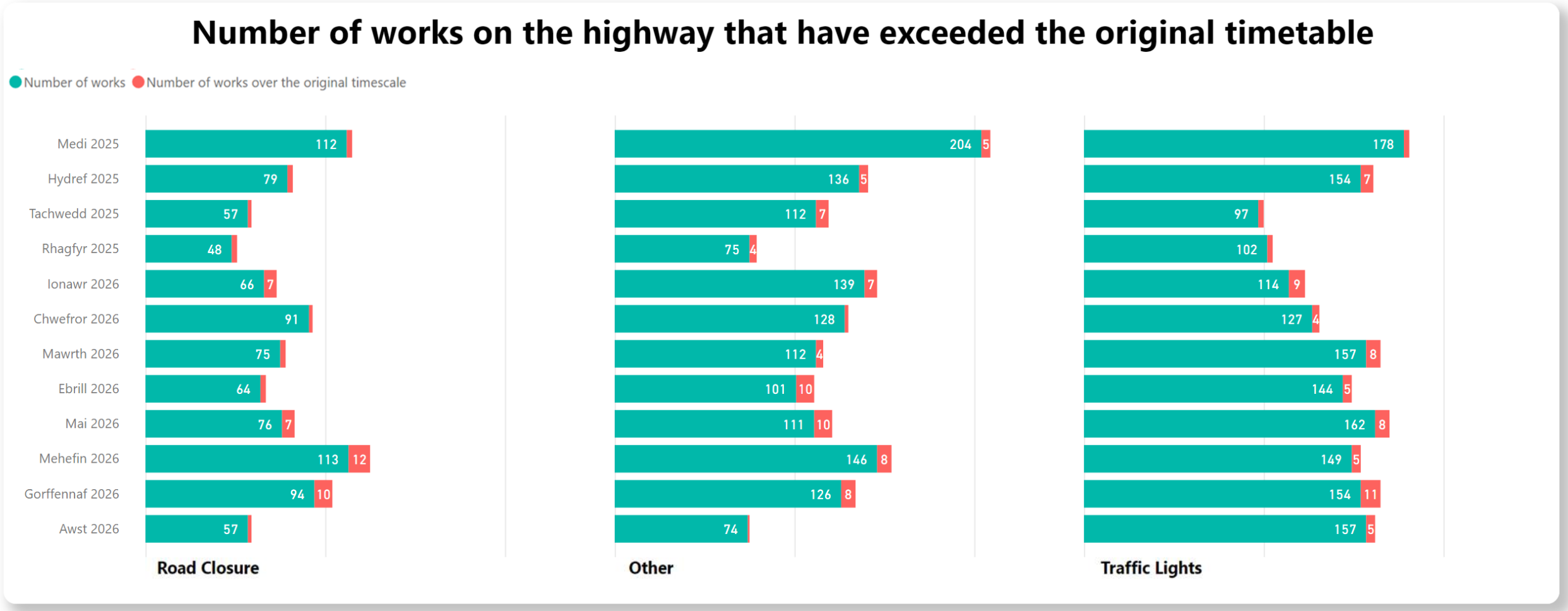
[Video on Council social media accounts - (1) Facebook]

Street Works

P&GS4 - Number of works on the highway that have exceeded the original timetable

Manager: Ceri Hughes Thomas **Purpose of the Service:-** Ensure safe management of the highway

Comments included on the next page



Street Works

P&GS4 - Number of works on the highway that have exceeded the original timetable

Manager: Ceri Hughes Thomas Purpose of the Service:- Ensure safe management of the highway

Comments

The work carried out on our streets or roads is part of daily life, and although it causes disruption to members of the public from time to time, such work is key to provide and maintain utility and transport services. The service's street inspectors are responsible for coordinating and monitoring all activities carried out on the public highway network by statutory undertakers or contractors and strive to avoid situations where areas are disturbed for long periods because of works. A set of specific conditions are imposed to manage this, and in some circumstances no option is given for a contractor to extend the period. Although most of the activities are achieved within the original timetable, it is not uncommon to run over time on occasions, for various reasons, e.g. encountering something unexpected after starting to dig-up the road, delays due to staffing problems, relying on other companies, unable to obtain the appropriate tools or equipment. The graph includes the data captured about the percentages of works that ran behind the original schedule during the fixed period.
*There may be rare occurrences where companies have decided to undertake works without informing
the Streetworks Service - the data does not include such situations."

Traffic, Projects and Footpaths

T&P1 - A number of improvements have been presented on the highway

Manager: Iwan Ap Trefor

Purpose of the Service:- Manage and coordinate a bespoke and safe highways network, as well as develop and realise transport projects.

Comments

Pages that address several frequently asked questions about traffic issues are in the
process of being published on the Council's website. These pages will provide consistent and useful information addressing many of the key issues asked by enquiries sent to the team.
Main Traffic Issues Identified and Action Taken in Response:

• Complaints about Speeding:

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

• Requests for Speed Reduction Measures:

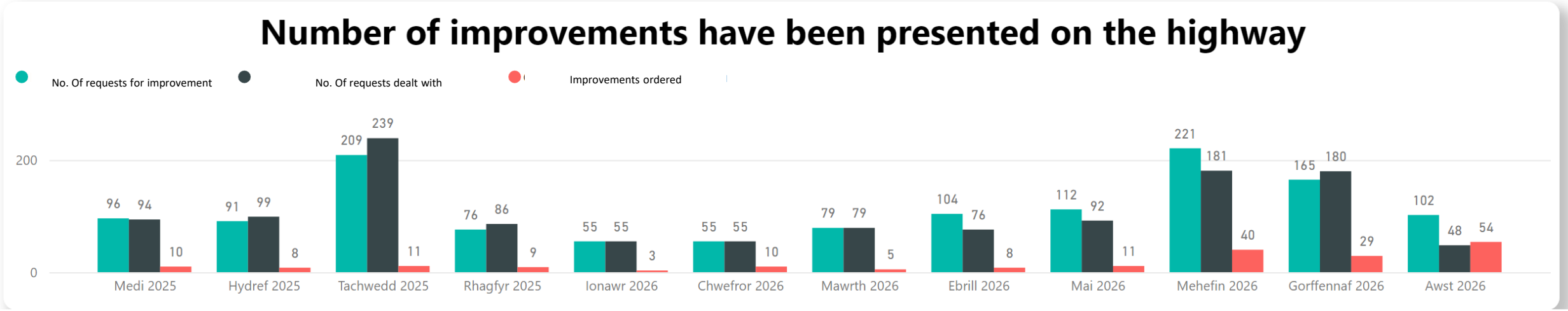
Several requests to introduce speed limits outside the 20mph and 30mph zones remain constant,
reflecting wider concerns about traffic safety. As above, collaborate with partners to tackle this wherever possible.

• Parking Prohibitions:

The number of requests for parking prohibitions has increased compared to 2025.

• Enquirer does not receive a response

Enquirer refuses to accept responses that have been given and therefore comes back with further enquiries.



Highlighting improvements and potential opportunities for the future

Press releases issued and posts on social media accounts



[Celebrating launch of schools transport pack - (1) Facebook]



[Promoting consultation - (1) Facebook]

Traffic, Projects and Routes

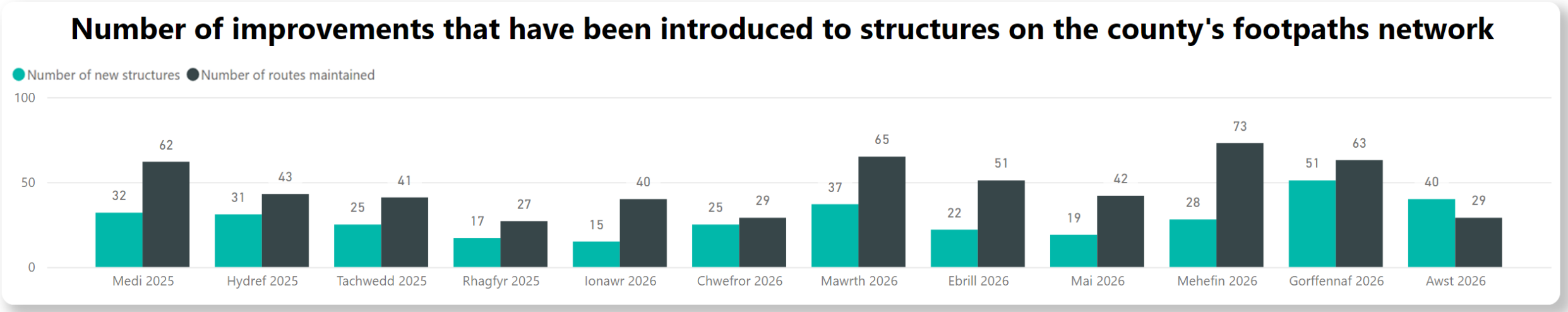
T&P2 - The number of improvements that have been introduced to structures on the county's footpaths network

Manager: Iwan Ap Trefor

Purpose of the Service:- Maintain and manage access networks

Comments

This measure showcases the constant varied work being carried out to maintain and improve the public rights of way network for the benefit of members of the public. From the aspect of new structures that have been installed, there was a significant increase in July (51) and August (40), reflecting an increase in installation work due to favourable weather and conditions. In addition, there was an increase in the number of operations to maintain the paths in June and July which is likely to be due to the demand for works to cut vegetation during that period. The new structures being installed on paths include improvements such as new gates (to replace stiles),and signage to facilitate use. In addition, the number of operations to maintain paths is reported, these are separate actions, as well as maintenance work such as cutting surface vegetation, improving the condition of a surface, etc. As well, the addition of two apprentices to the team has increased the ability to respond to complaints and the additional capacity to carry out monitoring work. As noted in these comments, a distinct pattern exists in terms of the bulk aspect of seasonal work carried out by the footpaths team.



Celebrating successes and work completed

Press releases and social media posts including videos highlighting achievements









Celebrating opening of Pont Sarnau in Dyffryn Ogwen and Maintenance work with volunteers in Dolgellau area

[Video showcasing work completed to allow re-opening of Lôn Eifion - (1) Facebook]

Traffic, Projects and Footpaths

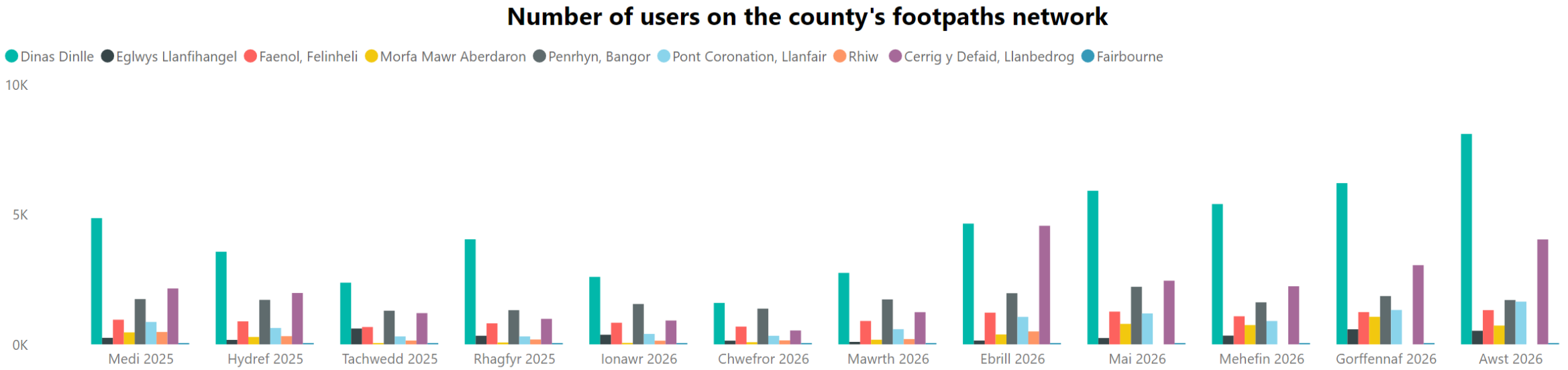
T&P3 - Number of users on the county's footpaths network

Manager : - Iwan ap Trefor

Purpose of the Service:- Maintain and manage access networks

Comments

This measure monitors user numbers on some of the main paths on the county's network, using monitoring tools installed at specific locations. The paths network is a great resource for outdoor activities that benefit residents' well-being from a mental and physical health perspective. In addition, they also offer sustainable day-to-day travel opportunities that support several strategic ambitions and objectives to reduce the impact on the climate and on practical issues such as traffic congestion and parking issues. The current locations report on the number of path users at Morfa Mawr near Aberdaron; Rhiw in Pen Llŷn; Cerrig y Defaid in Llanbedrog; Dinas Dinlle; Faenol between Y Felinheli and Bangor; Penrhyn on the outskirts of Bangor in the direction of Abergwyngregyn; Llanfihangel Church in the Ardudwy area; Coronation Bridge at Llanfair near Harlech and Fairbourne in south Meirionnydd. The data up to August this year shows a similar pattern to last year – with paths that are close to popular destinations (e.g. Dinas Dinlle) seeing the highest number of users. Data for Rhiw, is up to the end of April, as the counting device needs restoration. The measure currently focuses on user data at specific locations on the Wales Coastal Path with the intention of including locations across the rest of the paths network in the future.



Highlighting benefits of paths network

Video celebrating Wales Coast Path in Gwynedd and important maintenance on the network





Video promoting Wales Coast Path in Gwynewdd and essential maintenance - (1) Facebook

Public Transport

TC1 - Percentage of local bus journeys arriving on time during the period (up to 1 minute early or 5 minutes late)

Manager: Rhian Wyn Williams

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

Comments

While a contractual change at the company that holds bus time data means there is currently no access to the punctuality times, officers are continuing to handle any public queries about the area. Although there is currently no access to bus timing data through the Welsh Government, we continue to deal with individual complaints, and our officers follow up any queries or complaints about bus timing and deal with the issues in a timely manner for the public. There is a good relationship with bus companies that provide the services, which allows us to deal with any issues that arise or advance notice in any case where there are issues that may affect the timing of services (e.g. roadworks, etc). As there is no agreement between the operators and the Government about sharing bus time data, the Council does not currently have access to punctuality data. We continue to press for access to the dataas this is important evidence for us to measure the performance of local bus services.

NO DATA AT THIS TIME

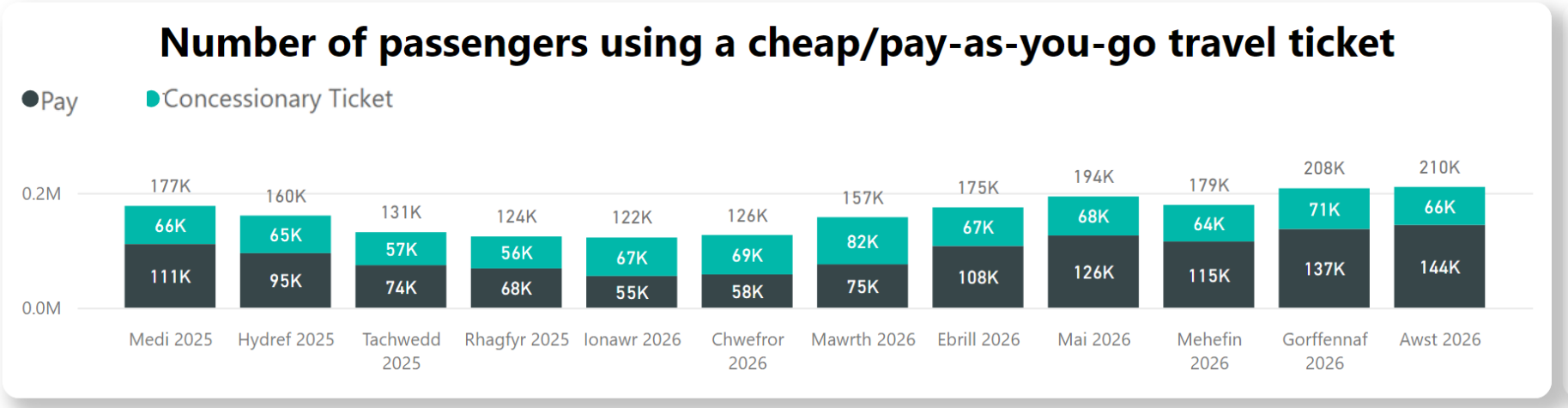
Public Transport

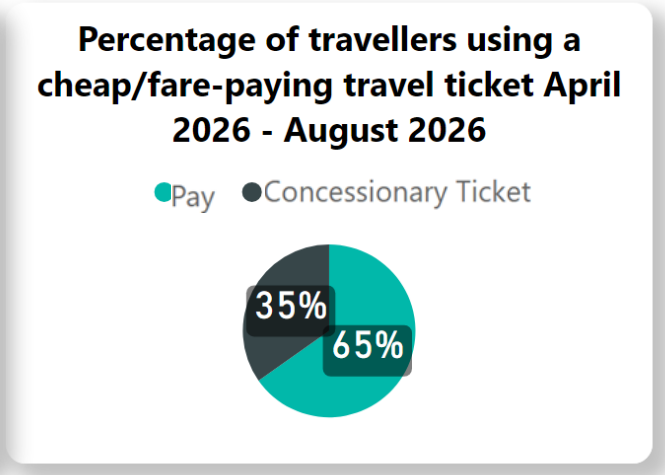
TC2- Percentage of passengers using a Cheap/Paid Travel Pass

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

Comments

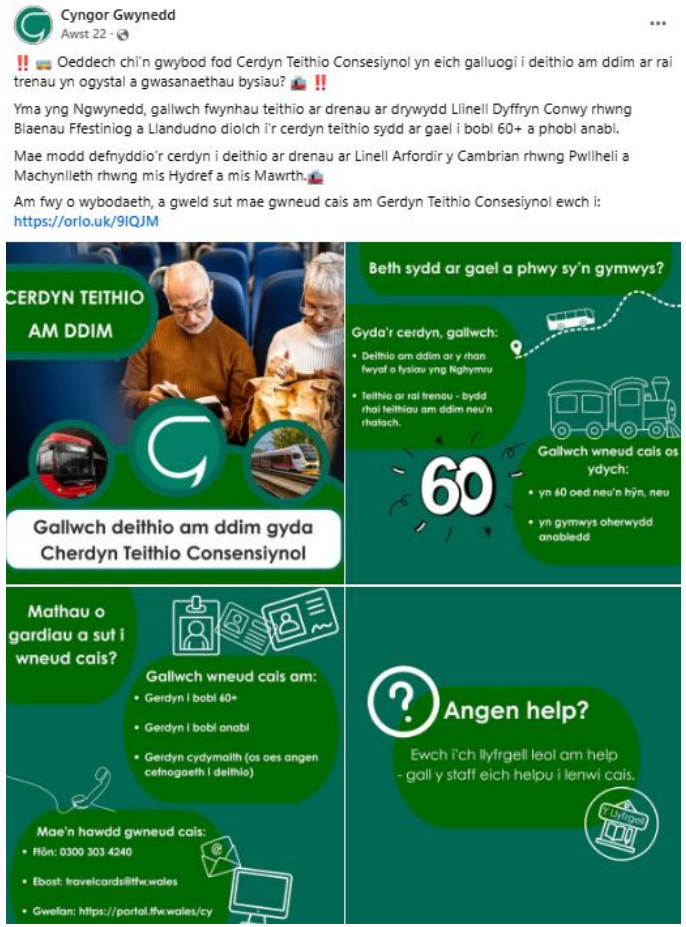
It is encouraging to report that the figures for the April-August period this year show a continuation of the increase in total journeys compared to the same period over recent years. Total journeys were 965,095
up to the end of August – an increase of 4.7% compared to the same period last year, and 42.5% compared to 2024. Looking at the percentages using or paying a travel pass, 35% were using a travel pass (April - August)
with 65% paying, similar to the split in previous years, and reflecting an increase in the number of visitors to the area during the peak period of the tourism period. Proactive work is currently underway to promote
these tickets for 60+ travellers through posters, material on library screens and a series of social media messages – and this campaign will continue over the coming months.
As previously reported, significant changes have been introduced to the bus network here in Gwynedd in recent years. The clear increase in passenger numbers on services operated on behalf of Cyngor
Gwynedd with a share of grant funding, continued again in the first five months of 2026/7 and reflects the success of this work by Council officers who worked with partners in designing the work.
Of course, the use of bus services in general can be influenced by several factors – e.g. how many weekends there are in any month plus the weather – especially during weekends, bank holidays and other peak periods. The number of learners who pay to travel on public buses can also change and have an influence.



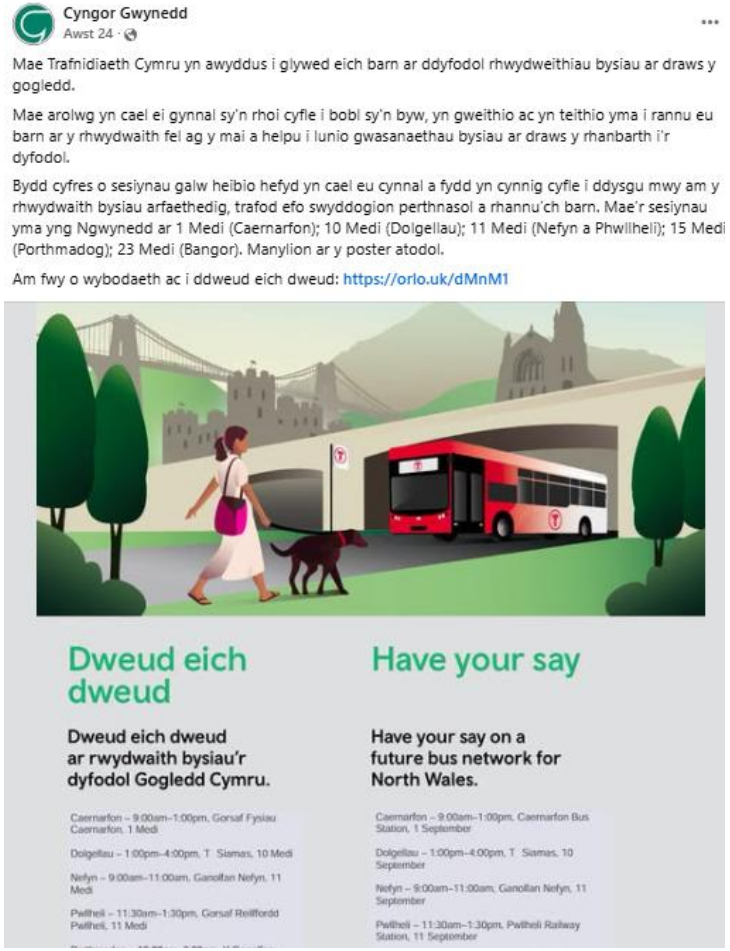


Highlighting benefits of Gwynedd bus network

Use of social media to highlight travel options available on buses in Gwynedd







Gwynedd Recycling Performance (GA1)

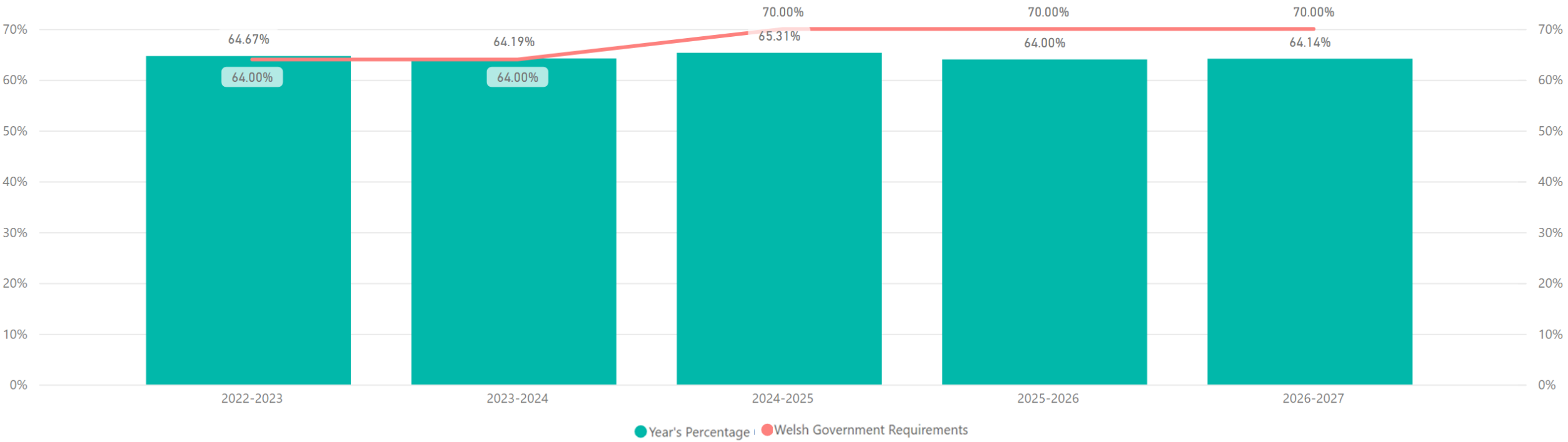
Manager : - Roland Thomas

Purpose of the Service: To provide a reliable, sustainable and efficient Waste and Recycling Service that assists the residents and businesses of Gwynedd to reduce waste and increase

Comments

Although Gwynedd's recycling performance has increased significantly over the last decade, from around 55% to over 65%, progress has slowed down in recent years. In 2025/26 the recycling rate was 64%, compared to 65.3% in 2024/25. While changes to the way wood is reported have contributed to the decline, it is important to recognise that further action is needed to improve performance overall.

Gwynedd already provides a service that aligns with the Welsh Government's blueprint, including weekly food and recycling collections, residual waste collections every three weeks, an affordable garden waste service and eight Recycling Centres, which is the highest number in Wales. The infrastructure and services are therefore in place, but there is a need to increase resident participation and reduce the recyclable waste that continues to go into the residual stream. The new Waste and Recycling Strategy sets out a series of measures to drive the next phase of improvement, including reviewing residual bin capacity, expanding the range of recyclable materials, strengthening education and awareness activities, introducing a formal education programme in primary schools, and adopting a more assertive approach to enforcement where necessary. These measures aim to increase recycling rates and support the Council to meet the Welsh Government's recycling target of 70%.



Promoting recycling services

Messages on social media to highlight benefits



[Video highlighting benefits of recycling food waste - (1) Facebook]





[Video on recent visit to GwyriAD food waste treatment site and transformation of nearby Llwyn Isaf for benefit of nature and biodiversity(1) Facebook]

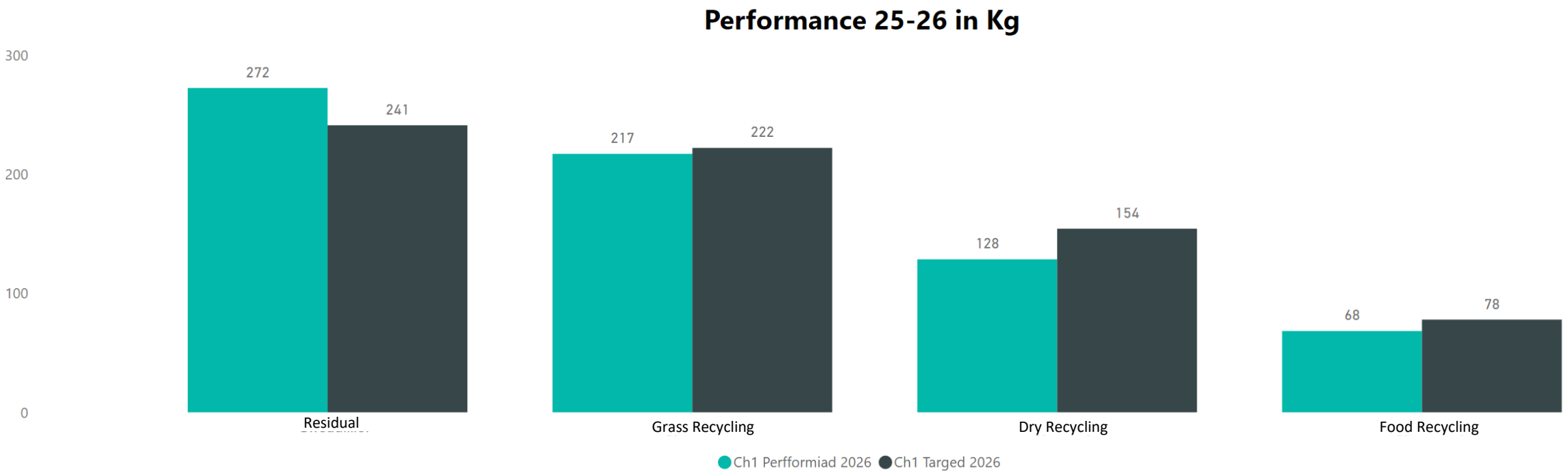
Waste and Recycling Kg of waste and recycling from Gwynedd homes (GA2)

Manager : - Roland Thomas

Purpose of the Service :- To provide a reliable, sustainable and efficient waste and recycling service that helps Gwynedd residents and businesses to reduce waste and increase recycling

Comments

This indicator measures the average amount of waste and recycling generated by Gwynedd households (kg). An analysis of the contents of the residual bin shows that around 57% of the material placed in it can be recycled using the services already available. Performance modelling suggests that an increase in the recycling rate of around 3% would require an improvement of around 12% in dry recycling, 25% in food recycling, a 12% reduction in residual waste, and a small increase in garden waste. The potential to increase participation in the garden waste service is more limited due to the cost to residents. This complements the challenges identified under measure G&A1. As a result, the potential for further improvement is likely to depend primarily on measures that encourage behaviour change, with reducing the capacity of the residual bin or reviewing the frequency of its collection, this is likely to have the greatest and fastest impact on recycling performance.

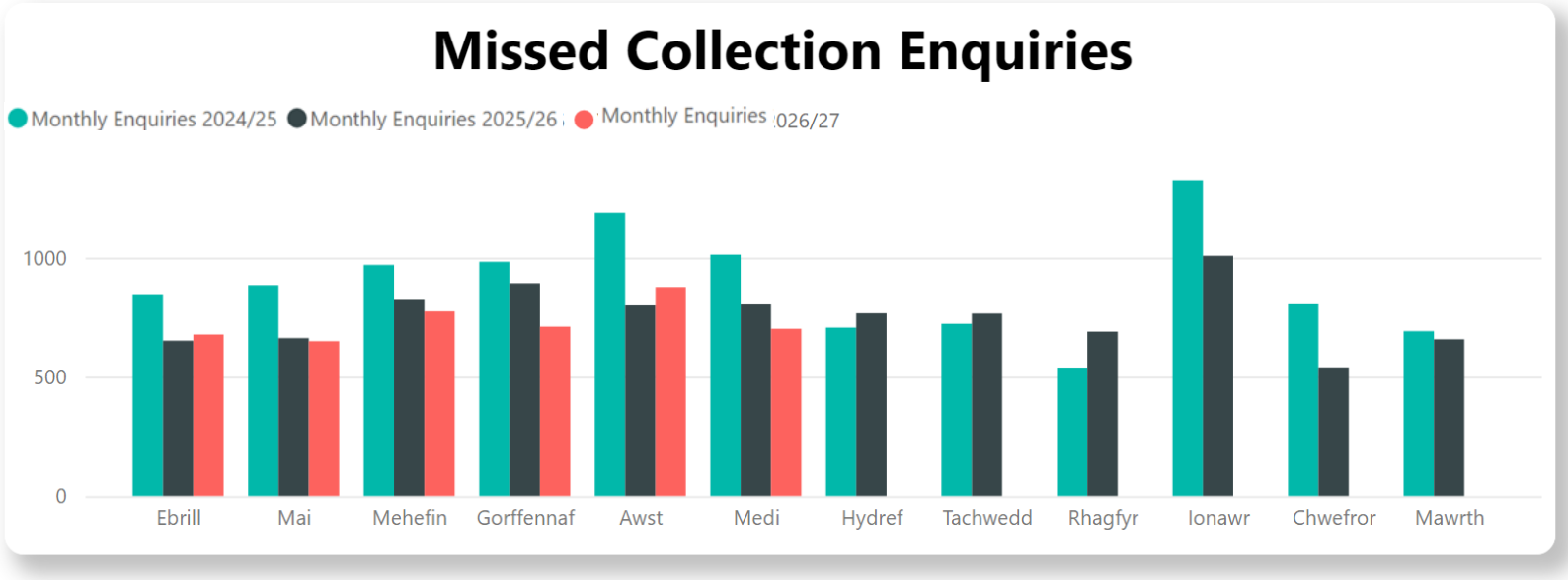


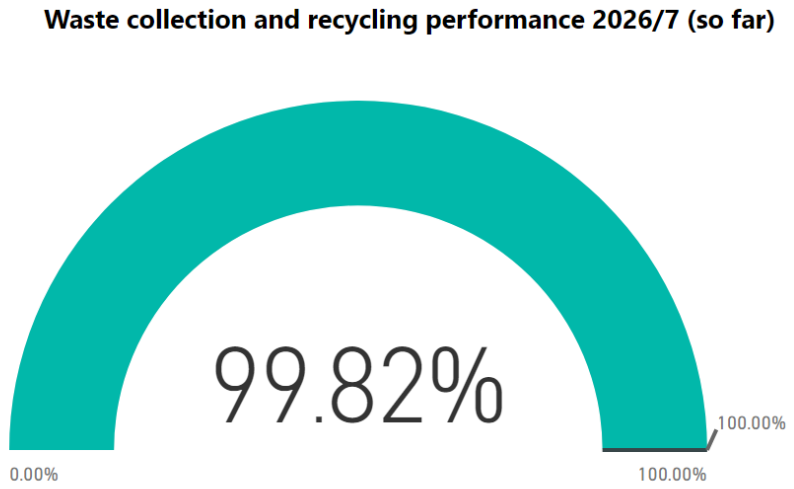
Waste and Recycling
G&A3 - Percentage of Successful Collections

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

Comments

This measure shows the number of service enquiries received monthly in relation to waste and recycling collections. It is important to note that the data cannot distinguish between valid and invalid queries. For example, an enquiry may be recorded as a complaint about a missed bin when the bin was not delivered correctly or on time, or more than one enquiry may be submitted about the same incident. For this reason, it is important to consider the figures in the context of the total work carried out by the service.
The second graph shows the number of queries as a percentage of the total containers collected. This shows that the service collects approximately 99.8% of containers/bins without any enquiry from the customer, which equates to approximately 413,200 successful collections per month. Whilst all enquiries are investigated and treated seriously, the data shows a very high level of operational performance given the size of the service provided across Gwynedd.





Waste and Recycling (GA4)

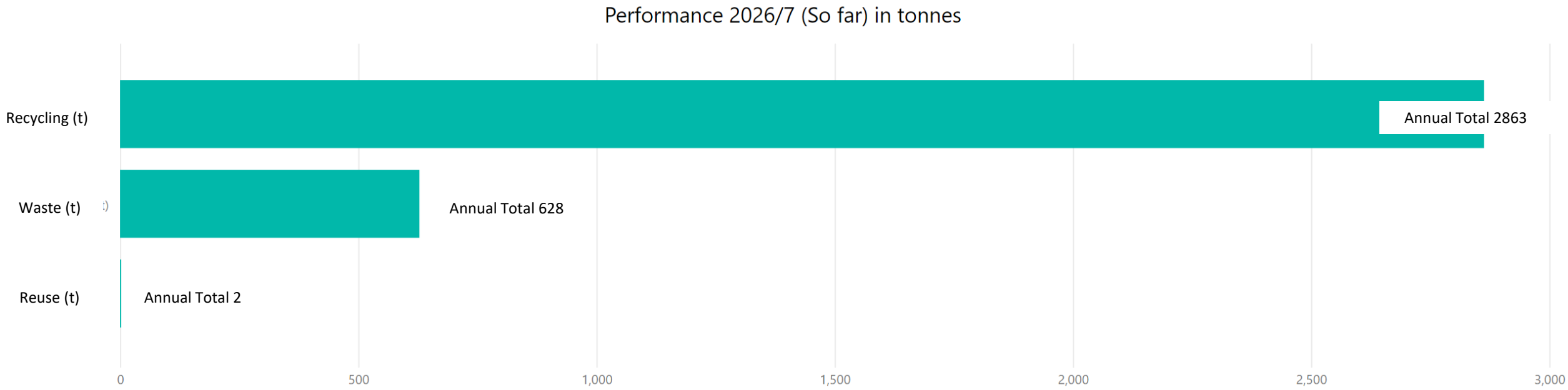
Recycling Centre Performance

Manager : - Endaf Williams

Purpose of the Service:- Enabling Gwynedd residents to recycle, reuse and dispose of waste responsibly

Comments

This measure shows the recycling performance of Gwynedd Recycling Centres, measuring the proportion of materials that are recycled, reused or sent to the residual waste stream. The performance of our residents when separating materials in the centres is high, with a recovery rate of around 82%, and this contributes around 15% towards the Council's overall recycling rate. However, there are limitations in the way some materials are calculated within the national performance framework. For example, although residents correctly separate wood for reprocessing, some of the wood cannot be recycled to a standard that meets the requirements of Natural Resources Wales. As a result, wood is burnt to produce energy and therefore cannot be counted as part of the statutory recycling rate. This reduces the official performance of the centres from around 82% to around 66%, having a significant impact on the Council's overall recycling performance. Another challenge over the next few years will be to increase levels of materials reused. While reused materials offer more environmental benefits than recycling, this requires more resources and investment for it to be achieved. Nevertheless, the Council is keen to develop reuse initiatives as a key part of its commitment to reducing waste and supporting the circular economy.



Thanks, and education – recycling services

Messages on social media to highlight benefits

Cyngor Gwynedd
Mehefin 8 ·

Canolfannau Ailgylchu Gwynedd – Diolch am eich cefnogaeth!

Rydym wedi bod yn gwella trefniadau yn y canolfannau ailgylchu, ac yn gofyn i drigolion sy'n dod â sachau du i ddidoli'r cynnwys cyn eu rhoi yn y sgipiau.

Diolch i bawb am chwarae eu rhan – mae'n gwneud gwahaniaeth go iawn ac yn helpu i gynyddu faint sy'n cael ei ailgylchu.

Beth allwch chi ei wneud?
• Didoli gartref cyn dod i'r ganolfan. Rydym hefyd wedi trefnu mannau penodol i ddidoli cynnwys y sachau duon yn y canolfannau os na fyddwch wedi gwneud cyn ymweld.
• Defnyddio'r sgipiau ailgylchu wedi'u labelu'n glir.
• Gofyn i'n staff os oes angen cymorth – maen nhw yno i helpu.

Dim ond yr eitemau nad oes modd eu hailgylchu ddylai fynd i'r sgip gwastraff domestig.

Diolch am eich cydweithrediad!

📅 I drefnu apwyntiad: https://orlo.uk/ChgrF



Cyngor Gwynedd
Mai 12 ·

♻️Roedd hi'n bleser croesawu criw o ddysgwyr o Coleg Glynllifon draw i ganolfan Ailgylchu'r Cyngor ym Mangor yn ddiweddar, fel rhan o'u hastudiaethau Sgiliau Byw a Gwaith a Cam i Waith.
Roedd yr ymweliad yn rhan o wythnos amgylchedd y Coleg – ar ôl casglu ac ailgylchu sbwriel o amgylch y Coleg, daeth y grŵp draw i weld i ble mae'r deunyddiau'n mynd a beth sy'n digwydd iddyn nhw wedyn. Cafwyd hefyd gyfle i ddysgu am y gwahanol swyddi yn y maes.
Roedd hi'n wych gweld gymaint o frwdfrydedd – ac atgoffa pawb ohonom pa mor bwysig yw ailgylchu i ddiogelu ein hamgylchedd 🌍
Diolch yn fawr i chi gyd am ymweld – roedd yn braf cael eich croesawu!
Am ragor o wybodaeth am ganolfannau ailgylchu Cyngor Gwynedd ewch draw i 👉
https://orlo.uk/4gGGL



Cyngor Gwynedd
Mai 26 ·

Wrth i'r tywydd gynhesu, mae mwy ohonom yn treulio amser yn mwynhau'r ardd.
Cofiwch y gallwch drefnu eich casgliad gwastraff gardd am 2026 yn sydyn ac yn syml ar ein gwefan:
https://orlo.uk/7R53v



Cyngor Gwynedd
Awst 6 ·

⚠️ Cofiwch beidio â rhoi poteli nwy (megis bwtan, propan ac ati) yn eich bin ailgylchu cartref.
Maent yn gallu achosi risg diogelwch difrifol i staff ac i gyfarpar prosesu gwastraff.
Yn hytrach, ewch â nhw i un o Ganolfannau Ailgylchu'r Cyngor er mwyn eu gwaredu'n ddiogel.
📍 Mwy o wybodaeth am eich canolfan leol ac am sut i archebu slot yma ➡️ https://orlo.uk/Q8c3Y
Diolch am eich cydweithrediad. ♻️





Cyngor Gwynedd
Gorffennaf 16 ·

Gwasanaeth Gwastraff ac Ailgylchu

Cofiwch: Er lles a diogelwch ein staff ac eich cymuned, ni ddylai gwastraff clinigol, gan gynnwys nodwyddau, fynd yn y bin ailgylchu nac yn y gwastraff cyffredinol.

Gallwch wneud cais drwy eich meddyg neu nyrs gymunedol i drefnu casgliad gwastraff clinigol gan y Cyngor. I waredu offer meddygol arall yn ddiogel, cysylltwch â'ch fferylifa leol.

Diolch am eich cefnogaeth.

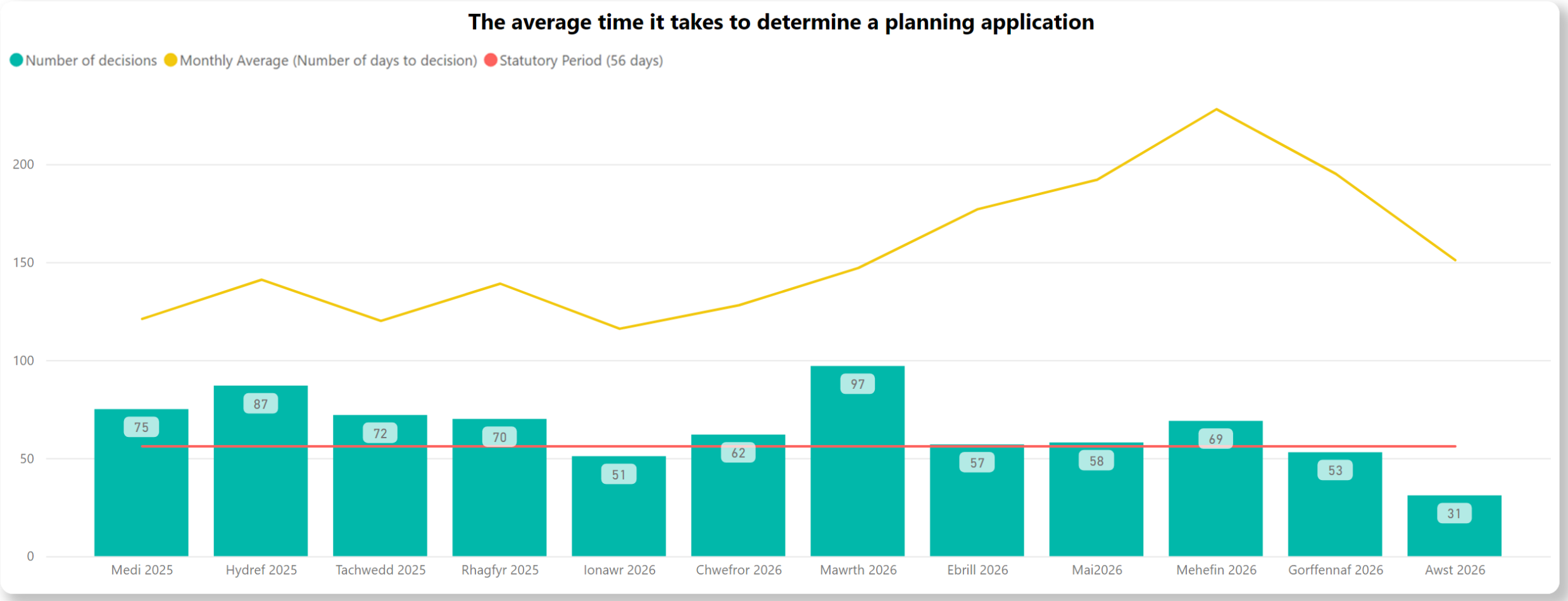
www.gwynedd.llyw.cymru/ailgylchu



Planning
The average time it takes to determine a planning application

Manager: Gwawr Teleri Hughes
Purpose of the Service:- Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments on next page.



Planning

The average time it takes to determine a planning application

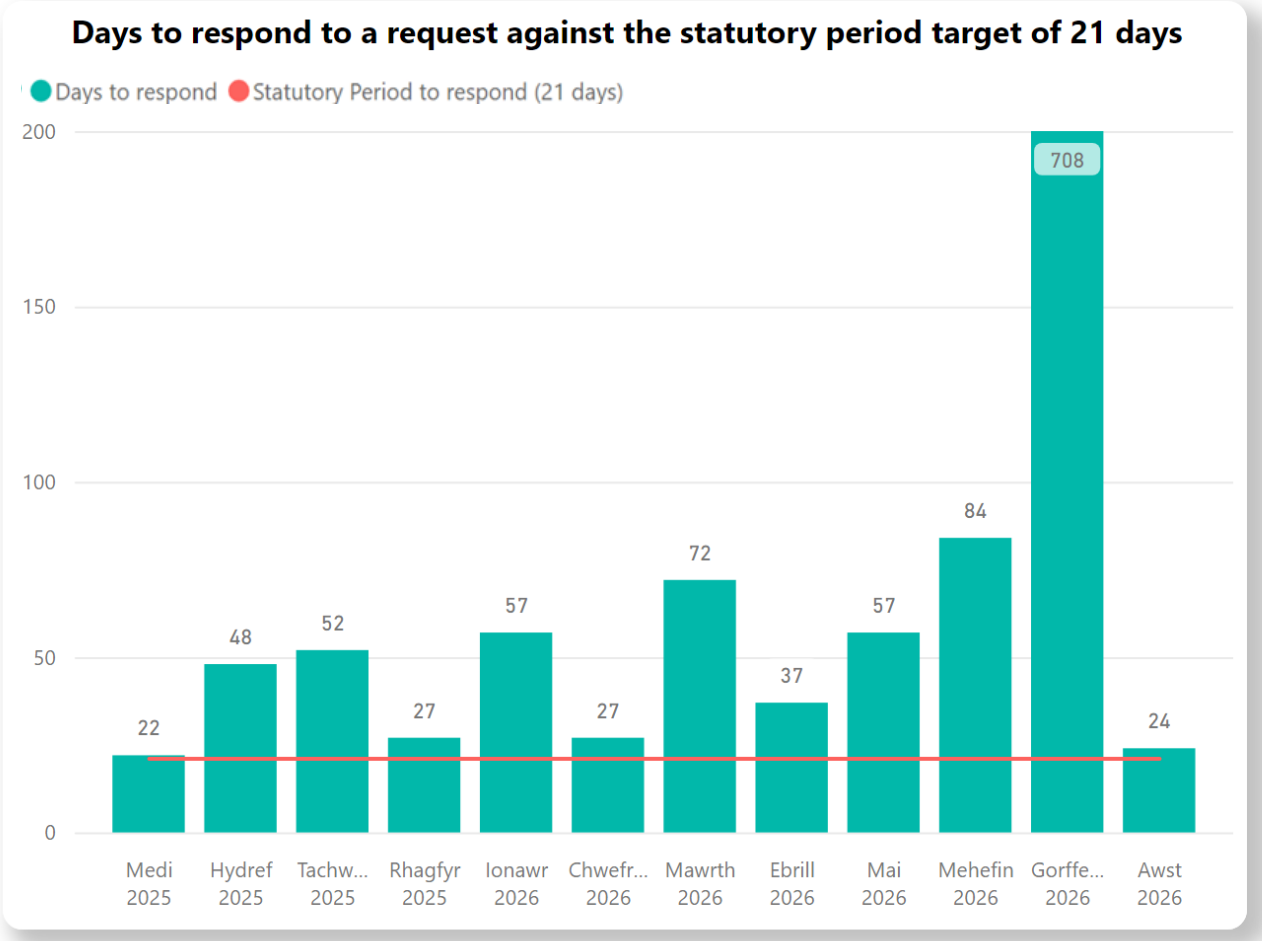
Comments

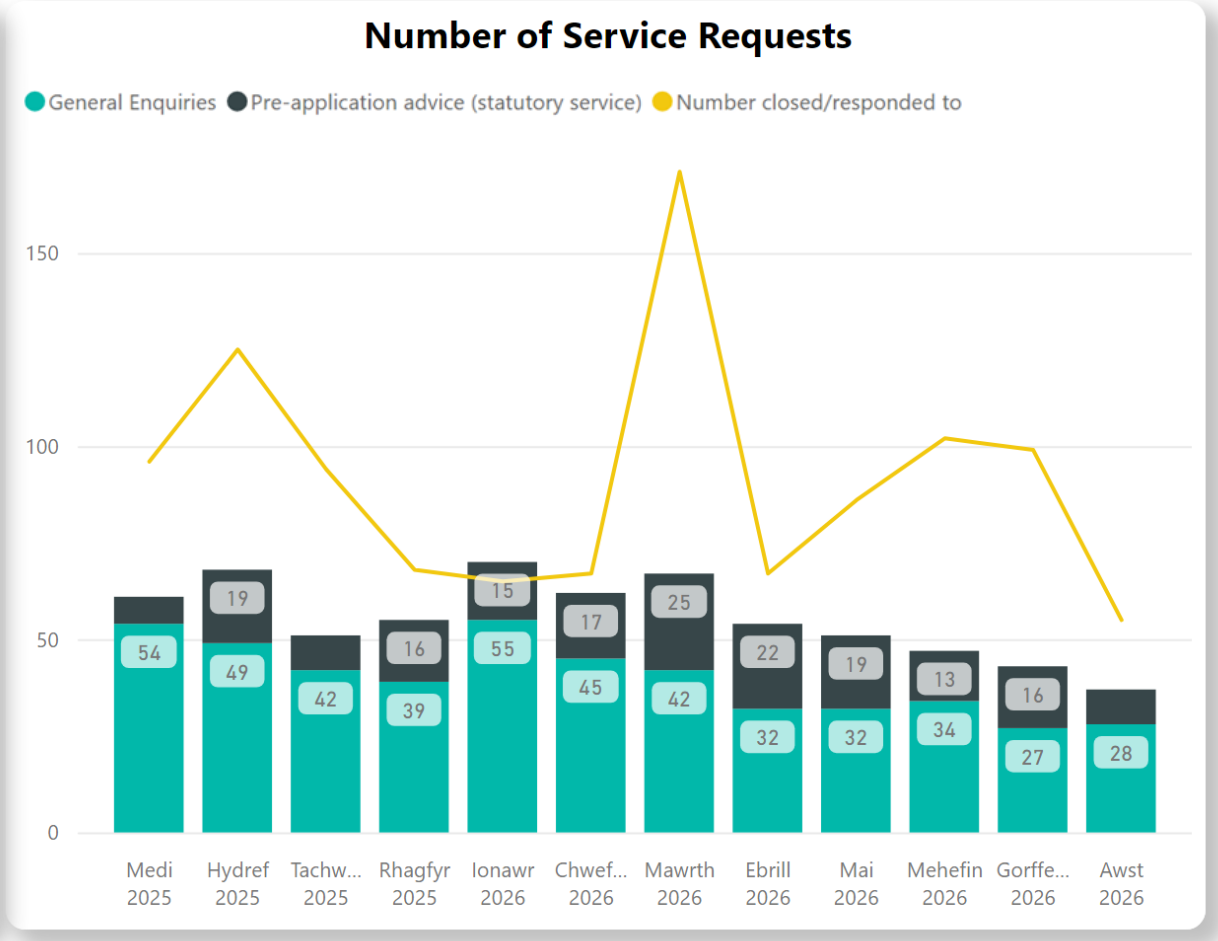
In the most recent period (June to August 2026), 197 new applications were received and 153 applications were determined. Both figures are again slightly lower than what was reported on average in the previous period but are on average consistent with the number at this time in 2025, and so the situation is generally considered to be consistent. The number of applications in the system without a decision has risen again from 579 to 592 because of
the lower number of applications determined in August. The average application decision time over this period has increased to 202 days. Having looked at thisissue in greater detail, it appears that 4 applications have received a decision within a period of over 1000 days, and by omitting these the average falls to 160 days. A high number of applications (47%) receive a decision within 100 days. 85% receive a decision within 300 days. The average application decision time for these specific applications is 111 days. A total of 21 applications have received a decision over 300 days (including the 4 over 1000 days), and these applications tend to be the subject of discussion with the agent or applicant or have been for a long period without sufficient information. 85% of applications were granted in this period (June to August) and a high number of the remainder have been rejected following a long period of waiting for further information but not received. In this period, around 55% of decisions are within the statutory time (either under 56 days or with an agreed time extension), which is significantly lower than previous periods. This reflects the period following the retirement of 3 Senior Officers since December 2025 and the effort to dispose of a high number of old applications. However, this highlights that a high number of decisions continue to be made in a timely manner, or with a time extension agreement with the applicant/agent, despite the current staffing situation and the effort to clear workload that is standing.
As has already been highlighted, the Service has gone through a period of workforce planning, and the Service has backfilled 2 Senior Planning Officer roles with internal appointments following retirements. One Planning Officer has joined the Service and at least one new Trainee is expected to join the Service in the autumn. As new, generally less experienced staff become accustomed to their roles, internal systems and planning regime, this can lead to some challenges and delays in dealing with the workload. An item included in the members' bulletin highlights the high number of appointments and workforce planning,
etc, with a brief note included on emails sent out to applicants/agents to inform them of the situation. The staffing situation is fairly fragile at the moment due to a lack of experience and a high level of applications that need to be determined, despite the Service highlighting the situation.

Planning
The average time taken to close service requests

Managerr: Gwawr Teleri Hughes
Purpose of the Service:- Facilitate appropriate/suitable developments for the benefit of communities, the economy and the environment

Comments on next page.





Planning
The average time taken to close service requests

Comments

In this period, 127 pre-application enquiries and requests for advice were received and 256 cases were closed (either because a response had been provided or because they were not valid). The workload remains constant, and work to clear the backlog and keep on top of current enquiries continues. This is reflected in the number of days to respond, especially in July. The number of open enquiries has fallen to 68, but it is noted that there is a backlog of enquiries awaiting validation over the summer period due to holidays and the work pressures of planning applications.

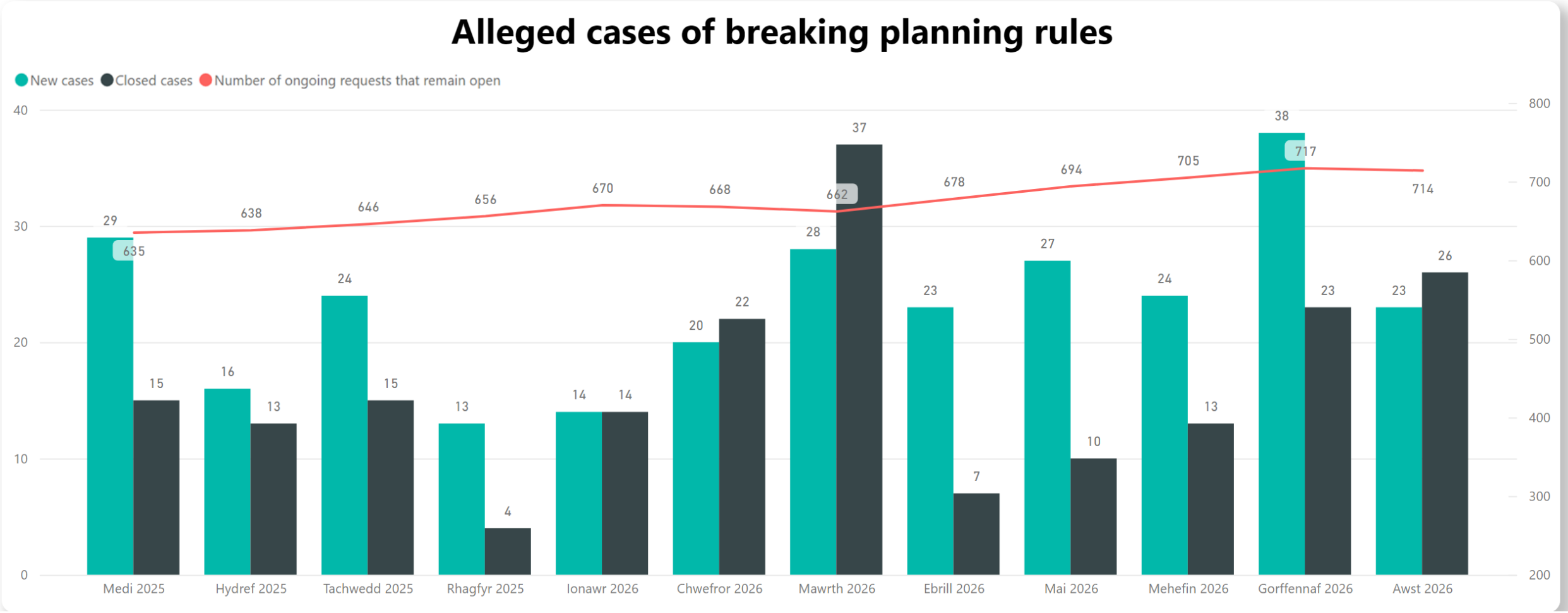
Planning

The number of cases of alleged breaches of planning rules that have been closed

Manager: Gwawr Teleri Hughes

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

Comments on next page.



Planning

The number of cases of alleged breaches of planning rules that have been closed

Comments

This work involves dealing with complaints about alleged breaches of planning rules. Due to their nature,they can be complex issues, and despite genuine efforts, closing a case can take time due to the need to visit a site, consider different evidence, respond to the complainant and come to a professional decision. With 85 new complaints opened and 62 cases closed, the number of new complaints remains constant,but the number of cases that have been closed has increased due to the transfer of an additional member of staff to the Enforcement Team. This has an impact on the Development Control Team, and it is noted that all officers are now dealing with enforcement cases and it is not just those cases that require specific attention that are passed on to the Enforcement Team for attention. Administrative support has by now been formalised. The Team has also been completing background work to ensure anup-to-date register of Enforcement Notices and this work is being completed by a casual member of staff over the summer period. It is intended to continue to deal with the steadily increasing backlog following the transfer of a Planning Officer to the Team. Four Enforcement Notices and five Planning Breach Notices have been issued, and the team are continuing to deal with several planning appeals against enforcement notices. The management and monitoring of illuminated signs/signs without permission at our main centres is ongoing, with several cases resolved by now. A case of an untidy property has been resolved as a result of compliance with an enforcement notice, and the property has now been tidied-up.

Planning Policy

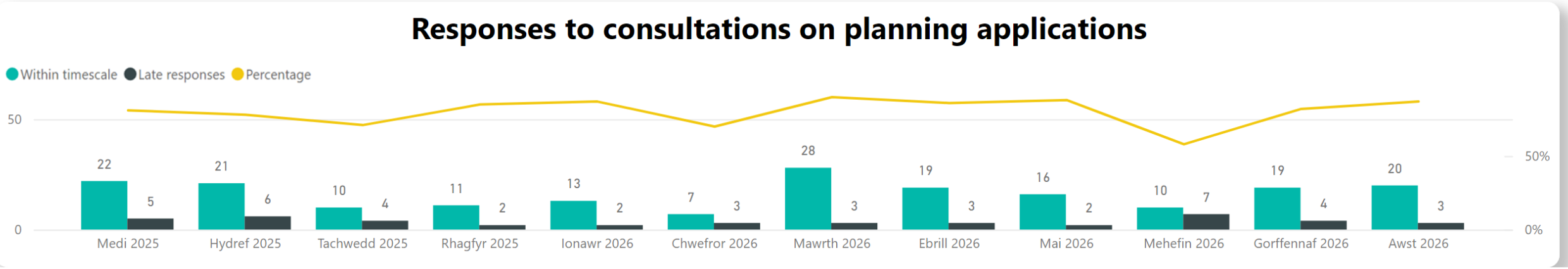
Percentage of responses to consultations on planning applications and pre-application advice given within time

Manager:: Rebeca Angharad Jones

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

Comments

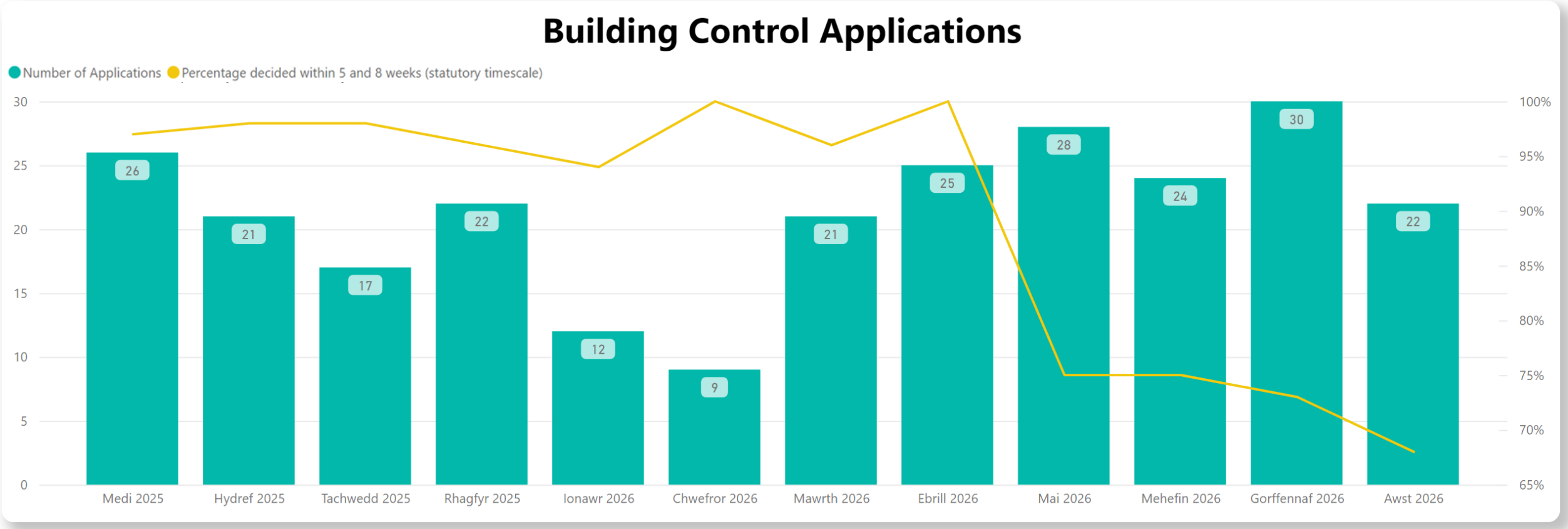
The data for a period since April this year indicates that on average over the first five months 80% of responses to planning applications were delivered within the expected timeframe. Compared with the same period last year (91%), this is below the level the Service would like to see but reflects the challenging period of change within the team following significant staffing changes. During this time, two highly experienced Team Leaders left the Service. Although one of the positions has been successfully filled via an internal appointment, the second position remains vacant. This meansthat the planning policy team has two experienced officers down, and this has had an impact on the capacity and ability of the service to maintain previous levels of performance. Talks took place with the Planning Manager to make them aware of the situation and to explain if urgent assistance was needed to contact the team. There has been a period of adjustment as the team has responded to these changes, and officers have been working hard to put new arrangements and processes in place to ensure continuity of service. Team members also must prepare comments and responses on areas of work in which they are not necessarily experts, which means that some tasks take more time than they normally would. However, in the longterm, this gives the service greater resilience. Nevertheless, the hard work that has been ongoing over the last few months is starting to bear fruit, and there are positive signs that the new arrangements are contributing to a gradual improvement in the response rate. Performance is expected to continue to improve as the new arrangements are established. However, short to medium-term risk remains, and there may be some temporary impact on the team's ability to move major workstreams forward until the staffing situation is more stable. Mitigation arrangements continue to be considered and implemented where possible.



Building Control
Percentage of applications determined within a given time [5 and 8 weeks]

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

Comments on next page.



Building Control
Percentage of applications determined within a given time [5 and 8 weeks]

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

Comments

Overview of Statutory Performance and Compliance: During the last quarter, the Service experienced a decrease in the percentage of applications determined within statutory timescales. This was due to staff resource constraints and the diversion of technical personnel to high priority enforcement actions.
In particular, a significant number of officer hours and operational resources were diverted to managing cases of dangerous structures that required immediate complex interventions at the following sites:
• The Corbett Arms Hotel
• Blenheim House, Bangor
• Nos. 9 and 13 High Street, Bangor

Legislative and Regulatory Pressures (Building Safety Act 2022): The service continues to navigate the rigorous statutory requirements introduced by the Building Safety Act 2022 and the revised Building Regulations. This legislation requires all officers to pass professional examinations and register with the Building Safety Regulator (BSR) as Registered Building Inspectors (RBIs). Implementing the requirements has presented several essential operational challenges:
• Reduce Capacity: The service recently lost a Class 2F Registered Building Inspector, who accepted a position within a Registered Building Control Approver (RBCA) in the private sector. This vacancy has a direct impact on our ability to manage complex commercial workloads in north Gwynedd.
• Supervision of Overheads: To maintain compliance, remaining unregistered inspectors require increased supervision by certified staff which in turn further reduces the capacity of senior officers during a period of exceptionally high workload.
• Whole Sector Recruitment Risks: Due to market forces and significant pay differences, the retention and recruitment of qualified RBIs remain a systemic threat to Local Authorities across Wales.

Mitigation, workforce planning, and resilience: To resist these workforce pressures, the service has implemented a structured workforce plan alongside targeted support and training arrangements designed to maximise a team's competence levels. This has resulted in positive initial results, including the successful admission of a LABC trainee Building Inspector. This post has been secured on a two-year secondment and is fully funded by the Welsh Government, building long-term technical capacity without a direct budgetary impact on the Authority.

Market Share and Commercial Competitiveness: Despite severe resource constraints and competition in the private sector, the service has shown strong commercial resilience. The market share for building regulation applications was increased from 72% to 78% over the period. This growth in a competitive landscape with RBCAs is primarily attributed to the service's refined, proactive quote and the service's competitive pricing structure, which continues to successfully attract and retain local development clients.

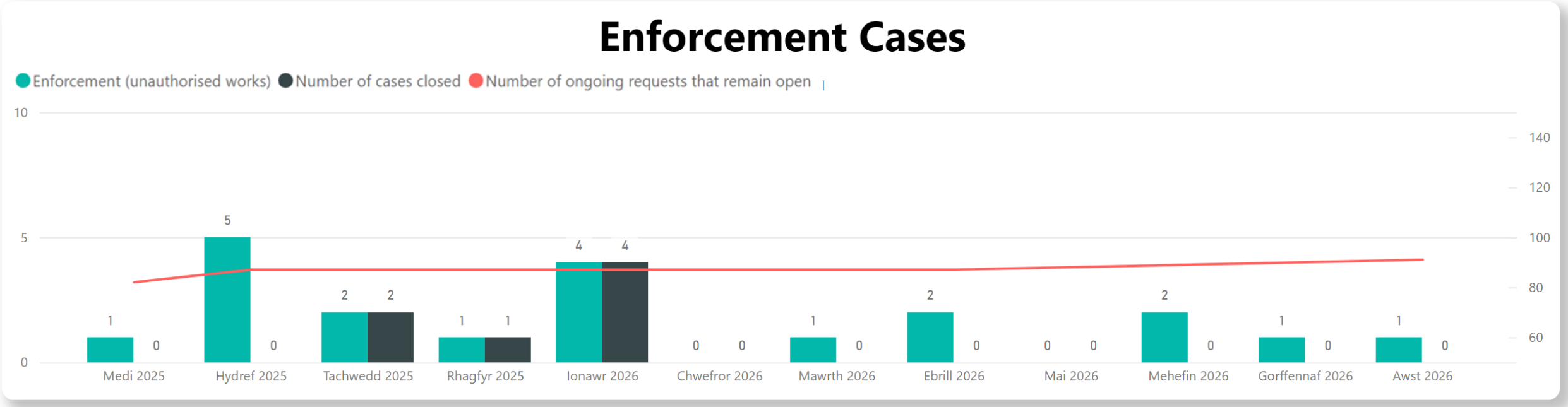
Building Control

Percentage of service requests on enforcement matters [including dangerous buildings] that have been closed.

Manager: Martin Barrow Evans **Pwrpas y Gwasanaeth**: Making sure that construction work meets reasonable health and safety standards for people in or around buildings, access to facilities, and energy conservation.

Comments

During the period April - August 2026/27, the Service has registered 6 cases/applications for unauthorised work, which remain unclosed. The number of open cases now stands at 91, highlighting the challenges of dealing with the current workload whilst balancing the time available for elements of the Service involving the attraction of fees and elements where fees cannot be attracted. During the last quarter, we have provided new workflow arrangements, staff training and monthly reports for Building Inspectors where many open cases have been closed. Moving forward due to the changes made, we anticipate the continuation of the file closure reform where applicable. The Service has been working on a new policy document and enforcement procedures in line with the new legislation changes to the Building Safety Act 2022, which came into force in July 2026.



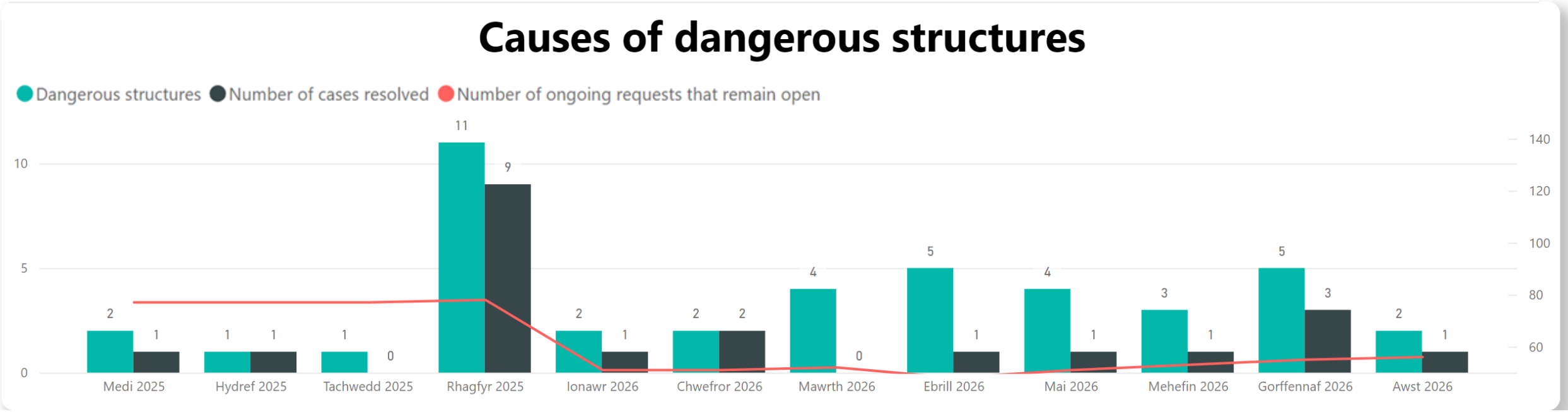
Building Control

Percentage of service requests on enforcement matters [including dangerous buildings] that have been closed.

Manager: Martin Barrow Evans **Purpose of the Service**:- : Making sure that construction work meets reasonable health and safety standards for people in or around buildings, access to facilities, and energy conservation.

Comments

It is important to emphasise that the Service ensures that dangerous buildings are made safe within 24 hours to protect the public. During the period April to August 2025/26, the Service has dealt with 19 cases of dangerous buildings that have been made safe within 24 hours, with 7 cases closed. The casesof dangerous buildings are not closed until the work that needs to be done on the site has been completed. Therefore, with the 56 cases still open at the end of the period, there have been steps by the Service to make the building safe from a public safety perspective, but that the work on site needs to be completed or costs recovered. It must be noted that cases can remain open when the building has been made safeand work on the site has been completed, in cases where the Service has had to take steps to undertake and pay for work, because of the legal steps required to reclaim costs. During the last quarter, we have provided new workflow arrangements, staff training and monthly reportsfor Building Inspectors where many open cases have been closed. In moving forward and due to the changes made, we anticipate a continuation of the file closure reform where applicable. The cases of dangerous structures at the Corbett Arms Hotel in Tywyn, Blenheim House in Bangor and 9 & 13 High street in Bethesda continue and significant input is required from the Service in conjunction with other Council Services. These are examples of the significant costs associated with the Council in ensuring public safety. We are currently awaiting legal advice on the necessary cost recovery procedures following enforcement action.



Public Protection - Trading Standards and Licensing
SM1 - Percentage of high risk businesses inspected in line with the programme

Manager: Andrew Lloyd Parry

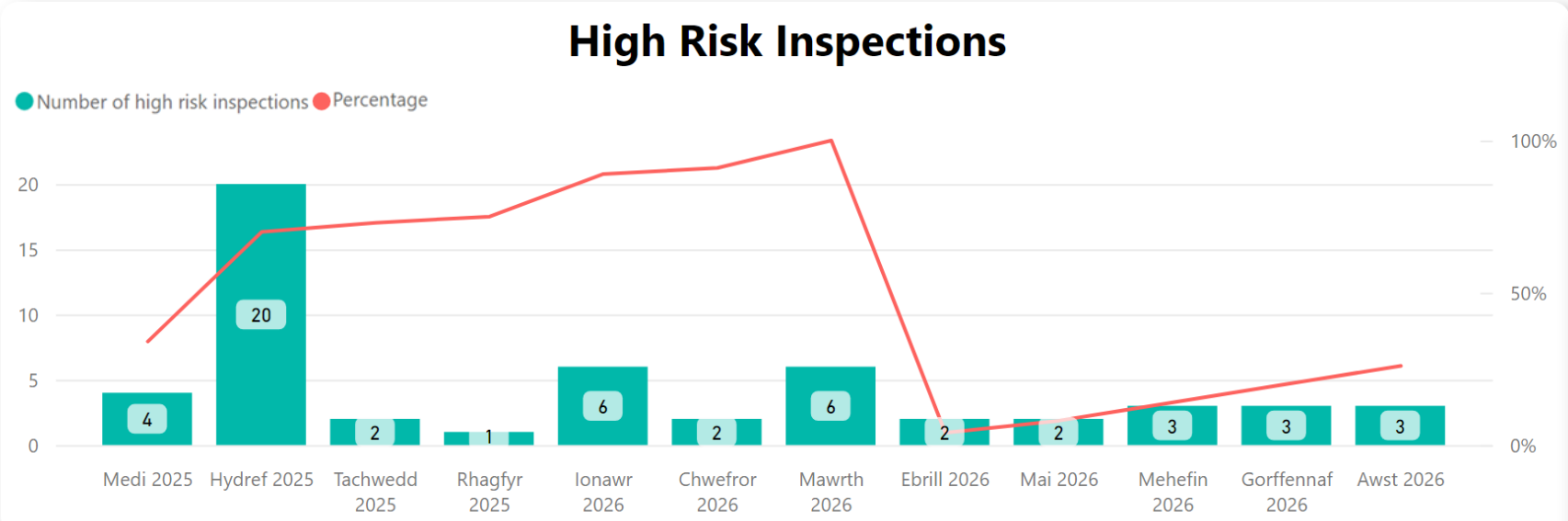
Purpose of the Service:-

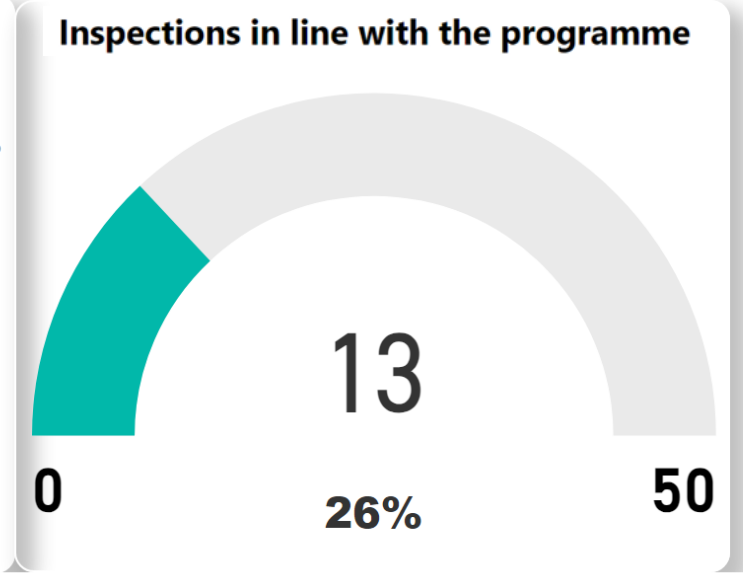
1) To protect public health and welfare from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain procedures and comply with the legal requirements that apply to their business.

2) Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals.

Comments

100% of the high-risk inspections set for the year 2025-26 were completed helping to protect the health and welfare of the public and farm animals. For 2026-27, 50 'high risk' category premises have been identified across the Service that require inspection. These are premises/businesses that are identified
as high risk due to the complexity/risk of business activity, or that have a history and concern of non-compliance with Trading Standards Regulations over a period. Several farm inspections, as usual, will be held back until the animals are collected in off the land – to allow us to have an in-depth look at the stock and ensure there are suitable facilities for the animals. Similarly, many of the inspections are for premises that store explosives/fireworks, and therefore these inspections will be carried out from October when the premises stores and sells them – using the opportunity close to the time of sale to remind them of age restrictions to purchase such goods. Up to the end of the reporting period, 26% of audits have been carried out, which is as encouraging as previous years.





Public Protection - Trading Standards and Licensing

Percentage of criminal breach cases identified by the Service that have been resolved

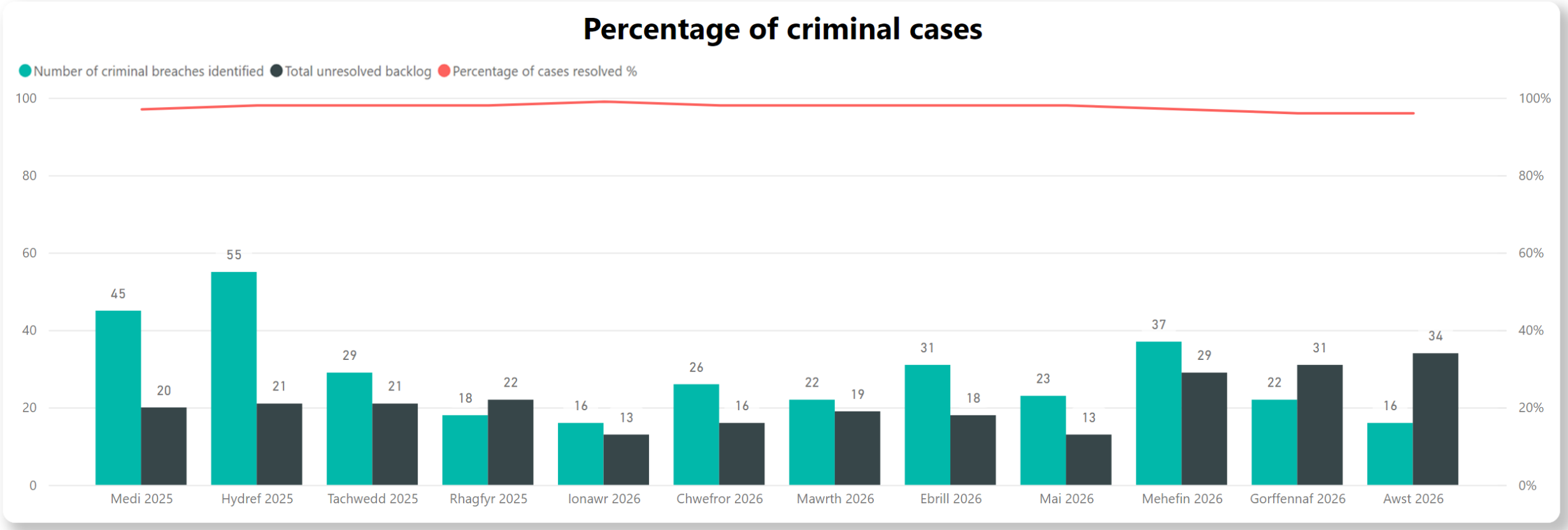
Manager: Andrew Lloyd Parry

Purpose of the Service:-

1) To protect public health and welfare from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain procedures and comply with the legal requirements that apply to their business.

2) Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals.

Comments on next page



Public Protection - Trading Standards and Licensing

Percentage of criminal breach cases identified by the Service that have been resolved

Manager: Andrew Lloyd Parry

Purpose of the Service:-

1) To protect public health and welfare from business practices that have the potential to be harmful, by ensuring that businesses adopt and maintain procedures and comply with the legal requirements that apply to their business.

2) Monitor, influence and ensure animal health and welfare standards, prevent dangerous infections and ensure the tracing of farm animals.

Comments

This measure highlights the proactive steps the Service is taking to protect the health and well-being of members of the public.
Criminal breach cases are identified through a combination of reports/concerns/complaints brought to the attention of the Service by members of the public and businesses, as well as proactive work that we have identified as part of business inspections. Criminal breaches are considered as a 'breach of any criminal legislation that Gwynedd Trading Standards Officers have been authorised to enforce'. This does not include civil law breach issues. The measure also considers the total backlog of non-compliance which continue to be open since the measure became operational (01/04/2024), and the Service is working on them to resolve them. The Consumer Protection team has continued to prioritise intelligence-responsive work relating to the sale of illegal goods across the county – mainly tobacco and vapes. On 5 May 2026, the team successfully secured a 6-week closure notice on premises in Caernarfon under the Anti-Social Behaviour, Crime and Police Act 2014. This followed an ongoing investigation over a period into the store's trading practices – including selling vapes to underage children. As a result of a proactive press release, the case received a lot of positive press coverage, including highlighting the effective collaboration and information sharing taking place between North Wales Police and Trading Standards. The Animal Health and Welfare team has been focusing on being able to close several historical breaches of law that have remained in place on the system, as well as continuing to respond to requests for a service relating to animal health and welfare issues and carrying out programmed inspections of collection centres, livestock markets and programmed inspections relating to agri-food hygiene and safety. Please note that Trading Standards has been operating at a reduced capacity than usual for a significant amount of time – we have now successfully recruited one new member of staff to the Animal Health and Welfare team, but unfortunately one member of the Consumer Protection team is away on long-term leave.

Highlighting campaigns and proactive work of Trading Standards



Highlighting substantial work of Trading Standards officers to tackle businesses that sell illegal products etc – Press Release and social media posts on Council accounts

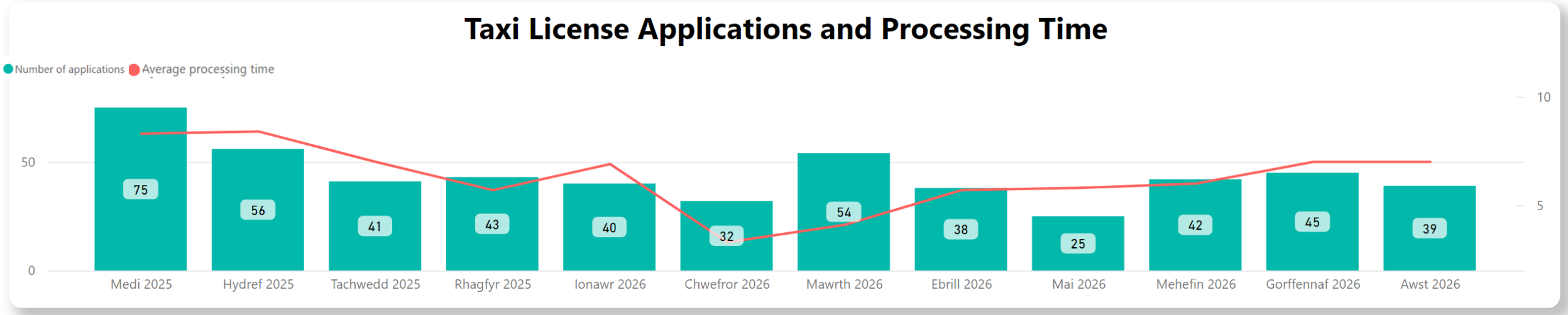
Public Protection - Trading Standards and Licensing

Average time taken to process a taxi licence application

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

Comments

The taxi licence application processing time remains very timely and provides a positive service to applicants. The work of processing taxi licence applications is a task that has been prioritised within the Service for several years. The average number of processing days is calculated using the number of processing days from the time that the application is considered complete - i.e., every required document has been received.
The number of applications the service receives, and the average processing date is consistent, and is completed within a specified time. As a result of prioritising this task, and to avoid queries from drivers enquiring about an update on their licences, this creates additional time for the team to be able to undertake more proactive work including, e.g. carrying out safety checks on licensed vehicles transporting children to schools (in conjunction with officers from the Transport Unit).
The team is of course responsible for processing many different types of licences including property licensing, animal establishment licensing, as well as regularly dealing with enquiries and complaints from the public about general Licensing issues (e.g. non-compliance with property licence conditions).



Public Protection Service – Environmental Health

Percentage of Food Businesses meeting Food Hygiene Standards [score of 3 or higher]

Manager: Lewis Alun Evans

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

Comments

As of 31/08/26, 2,090 food businesses were registered with Cyngor Gwynedd. Of these, 2,061 (98.61%) met a satisfactory or higher food hygiene standard and 29 did not meet the standard (1.39%).
Every premises that does not meet satisfactory food hygiene standards receives a second visit within 3 months of the original inspection to ensure that standards have improved.
To draw attention to this field and to encourage the public to check the scores of businesses, the Service is collaborating with the Communication Service to support national campaigns, led by the Food
Standards Agency, as well as publishing proactive messages themselves on the Council's social media accounts. The food hygiene rating of food businesses in Gwynedd can be viewed by following the link: https://ratings.food.gov.uk/en

Percentage of food businesses with score of 3 or higher
98.74%

Highlighting importance of food standards and hygiene





Messages highlighting work of officers who carry out inspections and supporting national campaigns

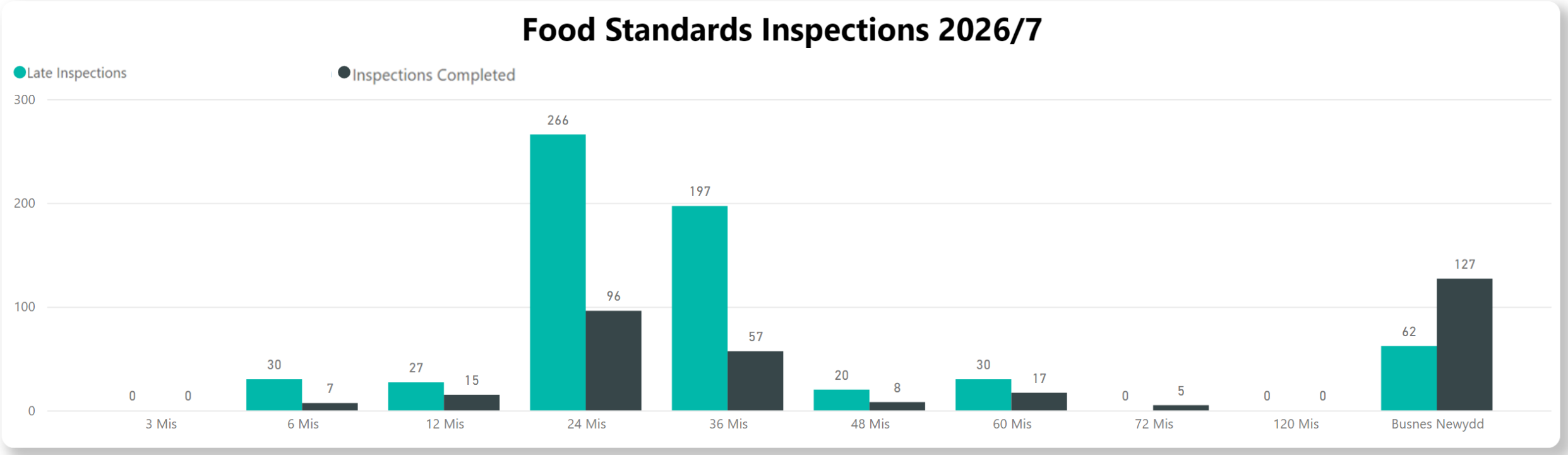
Public Protection – Environmental Health

Percentage of Food Businesses that have received a Food Standards inspection in accordance with the scheduled time

Manager: Lewis Alun Evans

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

Comments on next page.



Public Protection – Environmental Health

Percentage of Food Businesses that have received a Food Standards inspection in accordance with the scheduled time

Comments

In 2026/27, a new risk assessment arrangement will be adopted by Welsh Councils for food standards. The arrangement is already operational in England and Northern Ireland and has been trialled in 2 Councils in Wales. The Food Standards Agency is responsible for introducing the change and they have stated that it is the biggest change to the food standards operating model for official controls in relationto food law for 30 years. One aim of revising the operational model was to reduce the food law enforcement requirement by Local Governments. Our initial assessment proposes that more resources will be needed to implement the revised model than was needed to implement the previous one. We adopted the new system during April this year. As a result, the number of food standards
inspections (due to changes in assessment arrangements) expected of us this year has almost doubled compared to the number expected last year.
The new risk assessment system specifies a minimum intervention time for food businesses rather than a risk category as it was (A, B, C). The minimum intervention time range is one month to 120 months. Broadly speaking, premises requiring intervention within a month, 3 months, 6 months or 12 months can be considered 'high risk', properties requiring intervention in 24 months, 26 months or 48 months as'medium risk' and every 60 months, 72 months or 120 months as 'low risk'.
The graph indicates the number of premises scheduled for intervention under the new system by the endof 2026-2027 which includes a backlog from the previous year. As usual, we will endeavour to complete joint food standards and food hygiene inspections. We will also endeavour to carry out food standards inspections (1 month to 12-month intervention category) where no hygiene audit is scheduled this year. Due to a lack of resources, we do not anticipate that we will be able to deliver all the scheduled interventions.

Public Protection – Environmental Health

Percentage of Food Businesses that have received a Food Standards inspection in accordance with the scheduled time

Manager: Lewis Alun Evans

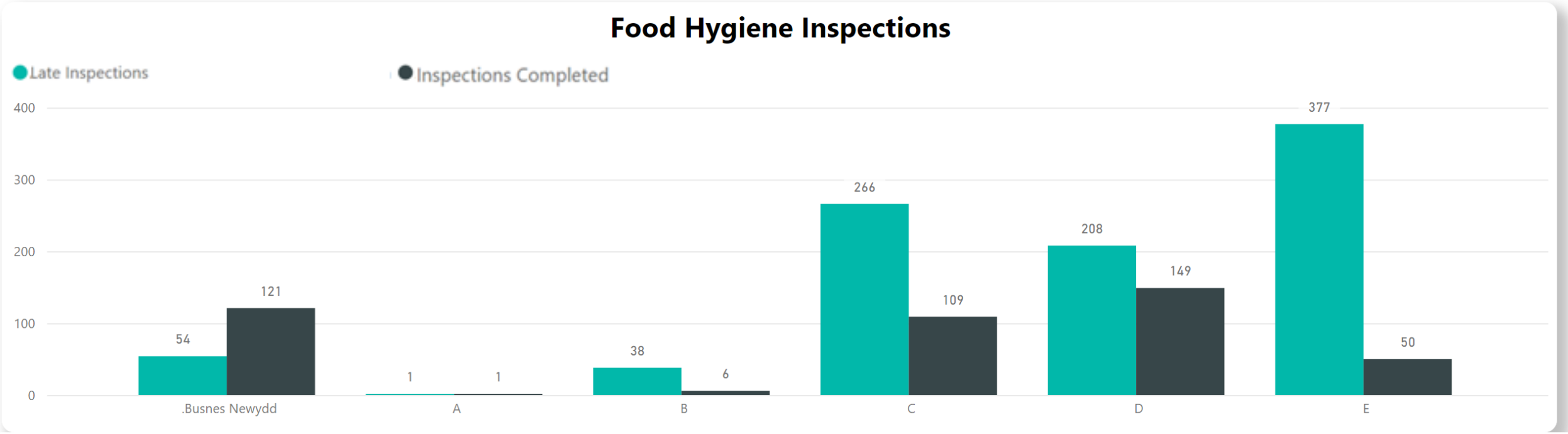
Purpose of the Service:- Ensure that food and drink sold for human consumption, that is produced, stored, distributed, handled or consumed in the County is free from any risk to the health and safety of the consumer and complies with constitutional and labelling requirements.

Ensure the county's workplaces are safe for employees, consumers and customers and that employers meet health and safety requirements.

Prevent cases of transferable disease from arising and where this is not possible, prevent the spread of transferable disease among the population.

Comments

To make more effective use of officers' time, we strive to conduct food hygiene inspections and food standards at the same time. Officers will follow the food hygiene programme and complete a food standards inspection if one has been scheduled within the next 12 months or has not previously been completed. Due to the lack of availability of qualified staff, we decided that the focus of our inspection effort for 2025-26 would be food premises with a high hygiene risk (A-C), new businesses. The late inspection/inspection due figures include a backlog from last year and reflect the focus on carrying out inspections of high-risk properties during 2025-26 – i.e. the data shows that a significant number of low-risk premises require a visit this year. Due to a lack of resources, it is unlikely that we will be able to meet our audit targets by the end of March 2027 and we will again focus on high-riskpremises/new businesses.



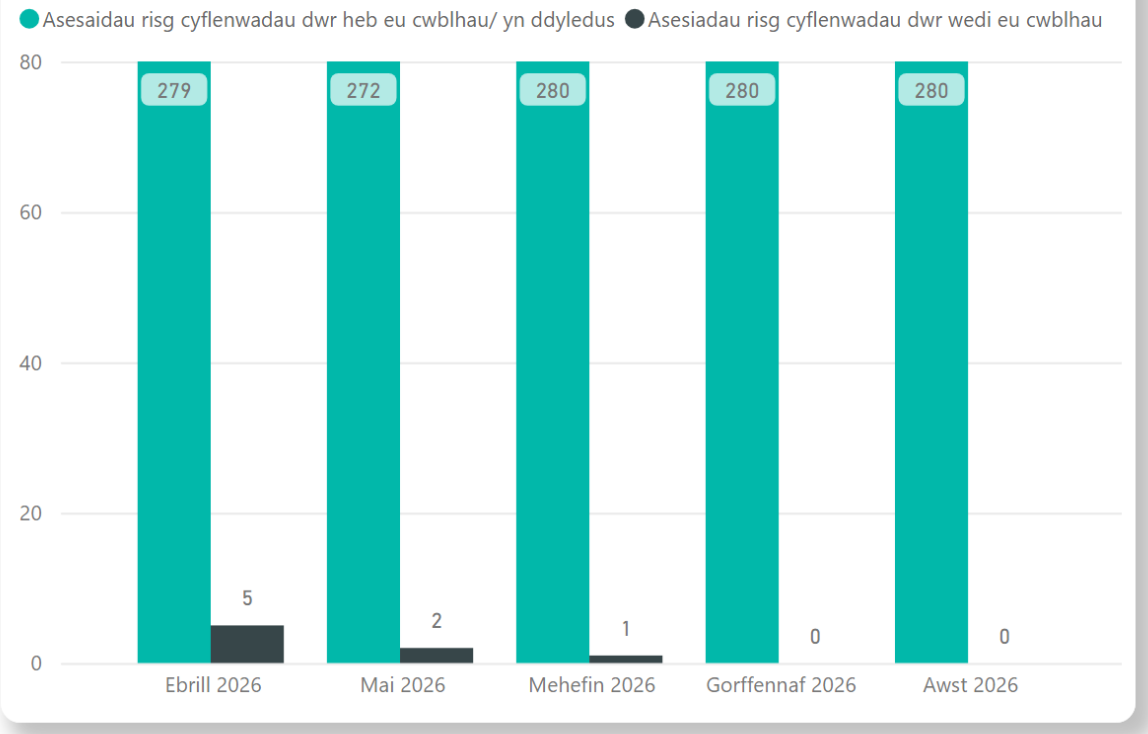
Public Protection - Environmental Health

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

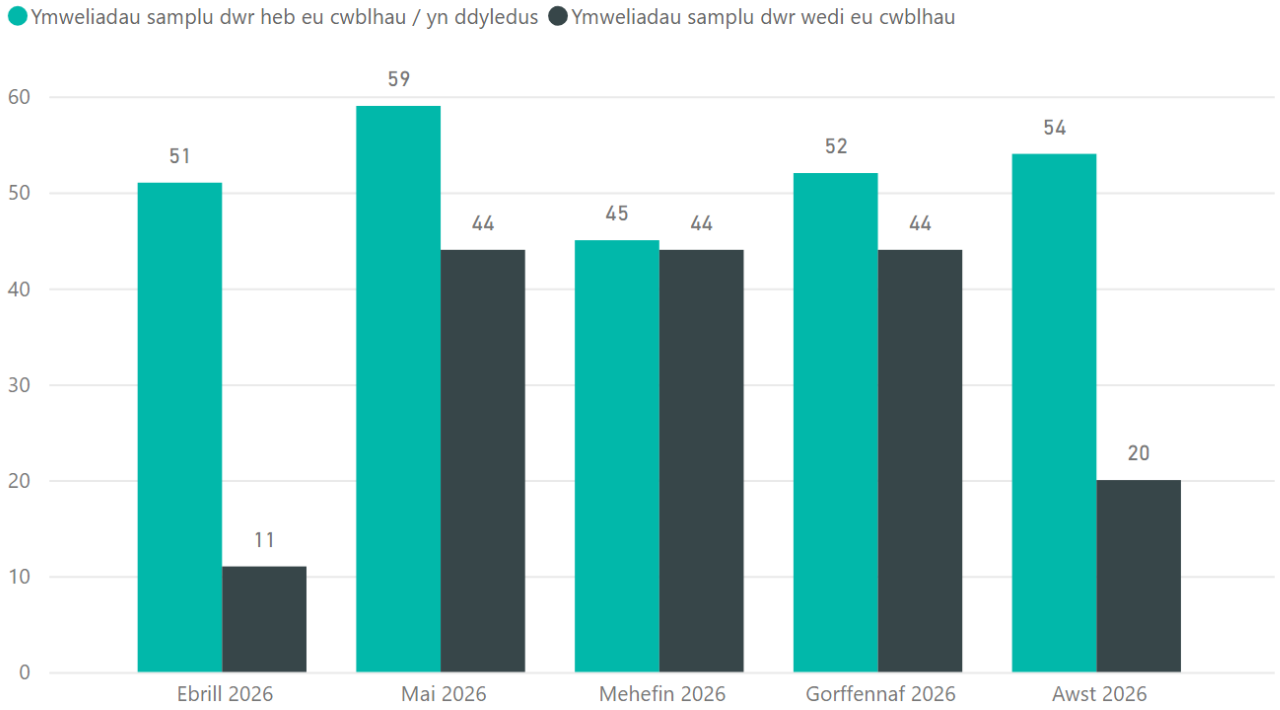
Purpose of the Service: Safeguard public health and well-being from unsafe practices by ensuring that businesses or individuals do not pollute the environment with unpleasant substances or noise.

Comments on next page.

Water Supply Risk Assessments



Water Sampling Visits



Public Protection – Environmental Health

Percentage of premises on private water supply that have received a water sample inspection and risk assessments as per the scheduled timetable

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

Comments

The work is statutory to ensure the safety of drinking water in rural supplies from private sources. We report every 12 calendar months to the Drinking Water Inspectorate which regulates and verifies the work of Local Authorities to ensure that businesses' private supplies such as holiday accommodation and hotels provide safe, clean water to their customers and staff. Regular requests are also received to sample individual domestic water supplies, and this is on top of the workload reported upon; it is estimated that there are around 2,000 individual domestic private supplies.
The sampling and risk assessment programme is statutory, and whilst we manage to undertake most of the samples in the 12-month schedule, we are under-performing substantially on conducting Risk Assessments, which need to be held every 5 years. Officers from the Food and Health and Safety Team have been contributing to the sampling programme work. We have adjusted the performance measure to reflect how many risk assessments have been completed over a period and the number that have not been undertaken at the end of that period. The performance of water sampling is reported in the same way.

Business - Back Office

B1 - Average time taken to process Land Charge applications

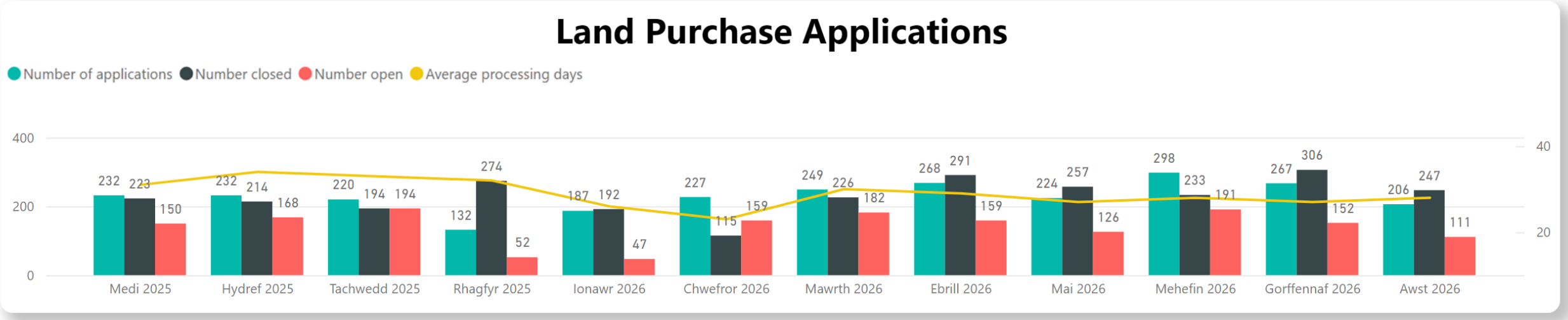
Manager: Alison Wyn Owen

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

Comments

Local land searches have been available digitally on the HMLR website for customers since 12/05/2026, with the transfer having been successful. Gwynedd was among the first councils in north Wales to make the transition, and the first to integrate with the IDOX system. CON29 searches continue to be the Council's responsibility. To complete them, there is a need for cooperation and a response from many other Council departments and services, depending on the location of the search, including the Eryri National Park Authority. Each of these services have their specific challenges, and this can impact the Land Charges response times. We continue to work closely with the relevant services to note better ways of responding to searches, with the aim of continuously improving our response times.

The number of requests we receive does not appear to have decreased. This is because we have transferred Building Control searches to the responsibility of the Land Charges Unit since April 2026, following complaints about processing time, we have been able to improve the process time with all applications receiving a response within the month. We are also in the process of introducing a digital register to provide a response to the building control searches soon, this is currently in the testing phase.



Business - Back Office

B2 - Percentage of calls receiving a response

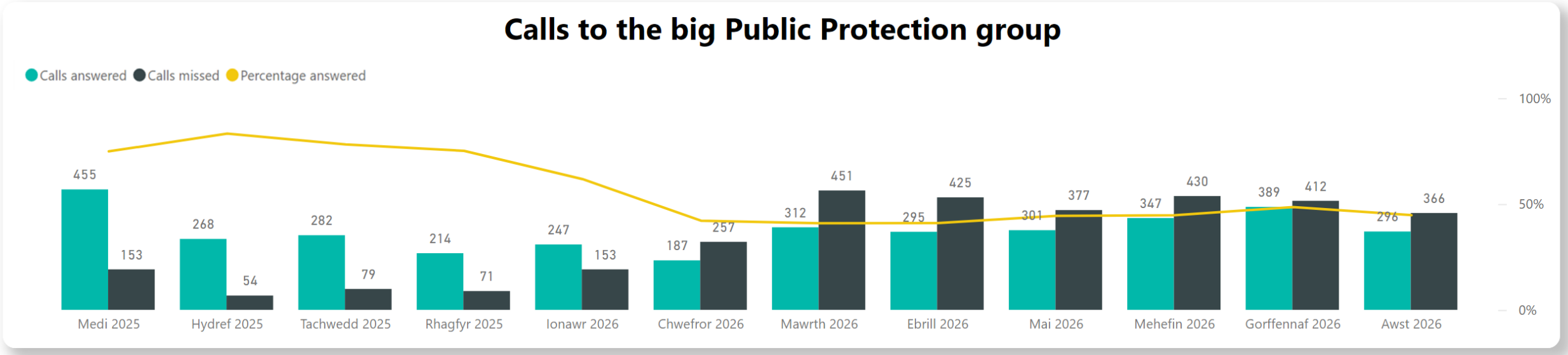
Manager: Alison Wyn Owen

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

Comments

Since transitioning to the new Cisco phone system, the voicemail option now offers customers a better experience, allowing them to leave a message if the line is busy.

We anticipate that we will be able to maintain, and possibly improve, our performance in the next phase as a new member of the team builds confidence and as another member returns from maternity leave.



Mandatory Training Performance: Safeguarding and Violence Against Women

As a Department, there are regular messages shared with officers to highlight the importance of completing the mandatory training which is a corporate priority. The following outlines the latest situation in the performance of the Environment Department office staff in terms of '**Safeguarding'** and **'Violence Against Women, Domestic Abuse and Sexual Violence' (VAWDASV)** training.

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

99% of the Department's office staff have completed the Safeguarding training, with the staff yet completed it, currently absent from work at present.

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

Bespoke screens have been installed in the Waste Collection and Treatment depots in recent months, with the training introduced in video format to over half of the staff. A high number of those yet to complete the training are casual staff or members of the workforce who are absent due to long-term illness.

Of the **215 staff in the Waste Collection and Treatment workforce, 118 have already completed the Safeguarding training (end of September figures)*** through the revised training, with a view to ensuring that the vast majority of the remaining staff attend the training over the coming months, with casual staff to be covered in due course. **(*on 9/11/26 – figures show that 170 Waste and Recycling workforce have completed.)**