

Complete Agenda

CABINET

GWYNEDD COUNCIL

DATE	Tuesday, 9th January, 2018
TIME	1.00 pm
LOCATION	Siambr Hywel Dda, Council Offices, Caernarfon, Gwynedd, LL55 1SH
CONTACT POINT	Annes Siôn 01286 679490 cabinet@gwynedd.llyw.cymru

GWYNEDD COUNCIL CABINET MEMBERS

Members	
Dyfrig L. Siencyn	Leader
Mair Rowlands	Deputy Leader
Craig ab Iago	Cabinet Member for Housing, Leisure and Culture
Gareth Wyn Griffith	Cabinet Member of Highways and Municipal
Peredur Jenkins	Cabinet Member for Finance
Dafydd Meurig	Cabinet Member for the Environment
Dilwyn Morgan	Cabinet Member for Children and Young People
W. Gareth Roberts	Cabinet Member for Adults, Health and Wellbeing
Gareth Thomas	Cabinet Member for Education
Ioan Thomas	Cabinet Member for Economic Development

AGENDA

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REPORT TO THE CABINET

9 January

Cabinet Member: Councillor Dafydd Meurig

Subject: Lease of Canolfan Henblas, Bala, LL23 7AG to Cwmni Pum Plwy Penllyn

Contact Officer: Dafydd Gibbard - Senior Property Manager

Decision sought

To use powers under General Disposal Consent (Wales) 2003 to lease the Henblas building, Bala, directly to Cwmni Pum Plwy Penllyn Cyf., for less than market value to ensure the provision of social, economic and environmental benefits.

Local member's views

Cllr. Dilwyn Morgan

The development of the Henblas building as a community facility is very important for the Penllyn Community and this arrangement for a 25 year lease will secure further development by Partneriaeth Penllyn facilitating the development of more community activity here.

The building which was in awful condition has been developed into an excellent Resource for the area and is in excellent condition.

1. BACKGROUND

- 1.1 Pum Plwy Penllyn Cyf. was established in 2013 specifically to run public services within the boundaries of the Llandderfel, Llangywer, Llanuwchllyn, Bala and Llanycil community councils.
- 1.2 By means of a Cabinet Member Decision Notice dated 06/09/2013 it was resolved to authorise the leasing of the Henblas building (a former Council treasury office) to Pum Plwy Penllyn for the purpose of facilitating the provision of these services, on terms and conditions to be determined by the Senior Property Manager.
- 1.3 At the time, the property was not in use and needed substantial investment to restore it to a condition that would be suitable for use; Pum Plwy Penllyn managed to secure considerable grant funding to upgrade substantial parts of the building.
- 1.4 In accordance with the contents of the decision notice (06/09/2013) commercial terms were determined to reflect market value; namely a five year lease with the value of the improvements undertaken by Pum Plwy Penllyn to be considered in

lieu of rent for the building for the duration of the lease. Therefore, for the last five years the company has not had to pay rent to the Council.

- 1.5 After completing substantial construction work, Canolfan Henblas opened in 2014 as a community services centre for the Penllyn area. The centre offers suitable space which facilitates the presence of voluntary and statutory health, well-being and advocacy services in a rural area where there is a general decline in the provision of such services.
- 1.6 The Centre makes a visible contribution to the area's social wellbeing by promoting and facilitating residents' access to services provided by third sector and public/statutory services including;
 - i. youth advice services for 16-25 year olds on drugs, alcohol, sex, sexuality, housing, benefits, eating disorders, and self-worth.
 - ii. relationship services (violence, relationship advice)
 - iii. services providing advice to the elderly and their carers
 - iv. regular users include; Citizen's Advice, Age Cymru, Gisda, Tan y Maen, Gwynedd Child Protection Team and the Mental Health Advocacy Scheme.
- 1.7 In a climate where such bodies as mentioned above are facing a financial squeeze, the availability of a suitable and accessible space on favourable terms without having to bear the usual burdens of occupancy enables service continuation.
- 1.8 It would not be possible to maintain the provision in this way should the Council insist on market rent for the property and the resource would therefore be lost.
- 1.9 Pum Plwy Penllyn's current lease will end in approximately two years and at that time the Council, as landlord, may insist that Pum Plwy Penllyn should give up possession and return the vacant property to the Council, or may offer a new lease with market rent payable.

2. APPLICATION FOR A NEW LEASE

- 2.1 Cwmni Pum Plwy Penllyn Cyf has requested a 25 year lease for nominal rent in order to submit a bid for lottery funding to fund the work of upgrading the remainder of the building and in order to continue with the nominal rent for the property while they continue to provide local services.
- 2.2 As Pum Plwy Penllyn's purpose is to provide services to the community, which is therefore also the Henblas building's purpose, they are not able to generate an income that would be sufficient to pay commercial rent, of around £11,000.

3. REASONS FOR RECOMMENDING THE DECISION

- 3.1 In order to ensure best value for its assets in accordance with the provisions of Section 123 of The Local Government Act 1972, the traditional method of disposing of Council property is by advertising on the open market and inviting tenders so that any interested parties may have an opportunity to purchase or lease. This method secures the best price and ensure transparency.
- 3.2 In the case of this building, the Council has already decided that the property be let specifically to facilitate the partnership between Gwynedd Council and Cwmni Pum Plwy Penllyn to provide public services in the area of the five community council areas. It was deemed that Cwmni Pum Plwy Penllyn was the only tenant that could offer the opportunity to partner with Gwynedd Council for that purpose in Bala.
- 3.3 In addition to letting directly to one tenant, the request submitted asks the Council to let for a nominal amount, which is of course less than market value. The Council has a legal right in accordance with the powers of the General Disposal Consent (Wales) 2003 to let the building for less than market value in cases where the Council is of the opinion that that the proposal is likely to contribute towards promoting the social, economic or environmental well-being of a Council area, or part of it.
- 3.4 The benefits provided in this case have been summarised from paragraph 1.6 above onwards and therefore the Cabinet members are asked to weigh up these benefits against the loss of an annual notional rent of £11,000.
- 3.5 If the Council is to offer these favourable terms, there will be a specific clause in the lease that will restrict the use of the building to providing community services only. Should there be a request for a different use, there will be a need to reconsider the appropriate rent level at that time.

OPINION OF THE STATUTORY OFFICERS

Chief Executive:

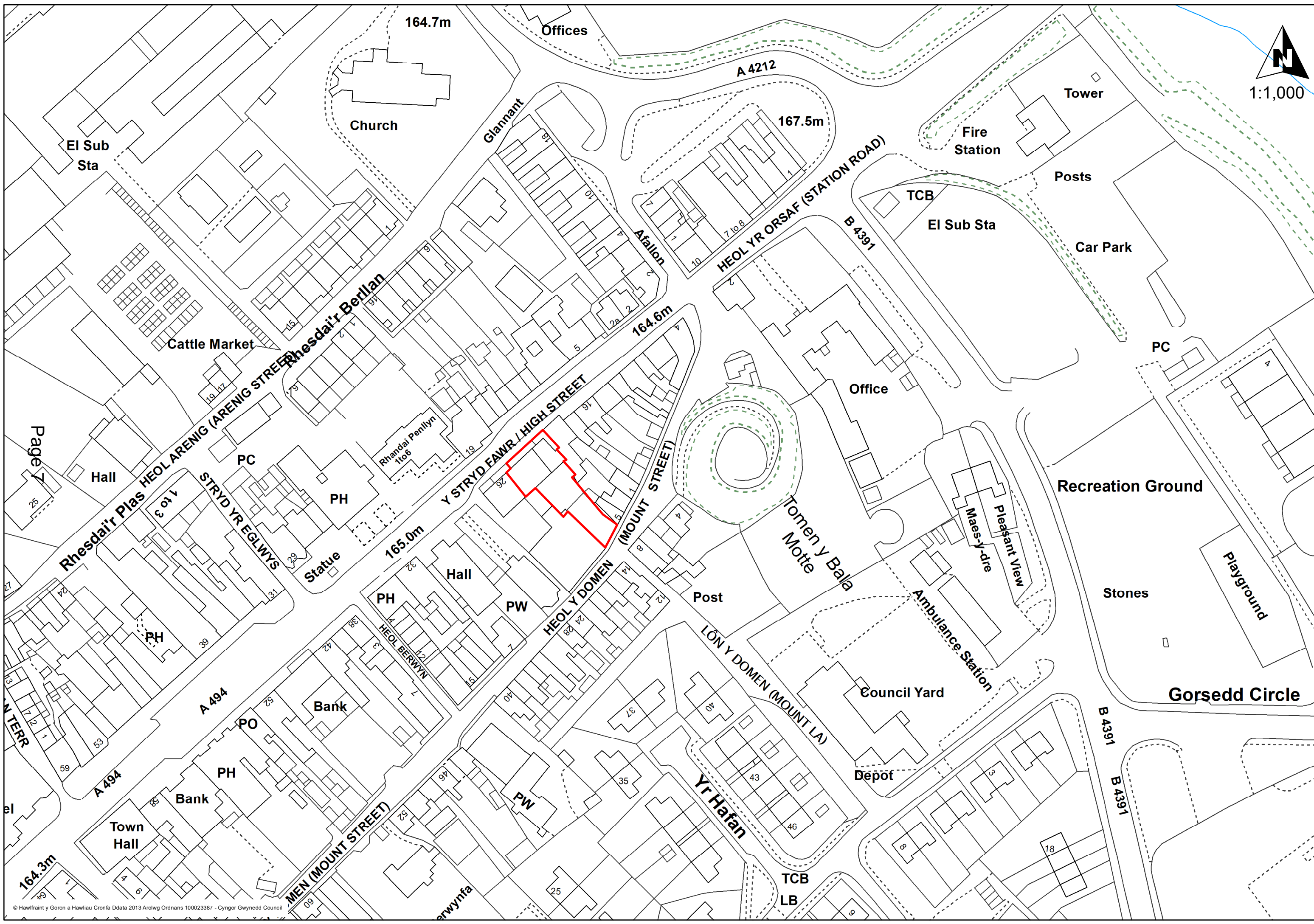
Monitoring Officer:

As noted in the report it is a legal requirement (Section 123 Local Government Act 1972) that the Council disposes of property for a price that is not lower than that which could reasonably be expected. This requirement may be waived with the Government's consent and general consent is provided by General Disposal Consent (Wales) 2003 if the Council is satisfied that the tests within the order have been met. Therefore, in accordance with that which is reported, the Cabinet should satisfy themselves that the proposal in question satisfies the tests within the order and justifies waving a commercial rent.

The Head of Finance Department:

I can confirm that the General Disposal Consent (Wales) 2003 allows the Council to lease property for less than best consideration under certain circumstances. As outlined in paragraph 3.4, if the Cabinet wishes to lease Henblas for less than best consideration (i.e. for a price that is less than the best that can be obtained), the Cabinet will need to satisfy itself that a robust and objective methodology has been used to conclude that the economic, environmental and/or social advantages of this option outweigh the income forsaken.

Although the theoretic market price has been established for the rental income of this building, if the Cabinet wants to ensure continued use of Henblas for public services, it is likely that there would not be another organisation that could make use of the building. As there is no specific budget for rental income for Henblas, leasing for less than the market price will not lead to a need to cut budgets. Despite this, a clause in the lease which limits the use of the building to providing community services will be key to protecting the interests of Gwynedd Council, and to comply with the requirements of the Disposal Consent."



164.7m

Offices

A 4212

167.5m

Tower

Fire Station

Posts

TCB

El Sub Sta

Car Park

PC

Cattle Market

Rhesdai'r Berllan

164.6m

Y STRYD FAWR / HIGH STREET

(MOUNT STREET)

Office

Recreation Ground

Page 7

Hall

PC

PH

Rhandai Penllyn
1 to 6

Rhesdai'r Plas HEOL ARENIG (ARENIG STREET)

STRYD YR EGLWYS

165.0m

Statue

Hall

Tomen y Bala
Motte

Maes-y-dre
Pleasant View

Playground

Stones

Gorsedd Circle

PH

Hall

PW

Post

Council Yard

Ambulance Station

A 494

Bank

HEOL Y DOMEN

LON Y DOMEN (MOUNT LA)

Depot

B 4391

B 4391

W TERR

el

164.3m

Town Hall

Bank

PH

PO

MEN (MOUNT STREET)

PW

Yr Hafan

TCB
LB

18

Report to the Cabinet

Date of Meeting:	9 January, 2018
Cabinet Member:	Councillor Dilwyn Morgan Cabinet Member for Children and Supporting Families
Contact Officer:	Morwena Edwards, Corporate Director
Contact Number:	Telephone 01286 679468
Title of Item:	Children and Supporting Families Performance Report

1. INTRODUCTION

- 1.1. The purpose of this report is to update you on the performance of the field I am responsible for as the Cabinet Member for Children and Supporting Families. This will include outlining the latest with the pledges in the Strategic Plan; where the performance measures have reached; and the latest in terms of the savings and cuts schemes.
- 1.2 I will remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the relevant management team, which also included representation from the scrutiny committee.
- 1.3 On the whole, I am satisfied with the performance of most projects and measures for which I am responsible. As I have reported previously, a number of the performance measures in the children field represent a general increase in work pressure as a result of a high number of looked-after children.

2. THE DECISION SOUGHT

- 2.1. To accept and note the information in the report.

3. REASONS FOR RECOMMENDING THE DECISION

- 3.1. In order to ensure effective performance management and that we respond pro-actively to the need to achieve efficiency savings as expected.

4. STRATEGIC PLAN PROJECTS

4.1. P8 - Early Intervention / Preventative Programme for groups of vulnerable children and young people in Gwynedd

- 4.2 As I have already reported to the Cabinet, the Children and Supporting Families Department is facing an exciting period as it designs suitable services for the future. The Supporting Families Strategy has been identified as a priority programme and it will be included in the Council's Plan from 2018 onwards. The strategy will lead to transforming traditional areas of providing services to children and families. Early intervention will be a priority ensuring that we make a difference at the earliest opportunity to prevent problems from escalating.

- 4.3 As the current Families First Programme comes to an end, the Department has been undertaking work to recommission and prioritise the Future Families First Programme. As noted in my previous report, an independent consultant had been commissioned to evaluate the current Families First programme in Gwynedd. This work has been completed and a comprehensive report has been submitted to the Department outlining the successes of the provision over the programme period as well as identifying models of good practice and identifying opportunities for the future programme in accordance with Welsh Government priorities and the local needs of Gwynedd.

- 4.3 A meeting was held at the end of December which brought providers and the Council together to discuss the intention of the New Plan. A tendering process is currently being undertaken and a new programme will be operational from 1 April, 2018.

5. MEASURING PERFORMANCE

- 5.1 Over the past months, the Department has been working on developing purposes for its units and measures that measure progress against their purposes. Their purposes were submitted during the departmental performance challenging meeting and it was very encouraging to see that so much progress had been made since the last time I reported. Although there is further work to be done by the Department to sharpen their purposes and to ensure that the measures measure the correct things, I am very glad to report that the Department is on the right track in developing measures that mean something to their service users. In my next report, I will be in a position to share some of these measures with you.

- 5.2 Welsh Government has confirmed that the measures of **SOGS (Schedule of Growing Skills)** Assessments in Flying Start are now irrelevant. As I have already noted, the unit is in the process of developing new measures and I am confident that these will be ready for submission in my next report. The Flying Start unit has invested in a Capita information management system. This system will assist to identify educational needs and measure progress that will lead to improved transition arrangements for children from Nursery to Primary education. The Unit reports that collaboration with the Education Department has increased recently.
- 5.3 I will now focus on the measures that are causing concern to me and the Department. I am of the view that the Measures associated with Looked-After Children, specifically those relating to Education and Health, are unacceptable. These issues have been brought to your attention previously and I can confirm that they were addressed at a recent Corporate Parent Meeting where the Independent Reviewing Officers also confirmed their concern.
- 5.4 Therefore, as a matter of priority, and as part of the Corporate Parent strategy, Task Groups have now been established to consider these fields to ensure that we place the required emphasis on Education and Health, but also to ensure that we provide the correct support at the correct time for the children we look after. I will expect the task groups, in the same way as the units have been doing in developing meaningful purposes and measures, to develop appropriate measures jointly with our partners and I look forward to present these to you. It was encouraging to see an officer from the Education Department at the performance meeting as I feel that this shows cross-departmental commitment to this agenda and it coincides with the long-term direction of the department.
- 5.6 The Measures relating to Child Protection Conferences (**SCC21, SCC14, SCC34**) show some deterioration. There are various reasons for this but the Department notes that the lack of commitment shown by the Police in attending Case Conferences is one reason for this. This leads to meetings that are not quorate. This causes me considerable concern and this issue has been escalated by the Head of Department to the Police, although we are yet to see a satisfactory resolution. This issue is not unique to Gwynedd and discussions are taking place on a regional level in an attempt to challenge a better commitment. I will be monitoring the situation as it is essential for the Police to be involved in these key discussions.
- 5.7 The Performance Measure **PMC 33 – Percentage of children who have had 3 placements or more during the year** has seen an increase. (an increase from 2 to 7 children). Historically, this performance measure has been performing the best in Wales. The Department reports that a hospital birth is reported as an initial placement and this has influenced the figures. The greatest challenge for the Department is those individuals who are very difficult to place due to complex and intensive needs, mainly teenagers. During the quarter, the Department has faced challenges from placements breaking down at short notice and that attempting to identify placements for these children with intensive and complex needs is very difficult. This situation is not unique to Gwynedd and the issue has been escalated to the Regional Commissioning Board. There is an intention to carry out a piece of work to look at suitable solutions on a more local level.
- 5.7 For similar reasons, we see an increase in the **Percentage of children who have experienced more than one change of school during the year (SCC002)**. The Department highlighted that local schools found it difficult to maintain the teenagers with intensive and complex needs. In situations where risks to

individuals have been highlighted, it is inevitable that they will have to move schools to safeguard them. One of the Department's concerns is moving children out-of-county. Of course, when moving to out-of-county placements it is not always possible to continue to offer a Welsh-medium education and this is challenging and the Department regularly weighs up these issues when making decisions that are best for the child. There are current discussions with the Education department around providing 'distance learning' packages for these individuals utilising information technology such as skype and iPad. It is also important to note that at times, placements are moved for positive reasons and lead to positive outcomes for the child.

- 5.8 When discussing performance measure **PMC 35 (Percentage of children who have experienced homelessness during the year)**, I can confirm that the individual who has experienced homelessness is not homeless any more. A further discussion is required with the Housing Department regarding the support available for children leaving our care. The Department reports that children leaving our care have to register themselves as homeless, as was done in this particular case. This does not make any sense to me and I have asked for a resolution between both Departments. Housing and the support being offered to the children in our care as they reach adulthood and leave care will be addressed within the Corporate Parent Panel Task Groups as well.

6. FINANCIAL/SAVINGS SITUATION

- 6.1 In January 2014, a report was submitted to the Cabinet entitled "Improving Benefits by Transforming Children Services". This report anticipated that as much as £3m could be saved over a period of years by reducing the number of looked-after children and reviewing the residential provision. Although the Department is confident that the work programme in place to realise the savings is working, they are now concerned that the aim could have been overly ambitious. At the performance challenging meeting on 22 November 2017, and as a result of the expectations of the plan, it was agreed that the department needed to review the financial outcomes to date, compared with the original theories. I can confirm that the Department is working with the Finance Department to submit a report on the situation to the Cabinet, in order to approve any changes to profile and/or the sum of anticipated savings.
- 6.2 The 2017/18 schemes are an extension of those from the previous year and relate to the field of looked-after children's placements. There is increasing pressures on the department to place children in expensive placements and now, the department is concerned that the financial aim could have been too ambitious. It is important to bear in mind that the care needs in 2017/18 are very different to previous years and are much more costly. The placements are being scrutinised in detail by the Department but it is likely that the over-spend will increase. There is concern about contracts with Health to joint-fund some placements for young people with intensive needs.
- 6.3 The report on the Second Quarter Review of the 2017/18 Revenue Budget, submitted to the Cabinet on 21 November, suggests a risk that the Department will be in a position where there will be a substantial over-spend, and recommending that the Department takes firm actions to ensure control of their

budget by 31 March 2018. I can confirm that I am working with the Department in an attempt to ensure this.

- 6.4 This situation of over-spend referred to above is not unique to Gwynedd. Discussions are in progress regionally in an attempt to come to a decision as to whether there is a need to develop local placements. There is a regional desire for this and the Regional Commissioning Board will be completing a piece of work on this. In addition, scoping work is being carried out regionally to see whether there is a need for a 'mother and child' provision which will again contribute towards reducing the costs for local authorities.

7. NEXT STEPS AND TIMETABLE

- 7.1. **None to note.**

8. ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

8.1. Views of the Statutory Officers:

i. Monitoring Officer:

Although reporting on performance, matters have been highlighted in the report specifically arrangements within Children's Services that are appropriate to bring to the Cabinet's attention.

ii. Head of Finance Department:

I confirm that the observations in section 6 of the report are a fair reflection of the Children Department's position in relation to realising the savings and the financial context. The Cabinet will be updated on 16 January regarding the pressures on the 2017/18 departmental budget but I confirm (as noted in section 6.4 of the report) that the increasing trend is consistent across the region in terms of the need to place more children in expensive placements.

As well as the unavoidable increase in placements, I note that section 6.1 of the Cabinet Member's report details concern about the savings amount which the Children Department had anticipated with its main savings scheme, namely "Improving Benefits by Transforming Children Services". I am given to understand that the Children Department is lagging behind, but moving forward with this transformational savings scheme, and that this has also contributed to departmental overspend this year.

I agree that it is a priority to identify the financial outcomes from the transformational savings scheme in order for the Cabinet to consider the need for the Children Department to present an alternative scheme to realise the relevant financial savings to seek to achieve the historical departmental savings target.

8.2. Views of the Local Member:

Not a local matter.

8.3. Results of Any Consultation:

None to note.

Appendices:

Appendix 1 Performance Measures

APPENDIX 1 – Children and Supporting Families Measures

Ref.	Achievement Measure	2013-14	2014-15	2015-16	2016-17	Latest information
Children and Supporting Families Department						
TTG01	The percentage of cases that have shown an increase in line with the purpose of the intervention	-	-	-	65%	65%
TTG02	The percentage of cases where a reduction is shown in the obvious factors prior to the team's intervention	-	-	-	79%	79%
SCC/024	The percentage of looked after children during the year who have a Personal Education Plan within 20 school days of entering care or joining a new school during the year	86.5%	82.1%	37.9%	64%	85%
SCC/025	The percentage of statutory visits to looked after children that were supposed to be held during the year that were held in accordance with the regulations.	83.7%	89%	86.9%	90%	92%
SCC/041 (a)	The percentage of eligible, relevant and previously relevant children that have pathway plans as required	91.2%	100%	100%	100%	100%
SCC/039	The percentage of health assessments for Looked After Children undertaken during the year	-	56%	60%	68%	52%
SCC/041(b)	The percentage of eligible, relevant and previously relevant children that have been allocated a personal advisor	100%	100%	100%	100%	100%
SCC021	The percentage of reviews of looked after children held within the statutory timetable during the year.	-	93.8%	90.8%	91%	89%
Lles PMG 2	Clear pathway plan has been agreed for looked after children	100%	100%	100%	100%	100%
PMG 11	The percentage of looked after children, discussed at a review, where the Independent Review Officer was of the opinion that they did not continue to be at risk of significant harm at their current location	-	-	89%	91%	94%
PMG 12	The percentage of looked after children, discussed at a review, where the Independent Review Officer was of the opinion that the current location had ensured stability for the child	-	-	90%	95%	97%
PMG 13	The percentage of looked after children, which was discussed in a review where the Independent Review Officer was of the opinion that the health and well-being of the child has received appropriate attention in the Care Plan	-	-	90%	94%	97%
PMG 14	The percentage of looked after children, discussed at a review, where the Independent Review Officer was of the opinion that the child's Care Plan was ambitious for the child (as though he/she were our own child)	-	-	91%	94%	95%
AP1	The percentage of Child Protection Plans, where the main safeguarding steps (actions that respond to reducing or eliminating significant harm) have been completed since the last conference	-	-	83%	73%	94%

AP2	The percentage of Child Protection Plans, where there have been no further incidents or continuation of ongoing significant harm, without record of adequate change since the last conference	-	-	83%	73%	65%
AP3	The percentage of Child Protection Plans that have been effective in reducing (the risk of) detrimental impact for the child	-	-	91%	75%	77%
PMC33/SCC004	The percentage of looked after children at 31 March who have had three or more placements during the year	4.9%	6.2%	7.7%	6%	3.1%
Diogelu 1	The rate of children who were discussed in supervision, where significant harm had been considered	100%	100%	100%	100%	100%
Diogelu 2	The percentage of risk assessments submitted to a Case Conference which were considered as exhibiting quality in decision making	-	98%	97%	94%	98%
CSP - local	The percentage of families who have reported 'progress' after receiving a service from the TAF (Team Around the Family)	-	-	25.3%	95%	89%
SCC021	The percentage of reviews of looked after children held within the statutory timetable during the year.	-	93.8%	90.8%	91%	89%
PMC32	The percentage of looked after children on 31 March, who have experienced moving school once or more during their period or periods of receiving care and if that move was not because of transition arrangements in the 12 months up to 31 March.	22.8%	16.10%	18.1%	17.7%	8%

Date:	9 January 2018
Title of Item:	Performance Report of the Cabinet Member for Highways and Municipal and Gwynedd Consultancy
Purpose:	To accept and note the information in the report
Cabinet Member:	Councillor Gareth Griffith
Contact Officer:	Dilwyn Williams, Chief Executive

Report for a meeting of Gwynedd Council Cabinet

1. INTRODUCTION

- 1.1. The purpose of this report is to update my fellow members on what has been taking place in the fields within my remit as Cabinet Member for Highways and Municipal and Gwynedd Consultancy. This includes outlining the latest developments that have taken place against promises within the Council's Plan for 2017/18; where we have reached with the performance measures; and the latest in terms of the savings and cuts schemes.
- 1.2. The only promises which are relevant to the Council's Plan are the savings schemes and an update on these is provided in part 6 of the report.
- 1.3. I will remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the Management Teams, which also included a representation from the relevant Scrutiny Committees.
- 1.4. On the whole, I am satisfied with the performance of the measures for which I am responsible.

2. THE DECISION SOUGHT

2.1 To accept and note the information in the report.

3. THE REASON FOR THE NEED FOR A DECISION

3.1. To ensure effective performance management.

4. PERFORMANCE

Highways and Municipal Department

- 4.1 Maintaining a high quality local environment as well as the appearance of streets and public places is important to the residents of Gwynedd. The work of the **Street Services Unit** is to keep our streets clean and tidy and there are several measures which look at how well they do this. The performance of the **Measure of the Cleanliness and Appearance of Streets (STS/005a Measure)** this year to date is 71.95% which shows a fall from the 2016/17 year end performance of 75.7%. This fall can be attributed to the impact of the cuts. With a reduction in the maintenance budget, an element of deterioration is unavoidable.
- 4.2 The **Waste and Recycling Service** is responsible for dealing with waste in a sustainable way. I am satisfied with the performance of most measures for this service but I would draw your attention to the following points.
- 4.3 It is noted that the **Percentage levels of urban waste collected by the Local Authority and prepared for reuse, recycling or composting (WMT/009 Measure)** have fallen from 61.08% in 2016/17 to 60.00% in the period from July to October. Approximately 1% of this reduction can be attributed to the fact that less garden waste is being sent to be treated as a result of the arrangements to pay for the services introduced in January. The current performance, however, signifies a substantial increase compared with 54.3% in 2013/14, 55.25% in 2014/15 and 58.70% in 2015/16.
- 4.4 The **Percentage of commercial recycling/composting levels (PB51 Measure)** shows a reduction in the rates of recycling/composting by businesses (40% for the July to October period compared with 40.5% in 2016/17). With national requirements making it mandatory for traders to sort their waste, a Task Group has been established which looks at processes in order to make it more financially attractive for them and to improve the performance of this measure. I will continue to keep an eye on this work and I will update you in my next report.
- 4.5 What is important to the people of Gwynedd is that their waste is collected. I can report that **1.49 million** waste collections have been made in the period from July to October with **3,567** complaints received about non-collection (or 0.24%).
- 4.6 In order to improve the service, an analysis has been carried out to find out the reasons why. 43% of the cases were due to an error by the service, and 42% were due to a failure to put the container out at the right time/date or due to putting the container in the wrong place. I have asked the Department to submit the information as a graph over time, in order to show trends and so that we may identify the reasons for any failures and address the aspects we are able to influence.
- 4.7 It is important that businesses and residents in Gwynedd are able to move easily and safely within the County and the aim of the Highways Department is to achieve

this and seek to maintain the standard of our roads. The measures on road standards are measured each year and the 2017/18 performance for **the percentage of A class roads (THS/011a Measure), the percentage of B class roads (THS/011b Measure) and the percentage of C class roads (THS/001c Measure)** are consistent with previous years. The most recent performance suggests that for A class roads, **3.2%** are substandard compared with 3.5% for 2016/17; the performance for B class roads is at **3.8%** compared with 3.9% for 2016/17; and the performance of C class road is at **14.1%** compared with 15.2% for 2016/17.

- 4.8 This seems to be a surprising result (that is, the condition of our roads is improving whilst expenditure has dropped substantially) but there is a suggestion that this could be because assessments are made on one side of the road during one year, and the other side of the road is assessed the following year. Whether this is true will be seen in next year's results.
- 4.9 In the previous report, it stated that a performance measure was needed to measure the **Number of days taken on average during the year to repair all faults in street lights (THS/009 Measure) including the cases that Scottish Power are responsible for.** It is seen that the annual performance up to October stands at 3.40 days, which is the combined average.
- 4.10 It was noted that plans were afoot to change our street lights and signs to LED technology. It was noted that an application for 'invest to save' was being prepared and that the matter would be submitted to the Cabinet in due course. The current "savings" plan is progressing satisfactorily.

5. Gwynedd Consultancy Department

- 5.1 One main measure has been identified for this Department, namely **Profit against target.** It is noted that the situation is fairly positive at present with projections for the latest NET situation for 2017-18 showing **an above target profit of £9,470.** This compares with the profit deficit of £102,802 in 2015/16 and a higher profit of £46,747 in 2016/17.
- 5.2 The **Building Control Unit** is responsible for ensuring that building work meets building standards. The Unit has developed a series of performance measures and has reported on them at the latest performance challenge meeting. The information about customer satisfaction (Measure BC1) for the period between April and October shows a satisfaction score of 9.6 out of 10, which is consistent with the Quarter 1 performance of 9.4 out of 10.
- 5.3 The Service's management information shows that one of the reasons for a score below 10 is that the scoring for punctual site inspections seems to be lower than in the rest of the fields of work. The Department is looking to see what can be done to improve this.
- 5.4 It is noted that the percentage of **full planning applications approved or conditionally approved** was at 95.7% for the period between April and October. The performance of this measure has remained fairly stable during the year. However, I have requested that the Manager further investigate the reasons why not everyone was entirely satisfied and why applications had not been approved, in order to get a better understanding of the situation.

6. FINANCIAL POSITION / SAVINGS

6.1 Highways and Municipal Department

2013/14 – 2015/16 Schemes

6.2 One historical plan worth a total £40,000 has not been completed (**PB19 Streamlining Recycling Banks**). A report by experts in the field has been completed and the report recommends, for consideration, the most suitable way of delivering the plan. It is now clear that taking action in the way that had been anticipated will be challenging. I will report back to the Cabinet soon.

2016/17 - 2018/19 Plans

6.3 As you will be aware, all the efficiency savings and cuts scheduled for 2016/17 have been achieved.

6.4 Although acceptable progress has been made towards completing the majority of the 2017/18 and 2018/19 schemes, some concern remains with the implications of implementing two of these:

6.4.1 With the plan to **Reduce the Frequency of Urban Grass Cutting and Collection Procedure (PB28)** (£50,000) there is concern that the implications of continuing to cut the budget will likely be greater than what was originally anticipated when the initial decision was taken to make the cuts. Consequently, I intend to ask the Scrutiny Committee to look at alternative options to deliver the saving.

6.4.2 With the plan for **Recycling Centres (PB5)**, a report by experts in the field, which looked at implementation options, and the implications on the performance of the measures in future (£96,000) has been completed. Currently, I anticipate being in a situation to report back to you in my next report.

6.5 As you are aware, since 2010/11 very good progress has been made in the Highways and Municipal department toward delivering savings, with the eight year plans' totals reaching **£8.5m**.

6.6 Gwynedd Consultancy Department

6.7 The Gwynedd Consultancy Department has achieved all its efficiency schemes and cuts for 2016/17.

7 NEXT STEPS AND TIMETABLE

7.1 None to note.

8 **ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION**

8.1 **Views of the Statutory Officers:**

i. **Monitoring Officer:**

No comments from a propriety perspective.

ii. **Head of Finance Department:**

I confirm that the Cabinet Member's comments in part 6 of the report is a fair reflection of the acceptable progress made by the Highways and Municipal Department and Gwynedd Consultancy in realising the current savings.

I also note that part 4.10 of the report refers to an acceptable progress by the Highways and Municipal Department with one of the Council's main capital plan, namely ' save with LED technology street lighting and signage'.

Moreover, it is encouraging to note in part 5.1 of the report that the profit projection for Gwynedd Consultancy in 2017/18 is above the target, which is consistent with the 2017/18 budget update which will be presented to the Cabinet on 16 January.

8.2 **Views of the Local Member:**

8.2.1 Not a local matter.

8.3 **Results of Any Consultation:**

8.3.1 None to note.





Appendices

Appendix 1 – Performance Measures

Performance Measures

Highways and Municipal Department

Service	Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	Annual Performance July - October 2017	Trend
Highways	THS/011a Percentage of main roads (class A) which are in a poor condition	4.40	3.50	3.1	3.5	Yearly Report	
Highways	THS/011b Percentage of roads (class B) which are in a poor condition	4.70	3.70	3.4	3.9	Yearly Report	
Highways	THS/011c Percentage of roads (class C) which are in a poor condition	14.70	14.2	15.8	15.2	Yearly Report	
Highways	THS/009 Number of calendar days taken on average during the year to repair all faults in street lamps	2.70	3.50	2.76	2.52	(3.40 - Gwynedd Council and Scottish Power Combined Average)	
Highways	PB8 Percentage of incidents of dangerous damage to roads and pavements which were repaired or made safe within 24 hours of the time that they were reported	97.20	97.00	97.8	98	97	
Highways	PB9 Percentage of safety inspections completed within the specified time	98.30	98.00	99	99	99	
Street Services	STS/005a Measure of the Cleanliness and Appearance of Streets	73.5	70.65	76.26	75.7	71.95	
Street Services	STS/005b Percentage of highways and relevant land inspected which have high or acceptable hygiene standards	93.5	94.3	96.7	96.55	94.10	
Street Services	STS/006 Percentage of cases of fly tipping on relevant land which is cleared within five working days of the time that they are reported	97.3	96.5	96.50	97.90	96.60	
Street Services	PB15 Percentage of graffiti/posters which hide traffic signs and cause dangers, cleaned/ cleared within 24 hours of the time that they are reported	100	100	100.00	100	100	
Street Services	PB16 Percentage of racist/delinquent graffiti/posters on Council property, cleaned/cleared within 5 working days of the time that they are reported	100	100	100.00	100	100	

Waste and Recycling	WMT/004 Percentage of urban waste sent to landfill	45.94	43.33	34.34	30.62	31.78	
Waste and Recycling	WMT/009 Percentage of urban waste collected by the Local Authority and prepared for reuse, recycling or composting	54.3	55.25	58.7	61.08	60	
Waste and Recycling	PB51 Percentage of commercial recycling/composting levels	30.79	35.45	41.44	40.5	40	
Waste and Recycling	PB60 Maximum tonnage of landfilled biodegradable waste (landfill allowance)	19,650.00	18,603.00	15,329.00	16,989.00	91.00%	

Consultancy Department

Service	Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	2017-18 Outlook
Consultancy Department	Profit against the target	£120,000	£21,000	-£34,000	£66,000	£9,465

Service	Heading	2016-17 Annual Performance	April - October 2017-18
Consultancy Department	BC-1 Customer satisfaction survey, the average figure given by clients for their building control service (Figure given out of a maximum satisfaction score of 10)	9.3	9.6
Consultancy Department	BC-2 Percentage of full plans application approved / conditionally approved (first decision)	92.2	95.7
Consultancy Department	BC-3 Average number of days taken to check full plans application (first decision)	19.0	13.0
Consultancy Department	BC-4 Response time to attend dangerous structures, from notification (hours)	1.8	2

Date:	9 January 2018
Title of Item:	Performance Report of the Cabinet Member for Finance
Purpose:	To accept and note the information in the report.
Cabinet Member:	Councillor Peredur Jenkins
Contact Officer:	Dilwyn Williams, Chief Executive

Report to a meeting of Gwynedd Council Cabinet

1. INTRODUCTION

- 1.1 The purpose of this report is to update my fellow members on what has been happening in the fields within my remit as Cabinet Member for Finance. This includes outlining the latest developments of promises within the Council's Plan; where we have reached with measuring performance; and the latest in terms of the savings and cuts schemes.
- 1.2 I will remind you that all matters have already been the subject of discussions and have been scrutinised at a meeting of the Finance Department management team, which also included a representation from the Scrutiny Committee.
- 1.3 On the whole, I am comfortable with the performance of the project and performance measures for which I am responsible, or that relevant steps have been taken to improve performance.

2. THE DECISION SOUGHT

2.1 To accept and note the information in the report.

3. THE REASON FOR THE NEED FOR A DECISION

3.1. In order to ensure effective performance management.

4. STRATEGIC PLAN PROJECTS

Effective and Efficient Council

4.1. **FfG5 - SInformation Technology Strategy (IT)**

4.2 Since I last reported, there has been further progress in the work of the Strategy.

4.3 **Digital Channel and Facilitating Contact with the Council:** The developments of the digital channel have been given priority, and was recently launched. The next step in the development of the Council's self-service system is an app that will allow the public to send in photographs including geographical information in order to report problems and facilitate the front-line services' work as they respond.

4.4 **Innovation:** The research work currently being undertaken as part of the IT strategy is coming to fruition and is paying dividends according to the Service. Initial steps have been taken in order to bring public bodies closer as a group of SOCITM (Society of Information Technology Managers) in terms of the development and innovation of digital services for public bodies. Going forward, the hope is to establish a body that is joint-funded between the Local Authorities and the Assembly in order to collaborate and share developments among public bodies in order to improve the digital service being offered by the public sector.

4.5 **C7 Electronic document and records management system (EDRMS)**

4.6 The work of disseminating the use of the system to the Adults, Health and Well-being and Children and Supporting Families Departments has involved work that was more complicated than imagined in order to meet their needs. This means that the timetable has slipped and the service intends to finish disseminating iGwynedd to all Council Departments by the end of summer 2018.

4.7 I have an element of concern regarding whether the system is delivering what it has been developed to achieve. To this end, I have again asked the Project Group to report back to the next meeting, noting the original intent and whether the system is achieving that.

PERFORMANCE

Appendix 1 provides a full report on the performance measures related to my portfolio.

- 5.1 There are 11 Services within the Finance Department. I have challenged the measures of the **Payroll, Finance and Accountancy, Investment and Treasury Management, Income, Taxes** and **Benefits Services** and I am satisfied with the performance.
- 5.2 The **Risk and Insurance Service** supports the Council's departments as they assess the threats and opportunities which they could face when providing their services and prioritise their activities based on the assessment. They also protect the taxpayers' interests by ensuring appropriate insurance arrangements and dealing with claims.
- 5.3 It is noted that the performance of the measure **Protecting the taxpayer's financial interests: Percentage of public accountability claims refused (settled for £0) by the Unit (CD4.01)** has increased back to 85.7% compared with 66.6% in quarter 1 of 2017/18. We successfully defended six claims out of seven made. The one permitted claim related to damage caused to a Gwynedd citizen's vehicle when work was being carried out nearby. This type of claim is one that is not challenged on the principle of compensating for damage caused by the Council to the property of Gwynedd residents.
- 5.4 The purpose of the **Internal Audit Service** is to give the citizens and the Council confidence in the Council's management environment and governance arrangements by reporting independently and objectively to the Head of Finance and the Audit and Governance Committee.
- 5.5 By the end of the second quarter, the **Percentage of audits in the Audit Plan which have either been closed or have a published final report (CD2.03)** reached 26.56%, compared with 3.33% at the end of the first quarter, as noted in my previous report. Although substantial improvement has been made to bring the performance back to the expected level, the unit's work will need to be prioritised carefully to make the most effective use of the resources available. I am glad that the situation has improved, and I will keep an eye on the measure in future.
- 5.6 The **Information Technology Service** supports and enables all the Council's services to serve the residents of Gwynedd in an effective, flexible and secure way. It is seen that the **Percentage of network availability (TG01)** has remained fairly stable, the performance during the period in question being at 99.96% compared with 99.97% in the previous period.
- 5.7 At the last challenging performance meeting, we discussed the problems experienced with the Council's computer system for a period during the summer, noting that problems with telephone exchanges had caused two out of the four problems.
- 5.8 The Service continues to work on improving the resilience of the network, working closely with suppliers and partners. One idea that has been mentioned is sharing back-up facilities with other similar organisations in order to increase capacity and resilience and share costs. This would also lead to maintaining an infrastructure that would be used rather than stand idle waiting for an emergency.
- 5.9 Administrating the Local Government Pension Scheme on behalf of over 40 employers in order to calculate and pay pensions promptly and accurately is the remit of the **Pensions Service**. The performance of the measure **Average number of work days taken to send a letter notifying the value of retirement benefits - estimate (CD9.03)** improved, as it dropped from 7.40 working days in the first

quarter, to 2.40 in the second quarter. This is due to moving resources during a quiet period to assist with the work. As the performance has improved so much, I asked the Service to gather data about the contributing factors in order to ensure whether it is possible to maintain the performance on the same level.

- 5.10 It was noted that causes of internal errors had increased for the same period from 6 cases to 13, highlighting the compromise being made often between urgency and accuracy. I have asked the service to bear this in mind, aiming for a service that performs consistently accurately and within a reasonable period of time. The Service is also continuing to work on ensuring that the organisation whether are part of the scheme inform us of any changes in a timely way.
- 5.11 The **Payroll Service** ensures that everyone who receives a salary from the Council receives it accurately and in a timely way, as well as providing accounts for paying outside bodies such as HMRC.
- 5.12 The measure **Number of workers contacting about any shortcoming in the salary payment process (CD8.08)** has consistently been between 60 and 69 in 2016/17 and in quarter 1 of 2017/18. However, the number shot up to 121 in quarter 2. The Service notes that there is suspicion that enquiries have been mis-recorded as complaints which has increased the number. The Service intends to investigate the differences between complaints and enquiries when recording the calls. The service also notes that a number of enquiries are made by employees who are contacting to find out how much their salary for the month would be. I feel that the fact that some of the Council's employees are contacting in this manner is a reflection of the vulnerable situation of some of the workforce, and so I have asked the Service to take steps to mitigate this uncertainty. In response the Service noted that it intends to look at informing staff about which weeks fall into which pay periods, amongst other things.

FINANCIAL POSITION / SAVINGS

- 6.1 By now, we can account that the 2016/17 and 2017/18 savings schemes have been realised. In terms of 2018/19, one savings scheme remains Scheme Cut 13 - Stop Paying the Fee to pay Council Tax in post offices. It remains difficult to realise this saving in the way originally intended, and work is being undertaken to find a solution and realise the saving in an alternative manner.

NEXT STEPS AND TIMETABLE

- 7.1 None to note.

ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

- 8.1 **Views of the Statutory Officers:**

i. Monitoring Officer:

No comments regarding propriety

ii. Head of Finance Department:

I confirm the accuracy of the contents of the report, and I will support the Cabinet member to achieve the relevant aims.

8.2 **Views of the Local Member:**

8.3 Not a local matter.

8.4 **Results of Any Consultation:**

8.5 None to note.

Appendices

Appendix 1 - Performance Measures

1.

**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Income Service - Performance Measures

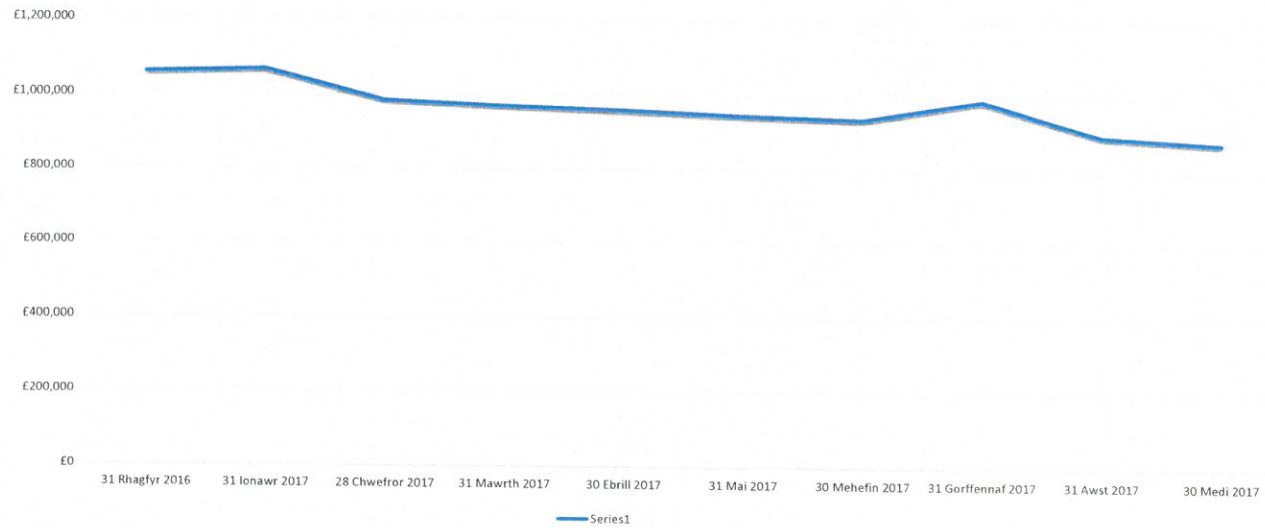
Senior Manager Responsible: Dewi A Morgan

Manager Responsible: Stephen Williams

Purpose of the Service:

Process various incomes and collect Council debts efficiently and effectively in order to maximise income, whilst considering the needs of the departments and being sensitively aware of debtors' financial circumstances

Ref.	Performance Measure	Quarter 2 Comments	Ch 2 17/18	Ch 1 17/18	Ch 4 16/17	Ch 3 16/17	Ch 2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD7.02	The value of various debts over 6 months old (with the exception of deferred payments and debt referred to other services for further action)	The performance is better than the same period in 2016/17	877,262	937,535	968,877	1,055,863	901,156	978,668	1,020,744	923,375
CD7.05	Rate of various debt collection within the quarter - Value	The performance is better than the previous quarter, but is below the performance of the same period in 2016/17. If an invoice worth £267k to Ynys Mon had been processed within the quarter, the performance would have been 90.23%	86.94	81.97	89.56%	84.60%	90.17%	86.37%	91.76%	74.02%
CD7.06	Percentage of debts where a payment agreement was made with the debtor	The performance is better than the same period in 2016/17	14.38%	14.67%	10.04%	13.88%	13.80%	12.13%	10.59%	2.73%



Analysis of the debts under a payment arrangement

Total balance due	9,948,636		
under arrangement (value)	752,702	8%	
To be cleared by 31/3/18	510,693	68%	
to be cleared outside the financial year	242,009	32%	3%

**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Tax Service - Performance Measures

Senior Manager Responsible: Dewi A Morgan
Manager Responsible: Bleddyn Jones

Purpose of the Service:

To collect taxes promptly and effectively, whilst being flexible and sympathetic to individuals' circumstances

(Ref.)	Performance Measure	Quarter 2 Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD11.01	Council Tax Collection Rate	67.06%	57.80%	30.4%	97.35%	85.3%	58.06%	58.15%	58.12%	57.96%
CD11.02	Non-Domestic Tax Collection Rate	70.45%	62.44%	27.60%	97.91%	87.31%	62.8%	63.6%	63%	63.92%
CD11.04	Number of council taxpayers who contacted the recovery team and who were referred to the CAB organisation for further debt advice		41	38	87	92	68			

**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Tax Service - Performance Measures

Senior Manager Responsible: Dewi A Morgan

Manager Responsible: Bleddyn Jones

Purpose of the Service:

To collect taxes proptly and effectively, whilst being flexible and sympathetic to individuals' circumstances

Ref.	Performance Measure	Quarter 2 Comments	17/18	16/17	15/16	14/15	13/14
CD11.03	Total debts deleted in the long term (3 years) as a percentage of the total raised on the accounts over the same period			0.23%	0.38%	0.47%	0.52%

**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Benefits Service - Performance Measures

Senior Manager Responsible: Dewi A Morgan
Manager Responsible: Dylan Griffith

Purpose of the Service:

To process applications for Housing Benefit and the Council Tax Reduction Scheme promptly and accurately, so as to assist the

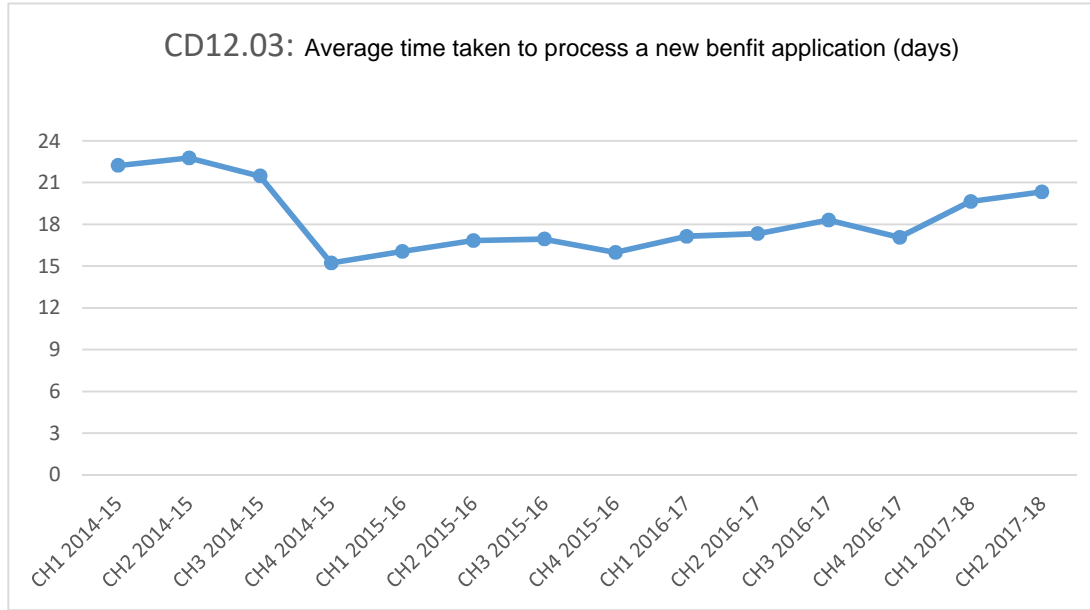
Ref.	Performance Measure	Quarter 2 Comments	Ch 2 17/18	Ch 1 17/18	Ch 4 16/17	Ch 3 16/17	Ch 2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD12.03	Average time taken to process a new benefit application (days)	Continued to be without 2 experienced full time assessors, because of maternity leave and illness. The officer returned from maternity leave on 4/9/17 and spent time familiarising with changes etc before restarting processing applications. The Officer on long term illness returned on phased return on 5/7/17 until 11/8/17. She then took 3 weeks of holiday leave, and suffered an injury at the end of the holiday period and didn't return to work before the end of the quarter. To rescue the situation overtime was arranged and we can see an improvement towards the end of the quarter, with the figure for September being 17.77 compared with 21.90 in July and 21.24 in August	20.34	19.65	17.08	18.31	17.34	16.84	15.23	21.77
CD12.04	Average time taken to process a notice of change in circumstances (benefit) (days)	The same reason as CD12.03 are relevant, and we found problems with the ATLAS process where information regarding changes did not come through from the DWP for 10 days and created a backlog of work. As above an improvement can be seen towards the end of the quarter with the figure for September being 5.77 to compare with July at 7.67 and August at 7.87	7.09	6.53	4.04	6.89	5.78	5.22	3.62	5.20
CD12.05	Percentage of cases in a random sample where the calculation must be modified following an internal check	136 applications were checked and 8 calculations were changed. From the analysis conducted from the previous three quarters, we have taken steps to improve our performance and this is reflected in the decrease in the percentage of mistakes	5.88%	6.82%	7.92%	6.12%				

Data

Average time taken to process a new benefit application (days)

CD12.03

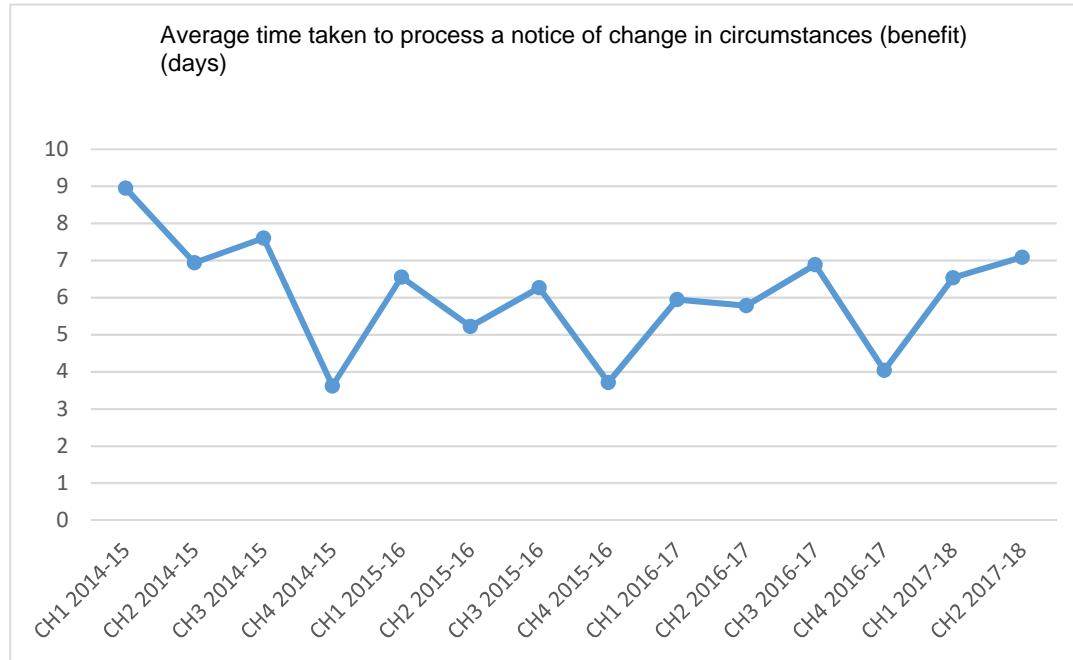
CH1 2014-15	22.24
CH2 2014-15	22.78
CH3 2014-15	21.48
CH4 2014-15	15.23
CH1 2015-16	16.07
CH2 2015-16	16.84
CH3 2015-16	16.95
CH4 2015-16	15.99
CH1 2016-17	17.15
CH2 2016-17	17.34
CH3 2016-17	18.31
CH4 2016-17	17.08
CH1 2017-18	19.65
CH2 2017-18	20.34



Average time taken to process a notice of change in circumstances (benefit) (days)

CD12.04

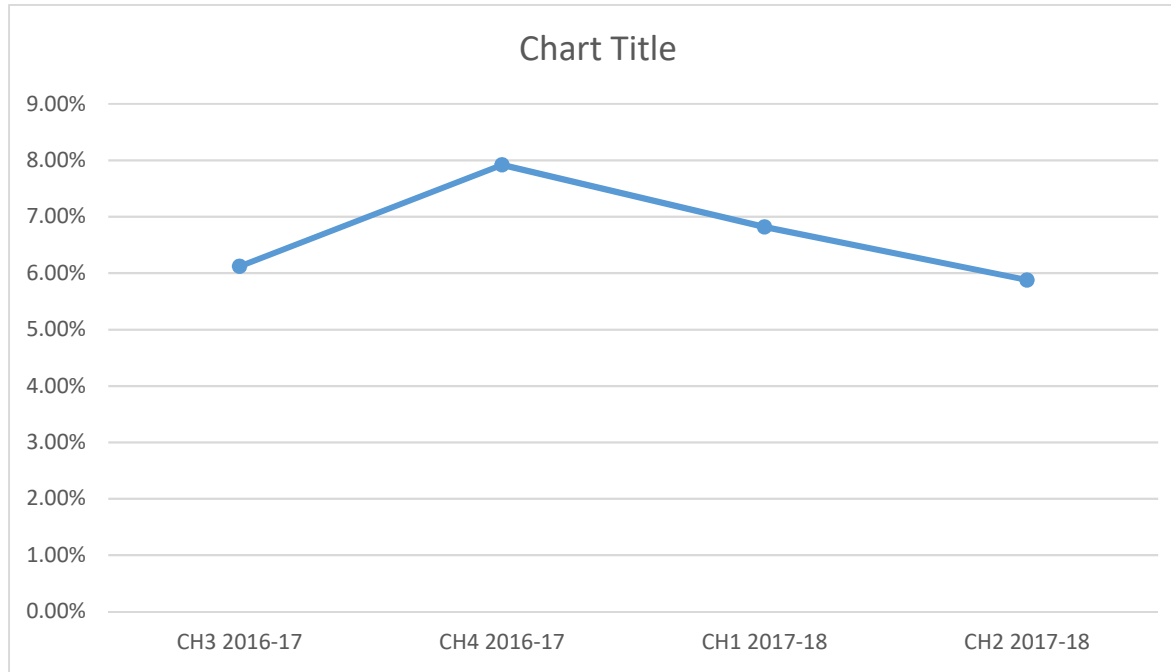
CH1 2014-15	8.95
CH2 2014-15	6.94
CH3 2014-15	7.6
CH4 2014-15	3.62
CH1 2015-16	6.55
CH2 2015-16	5.22
CH3 2015-16	6.27
CH4 2015-16	3.71
CH1 2016-17	5.95
CH2 2016-17	5.78
CH3 2016-17	6.89
CH4 2016-17	4.04
CH1 2017-18	6.53
CH2 2017-18	7.09



Percentage of cases in a random sample where the calculation must be modified following an internal check

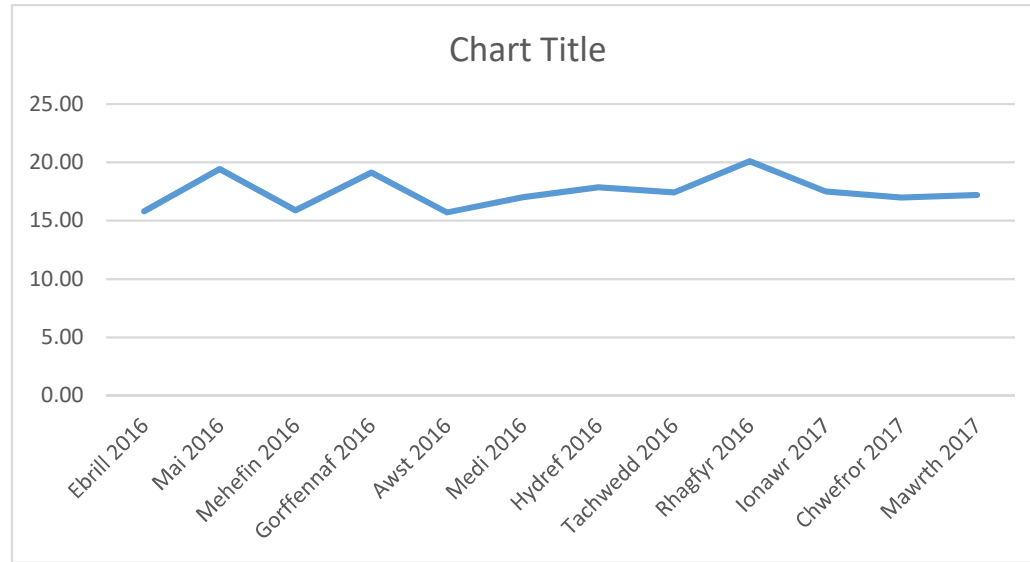
CD12.05

CH3 2016-17	6.12%
CH4 2016-17	7.92%
CH1 2017-18	6.82%
CH2 2017-18	5.88%



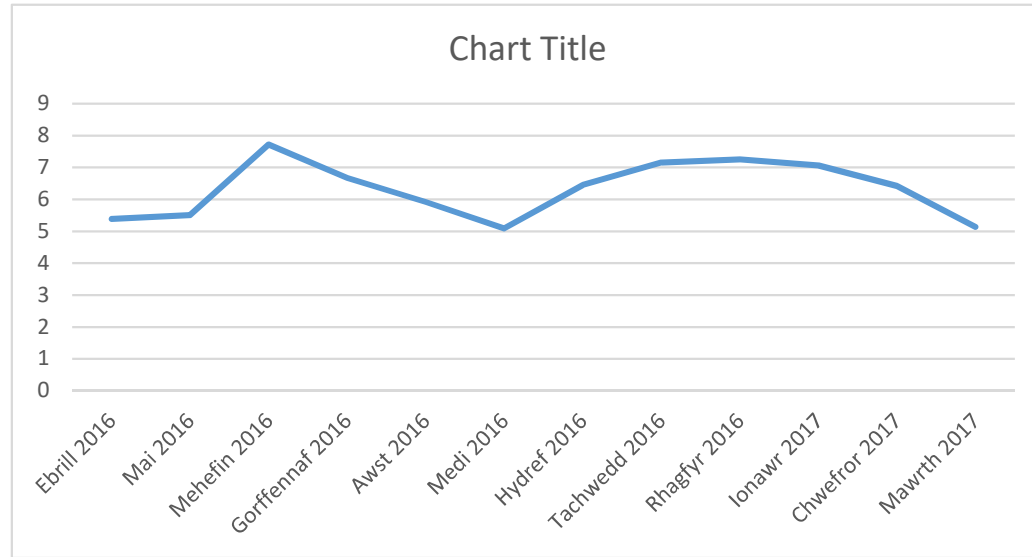
CD12.03 - New Applications

April 2016	15.80
May 2016	19.42
June 2016	15.89
July 2016	19.12
August 2016	15.71
September 2016	17.01
October 2016	17.87
November 2016	17.44
December 2016	20.10
January 2017	17.52
February 2017	17.00
March 2017	17.22



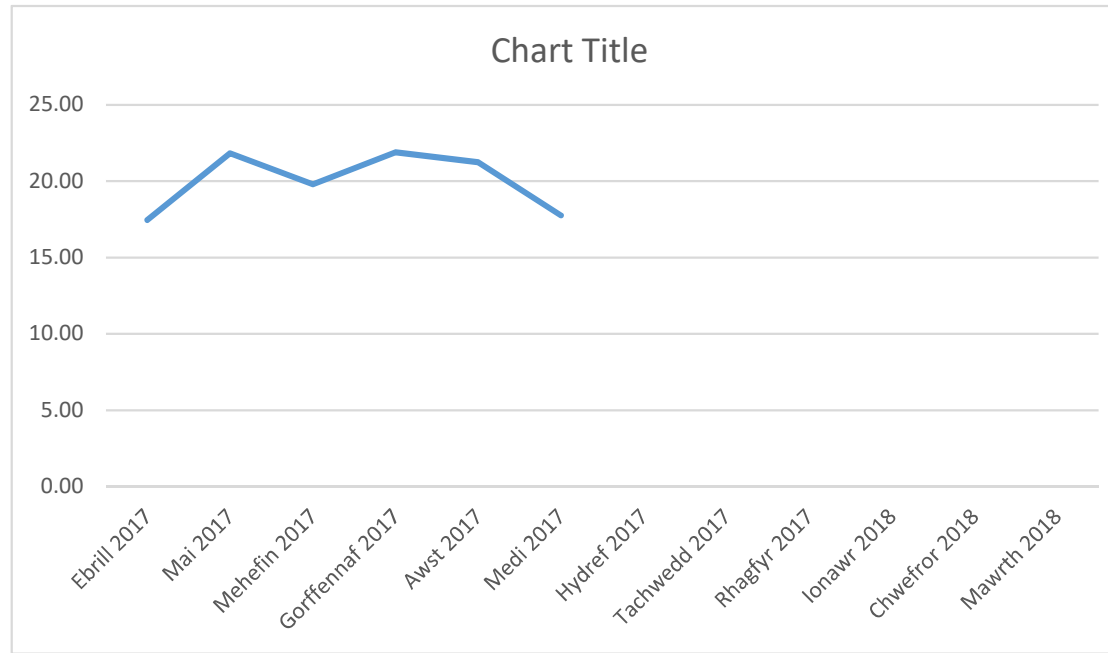
CD12.04 - Changes in circumstances

April 2016	5.39
May 2016	5.51
June 2016	7.72
July 2016	6.67
August 2016	5.92
September 2016	5.09
October 2016	6.45
November 2016	7.15
December 2016	7.25
January 2017	7.06
February 2017	6.42
March 2017	5.14



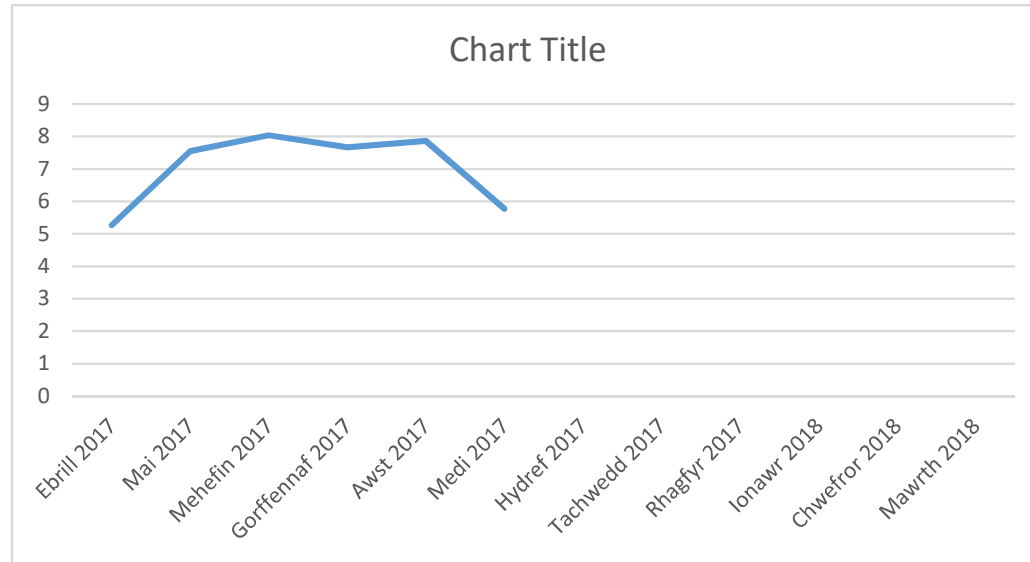
CD12.03 - New applications

April 2017	17.46
May 2017	21.83
June 2017	19.81
July 2017	21.90
August 2017	21.24
September 2017	17.77
October 2017	
November 2017	
December 2017	
January 2018	
February 2018	
March 2018	



CD12.04 - Changes in circumstances

April 2017	5.27
May 2017	7.55
June 2017	8.04
July 2017	7.67
August 2017	7.87
September 2017	5.77
October 2017	
November 2017	
December 2017	
January 2018	
February 2018	
March 2018	



**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Information Technology Service - Performance Measures

Senior Manager Responsible: Huw Ynyr

Manager Responsible: Bryn Goodman Jones (Support Services), Gwyn Jones (Infrastructure), Rhodri Fretwell and Elfyn Evans (Development and Maintenance) and Euryn Morris (Account Management)

Purpose of the Service:

(Support Desk) To support and enable every service within the council to provide the most efficient, flexible and safe provision to the people of Gwynedd
 (Infrastructure) Develop and support the Council's infrastructure in order to provide a safe and robust platform on which to host the Council's Information technology service
 (Development) Cooperate with our customers to develop and evolve innovative solutions in response to business needs
 (Maintenance) Maintain a range of systems, and technological solutions which will keep them operational, effective and current
 (Account Management) Ensure that Council Departments are using the correct technology in order to introduce constant improvements to Council services

Ref.	Performance Measure	Quarter 2 Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15
TG01	Percentage of network availability	4 problems contribute to an 0.04% rate of network unavailability 24/7 - Power supply issues in Penrhyn 26/7 - Power supply issues in Caernarfon 17/8 - Problem in Penygroes exchange that meant the network was slow in the south of the county 14/9 The problem in the Penygroes exchange reappeared	99.96%	99.97%	99.94%	99.97%	99.93%	100%	99.87%

Ref.	Performance Measure	Quarter 2 Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15
TG02	Percentage of public website availability	Loss of power supply to the headquarters was the reason for the 0.26% of the time when use of the website was lost (26/7/17). The website was affected between 04.30 and 10.00	99.74%	98.92%	99.98%	100%	99.64%	99.98%	99.94%
TG05	Average Help Desk user satisfaction score	<p>Recently, an invitation is extended to all who record a call with the Help Desk to give feedback about the service. During Q2 7077 requests for feedback were shared, with 255 responding. The choice when responding is happy or unhappy, and if unhappy inviting further feedback.</p> <p>The number responding has increased by 25% since the last quarter, but the result of their response remaining consistent</p> <p>Every item of feedback that is shared with the service is followed up personally, in the hope that this will encourage users to share openly any concerns/complaints that they may have.</p>	<p>1. Unhappy (0.46%)</p> <p>2. Happy (3.14%)</p> <p>3 No response (96.4%)</p>	<p>1. Unhappy (0.25%)</p> <p>2. Happy (3.07%)</p> <p>3 No response (96.66%)</p>	Not accounted	Not accounted	Not accounted	4.80	4.80
TG15	Development questionnaire – “Were you happy with the general offers, solutions and service you received from the Development Unit?” 1 – Yes, I have no suggestions for improvement. 2 – Yes, but I believe improvements could be made.	The questionnaire was shared between 11 projects, with 7 received so far. 6 had responded with 1 - happy, no improvement and one had responded with 2 - happy but room for improvement. The room for improvement reflected a lack of resources to increase the priority of a project.	<p>1 - Happy - no improvement 86%</p> <p>2 - Happy, room for improvement 14%</p> <p>3 - Unhappy 0%</p>	<p>1 - Happy - no improvement 75%</p> <p>2 - Happy, room for improvement 25%</p> <p>3 - Unhappy 0%</p>	<p>1 - Happy - no improvement 78%</p> <p>2 - Happy, room for improvement 22%</p> <p>3 - Unhappy 0%</p>				

**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Finance and Accounting Service - Performance Measures

Senior Manager Responsible: Ffion Madog Evans

Manager Responsible: Mari Llwyd Roberts

Purpose of the Service:

Provide a finance and accounting service, and assist and support services to be efficient and effective

Ref.	Performance Measure	Comments	17/18	16/17	15/16	14/15	13/14
CD5.01	Succeeding to stay within the budget	The Second Quarter Review of budgets has revealed overspending in some departments, with the relevant Cabinet Members and Department Heads to take steps to ensure that they stay within the budget by the end of the year. Underspend in Corporate budgets and in 2 departments means it's possible to harvest the underspend to deal with one-off pressures on budgets in the future		-0.28%	-0.13%	-0.18%	-0.14%
CD5.2a	Satisfaction of Departments and Services with the financial and accounting service and support received	Annual measure. Reported in quarter 4. Attention given to the feedback on how to improve		4.9	4.9	4.32	4.3
CD5.2b	Satisfaction of the Corporate Management Team with the financial and accounting service and support received	Annual measure. Reported in quarter 4. Attention given to the feedback on how to improve		4.5	4.5	4	4.1

Cyf.	Mesur Cyflawni	Sylwadau Chwarter 1	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch 3 16/17	Ch 2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD5.3	Financial monitoring including producing quarterly reports for the Budget Managers, the Leadership Group, the Portfolio Leaders, the Cabinet and the Audit Committee, as well as monitoring the performance of the Council's savings and cuts schemes.	<ul style="list-style-type: none"> - The situation for the Q1 and Q2 review was reported to the Cabinet and to the Audit and Governance Committee - The departments that are overspending were asked to explain the situation, taking definite step before the end of the financial year - It was possible to harvest underspend to be used to fund one-time overspends on the council's budget in future. - Additionally to the work of monitoring and reporting savings, support was provided to department heads and amangers to find savings for 2019 onwards. 	Reported in quarterly review	Reported in quarterly review	Yes	Yes	Yes	Yes	Yes	Yes
CD5.04	Formulate and distribute the Council's Budget annually and in line with the specific and designated timetable to achieve the necessary essential steps	<ul style="list-style-type: none"> - The work on part 1 of the 2018/19 budget complete including research on inflation rates, staffing budgets, demography, liaising with outside bodies, budget transfers etc - The work on the second step of the budget includes the bids process, settlement figures, fees and prices review, inflation updates, savings etc - The probability funnel and the figures for the Financial strategy for 2018/19 - 2020/21 were updated - Detailed work completed looking back at 10 years of the council's budget 	Work on the first part of the 2018/19 budget completed, work on the second part has commenced	Initial work completed	Yes	Yes	Yes	Yes	Yes	Yes
CD5.5	Completion of accounts (Accounts of Gwynedd, 3 Joint Committees and the 4 Harbours) and the relevant requirements to produce a Draft Statement of the Accounts and to ensure approval of the final Statement of the Accounts.	<ul style="list-style-type: none"> - Gwynedd Council, Joint Committees and Harbour accounts completed and audited promptly and by the statutory deadline - Return of 'Whole of Government Accounts' and revenue reports 2016/17 completed and reported to the Welsh Government, and now subject to audit by Deloitte. - recommendations by the Welsh Audit Office in their ISA260 report considered an definite steps taken - As there is a reduction in the statutory time available to close the accounts is on it's way, many steps are being taken to respond to the challenge, including moving the third quarter review. 	Final Accounts completed by 30 June, and the Annual Audit Letter by the Welsh Audit Office received	Accounts completed by 30 June	Yes	Yes	Yes	Yes	Yes	Yes

**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Creditors' Payment Service - Performance Measures

Senior Manager Responsible: Ffion Madog Evans

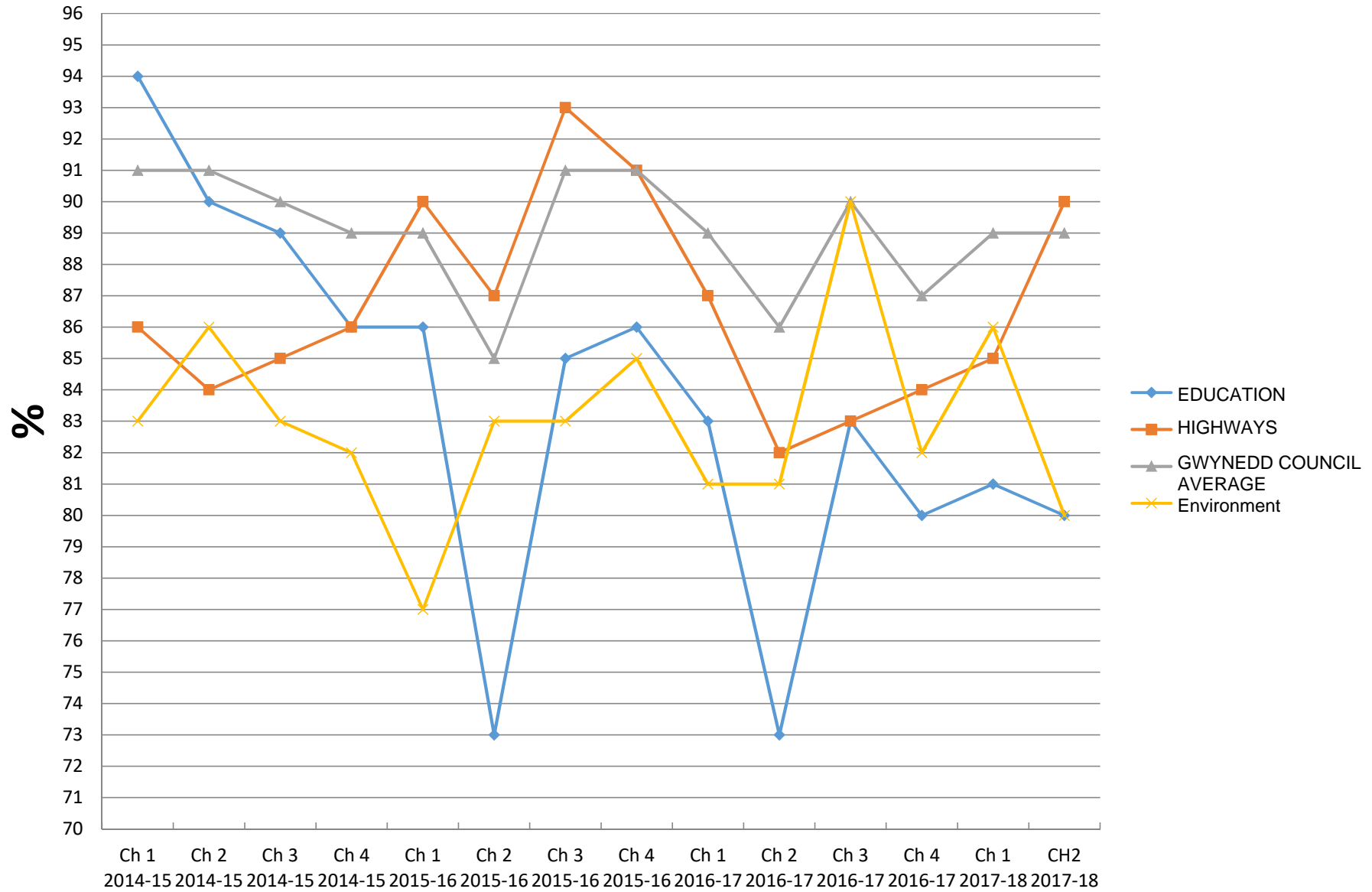
Manager Responsible: Christopher Parry

Purpose of the Service:

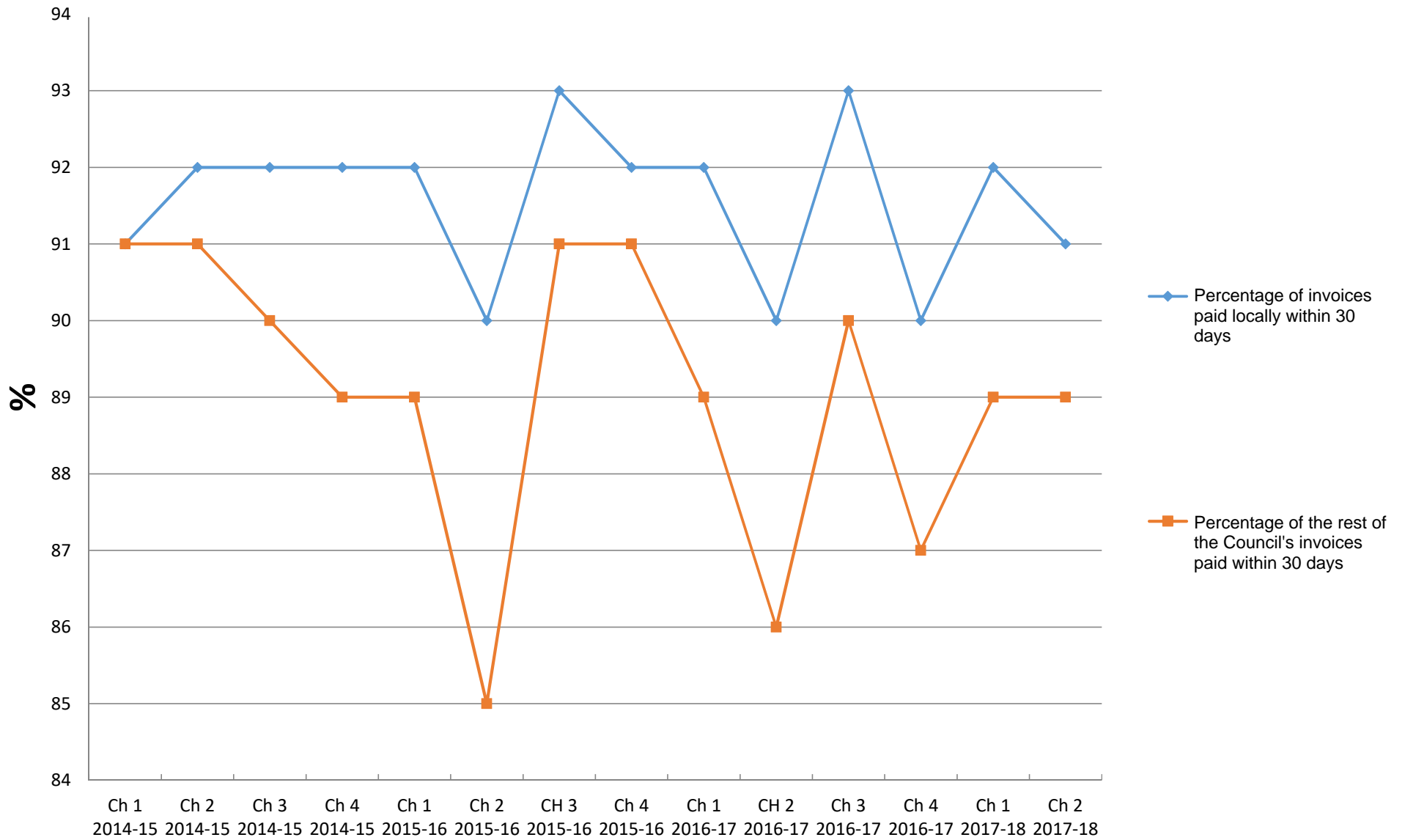
To pay the Council's creditors correctly and on time

Ref.	Performance Measure	Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD6.01	Percentage of invoices paid within 30 days (across the Council)	Performance consistent with the previous quarter, and better than quarter 2 last year. Education's performance continues to be low at 80%, but an improvement in Highways' performance to 90% (84% in 2016/17)	89%	89%	87%	90%	86%	85%	94%	94%
CD6.02	Percentage of invoices paid locally within 30 days (across the Council)	Local suppliers paid sooner than the Council's other suppliers, but lower than quarter 1	91%	92%	90%	93%	90%	90%		
CD6.03	Adaptation to previous payments by the Council	2 adaptations to payments in quarter 2, with the wrong supplier paid, but a refund was received immediately	2	1	2	2	0			

Percentage of invoices paid within 30 days (across the Council)



Percentage of invoices paid locally within 30 days, compared with the rest of the Council



**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Investment and Treasury Management Service - Performance Measures

Senior Manager Responsible: Dafydd L Edwards
Manager Responsible: Caroline L Roberts

Purpose of the Service:

Maximise the benefit of investing the Pension Fund, and keep appropriate accounts
Manage the Council's cash flow safely, with acceptable interest
Manage long-term investments

Ref.	Performance Measure	Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.		-0.20	+1.1	+0.7	-0.80	-0.10	+1.0	-0.30
CD13.06	The Council's funding's security in relation to bank deposits - quarterly analysis by Arlingclose of the credit score. (1 being highest, namely a credit status of AAA, 2 is AA+, 3 is AA, 4 is AA-, 5 is A+, 6 is A and 7 is A-).	Happy that the score is consistent at a level between 3 and 4	3.97	3.30	3.27	3.50	3.00	3.44	3.21
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate	October 0.36 Bank of England raised interest rates from 0.25% to 0.5% on 2 November 2017	0.42	0.43	0.53	0.52	0.58	0.62	0.66

**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Pensions Service - Performance Measures

Senior Manager Responsible: Dafydd L Edwards

Manager Responsible: Nick Hopkins

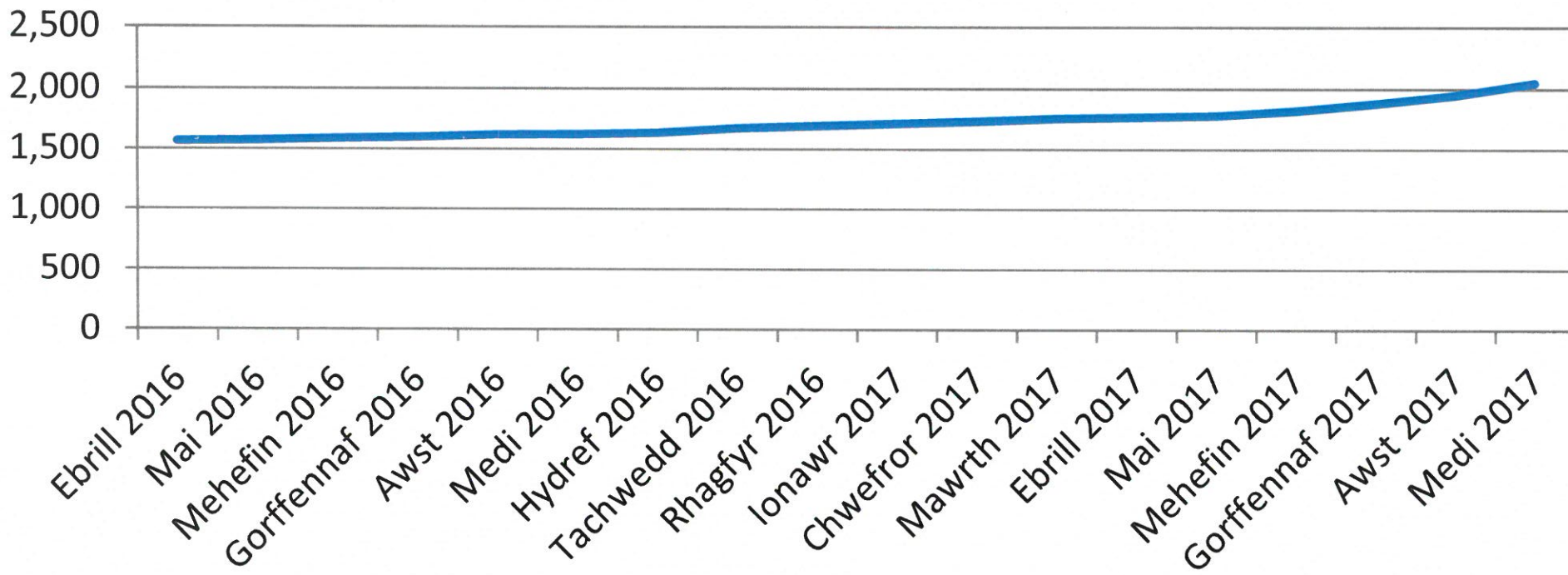
Purpose of the Service:

To administer the Local Government Pension Fund on behalf of over 40 employers, including Gwynedd Council, Anglesey County Council, and Conwy County Borough Council, in order to account and pay pensions promptly and accurately.

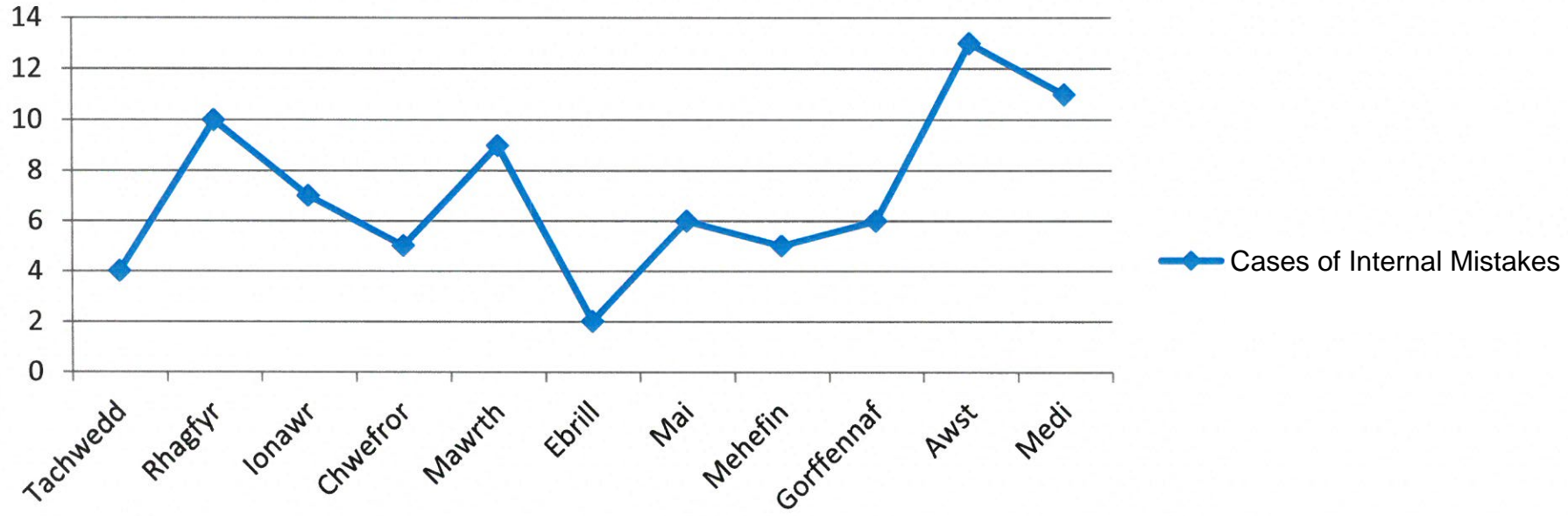
Ref.	Performance Measure	Comments -----	Ch 2 17/18	Ch 1 17/18	Ch 4 16/17	Ch 3 16/17	Ch 2 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD9.03	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.		2.40	7.40	4.40	4.00	9.70	11.80	11.50	7.20
CD9.04	Average number of work days taken to send a letter notifying the value of retirement benefits - true value..		5.30	3.00	2.80	4.30	2.20	4.20	5.80	5.80
CD9.05	Average number of work days taken to complete dependants' accounts and payments following the death of a member of the scheme..		4.56	9.30	8.16	5.78	5.80	8.57	4.90	7.80

Online Pension New Users

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Cases of Internal Mistakes



**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Payroll Service - Performance Measures

Senior Manager Responsible: Dewi A Morgan
Manager Responsible: Martin Morris

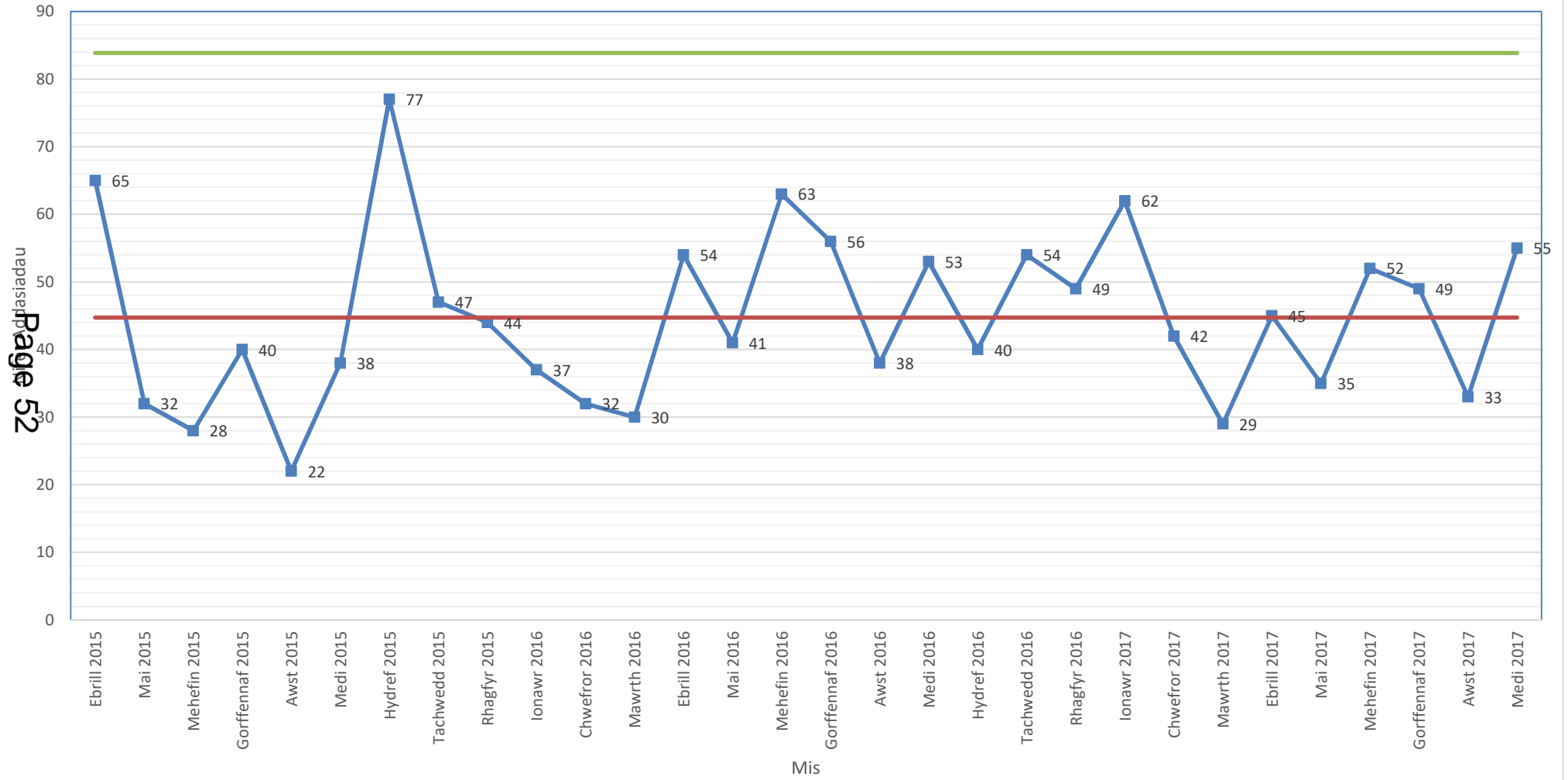
Purpose of the Service:

To pay staff correctly and promptly, and to keep appropriate accounts in order to pay outside bodies such as HMRC.

Ref.	Performance Measure	Comments	Ch 2 17/18	Ch 1 17/18	Ch 4 16/17	Ch 3 16/17	Ch 2 16/17	Ch2 15/16
CD8.07	Number of cases which lead to further adaptations in salary.	49 adaptations in July. 33 adaptations in August. 55 adaptations in September	137	132	133	143	147	100
CD8.08	Number of employees who contact the service regarding any deficiencies in the payroll process.	Suspected that some cases in July were mis-reported and so have led to a significant increase in the month. 55 Calls in July, 22 in August, 44 in September	121	65	63	69	60	78
CD8.09	Ensure accurate payments within the time limit for external bodies (such as HMRC).	No outside payments missed or late	100%	100%	100%	100%	100%	100%

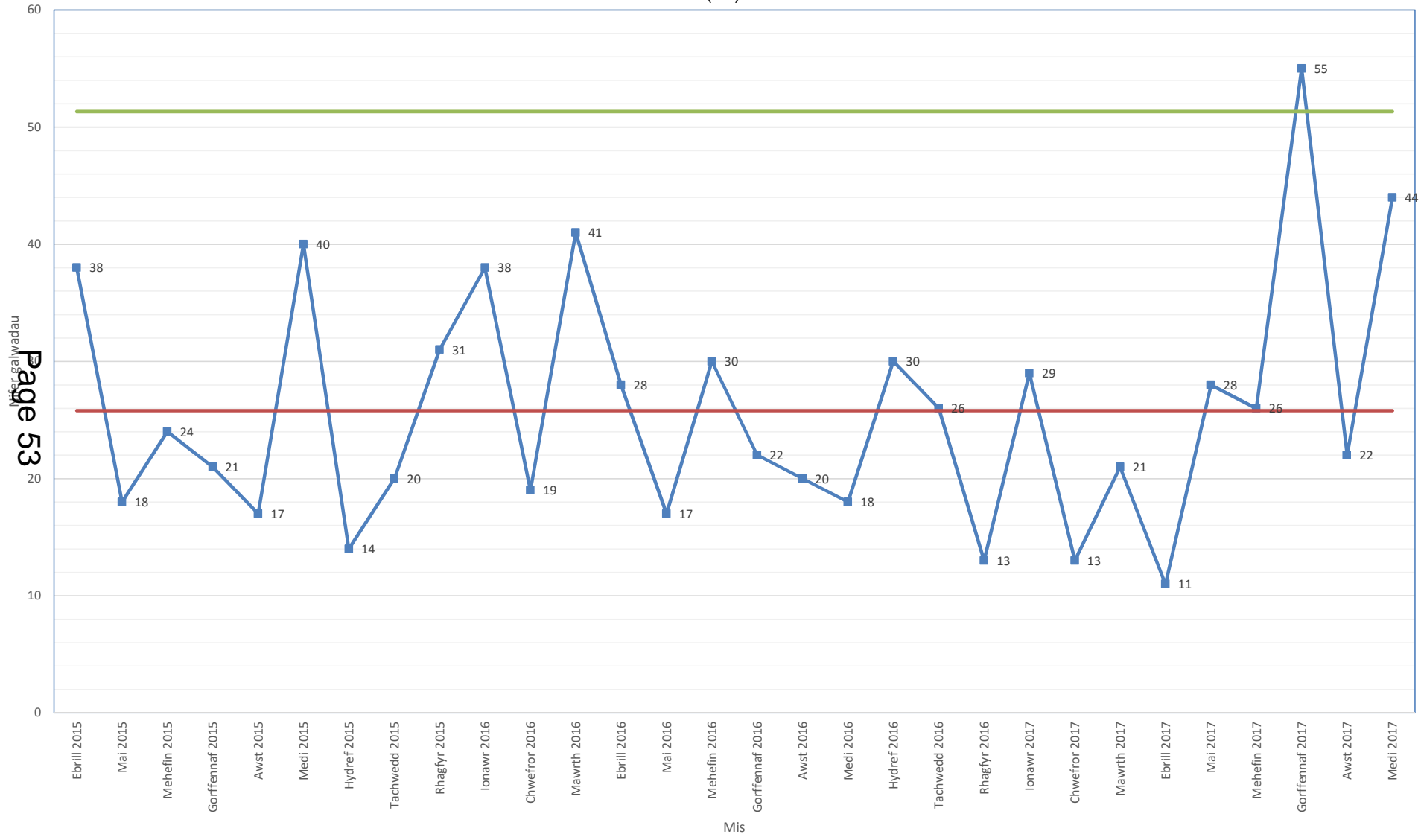
Number of monthly adaptations - Quarter 2 2017-18

Number Average UCL



G_i Monthly Phone Calls - Quarter 2 2017/18

■ Calls — Average (CL) — UCL



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**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Risk and Insurance Service - Performance Measures (quarterly)

Senior Manager Responsible: Dewi A Morgan

Manager Responsible: Gwyn Varney

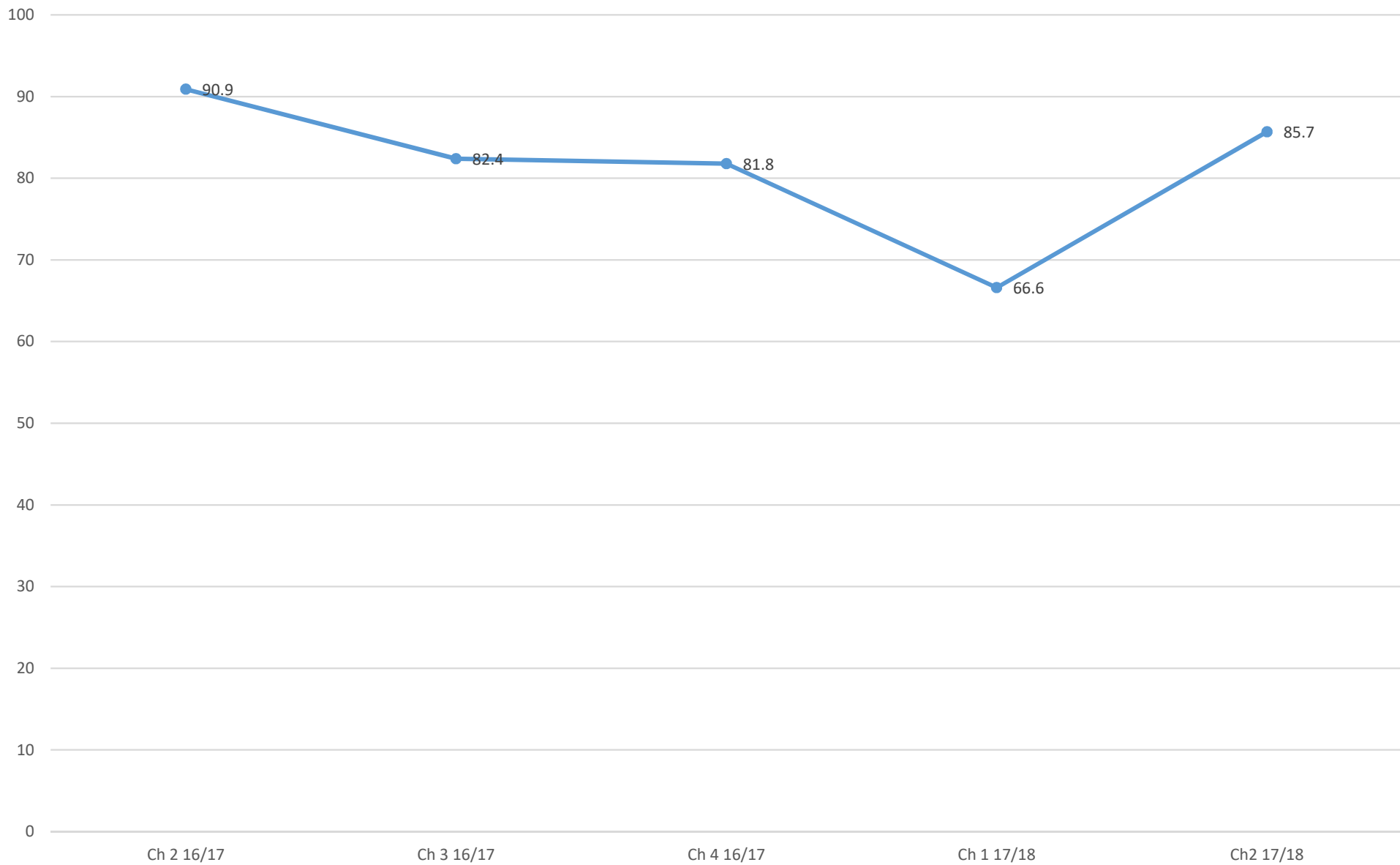
Purpose of the Service:

To support Council Departments as they assess the threats and opportunities which may arise as they provide their services, and prioritise their actions accordingly.

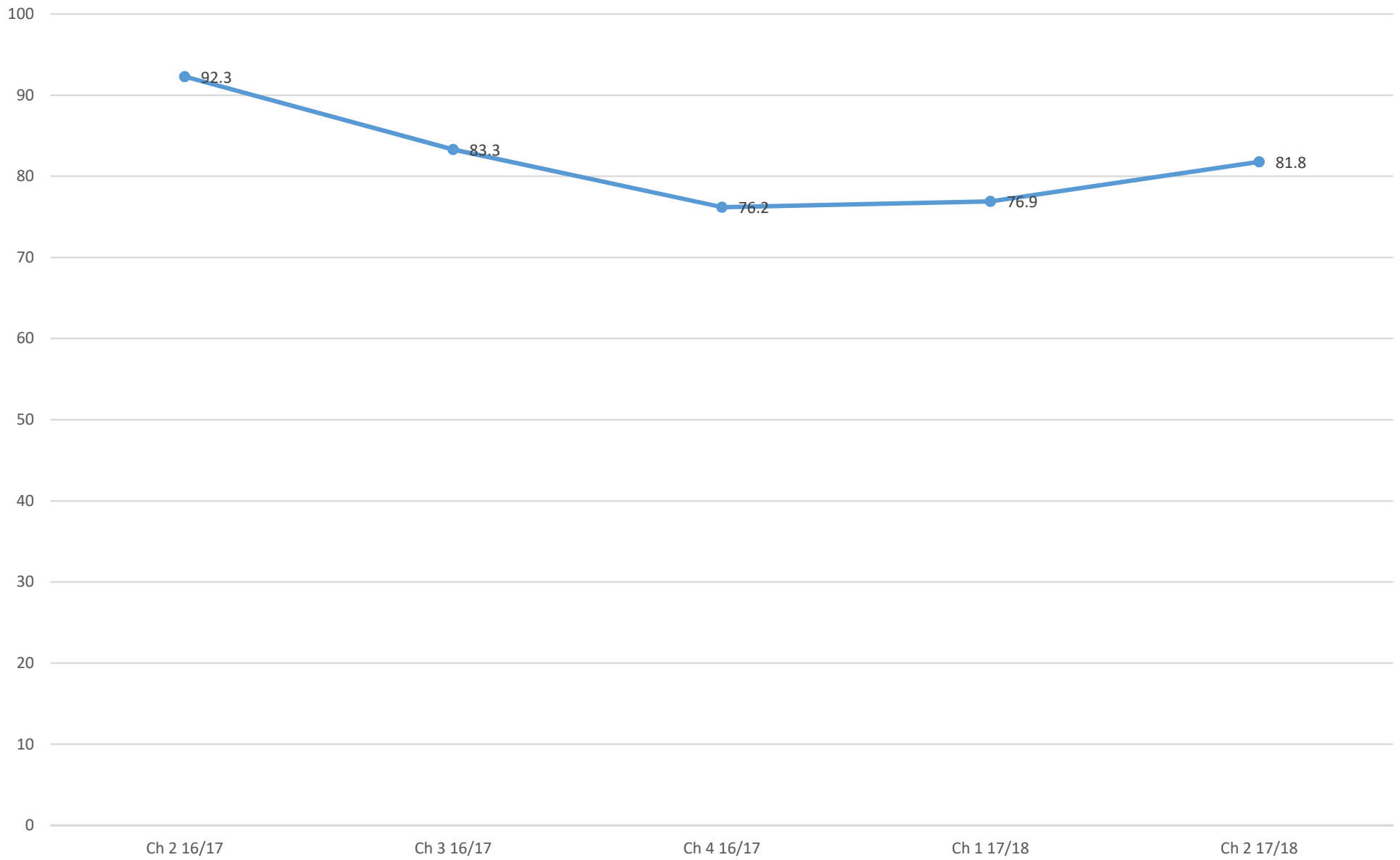
To protect taxpayers' interests by ensuring appropriate insurance cover, and deal with claims.

Ref.	Performance Measure	Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch2 15/16	Ch2 14/15
CD4.01	Protecting the taxpayers' financial benefit: percentage of public accountability claims refused (settled for £0) by the Unit	6 out of 7 claims defended successfully. Settled claim: Damage to a vehicle window whilst strimming work was being carried out nearby. The service had conducted a site inspection before strating. Decision already made to pay claims made in this vein out of principle.	85.7%	66.6%	81.8%	82.4%	90.9%	73.1%	78.2%
CD4.02	Protecting the taxpayers' financial benefit: percentage of public accountability claims refused (settled for £0) by the Insurer	10 out of 11 claims defended successfully. One of these with costs that are not possible to reclaim. This has been reflected in the percentage for 2017/18 1. Claimant had struck his head on a sign that had been installed too low on a streetlight. Information sent to the department regarding the recommended height for signs on streetlights.	81.8%	76.9%	76.19%	83.3%	92.3%	80.8%	79.1%

Percentage of public liability claims Denied by the unit



Percentage of public liability claims denied by the insurer



**FINANCE DEPARTMENT PERFORMANCE MONITORING
2017.18**

Risk and Insurance Service - Performance Measures (quarterly)

Senior Manager Responsible: Dewi A Morgan

Manager Responsible: Luned F Jones

Purpose of the Service:

To give the Council and the people of Gwynedd the confidence in the management environment and the governance of the Council by reporting independently and objectively to the Head of Finance and the Audit and Governance Committee.

Ref.	Performance Measure	Comments	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch1 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD2.09b Page 57	Percentage of Audits in the Auditing Plan which have either been closed or have a published final Report.	Succeeded in beating the target for quarter 2 - however it will be necessary to prioritise audits to reflect auditors' days for 6 months.	26.56%	3.33%	95.83%	60.81%	32.53%	17.5%	28.79%	26.8%	28.04%
CD2.09a	Percentage of internal audits that received a category "B" opinion or better (Cumulative total)	17 audits from 2017/18 plan (6-A, 9-B, 2-C - Plas Ogwen and Tan y Marian) and one audit from 2016/17 plan.	88.89%	100%	85.71%	90.7%	88.5%	86.7%	73.68%	72.73%	76.67%
CD2.09b	Percentage of internal audits that received a category "B" opinion or better (Quarterly Total)	15 audits from 2017/18 plan (6-A, 8-B, and 2-C - Plas Ogwen and Tan y Marian)	86.67%	100%	69.23%	94.1%	90.9%	86.7%	75%		

Cyf.	Mesur Cyflawni	Sylwadau Chwarter 2	Ch2 17/18	Ch1 17/18	Ch4 16/17	Ch3 16/17	Ch2 16/17	Ch1 16/17	Ch2 15/16	Ch2 14/15	Ch2 13/14
CD2.14a	Share of the agreed actions which have been implemented in line with the timetable (corporate measure). 205 actions to mitigate risks were agreed in 2016/17.	Out of 205 agreed actions, acceptable action has been taken on 43.9%. Awaiting supporting evidence for 2, and no response was received for 20. (Audits for Bryn Blodau Home, Llys Cadfan Home, MOT Fees, GAD, Coroner Service and Checking Steps (Finance))	43.90%	0							
Page 58 CD2.14b	Share of the agreed actions which have been implemented in line with the timetable (corporate measure). 205 actions to mitigate risks were agreed in 2016/17.	A request for progress was sent for 112 agreed actions - acceptable action has been take for 90 (80.35%), awaiting evedience for 2 and no response for 20. (Audits for Bryn Blodau Home, Llys Cadfan Home, MOT Fees, GAD, Coroner Service and Checking Steps (Finance))	80.35%	0							

Percentage of the internal audits by category (cumulative total)

