

Appendix 1

Corporate Support Measures

Measure - definition	2013-14	2014-15	2015-16	Direction of Ambition	2016-17 Latest Information
Translation Unit					
1. User opinion on quality of written translation work	-	100%	-	Maintain	100%
2. User opinion on quality of simultaneous translation work	-	100%	-	Maintain	New
Comments:					
1. There were 5 responses to the questionnaire that asks "what is your view on the translation? (1-5) "with all providing the maximum score of 5.					
Research and Analysis					
1. The number of customers who note that the assistance helped them to benefit the people of Gwynedd	-	-	-	-	12 Yes 1 No
Comments:					
The 1 customer that answered no was requesting information where the data is not being collected or to held at the moment.					
Gwynedd and Anglesey Partnership Unit					
1. % of the partners who are agreed that the administrative elements of the partnerships are of good quality and timely					
Public Services Board	-	-	-	-	
Community Safety Partnership	-	100%	-		100%
Children and Young People Partnership	-	100%	-		
2. % of the partners who are agreed that the meetings and partnership work delivers effectively for the people of Gwynedd and Anglesey	-	-	-	-	New
Communication and Engagement					
1. Department's satisfaction with the Unit's support to help them engage with the residents of Gwynedd	-	-	-	-	9.6
Strategic Planning and Performance Team					
CG26 Gwynedd's residents are satisfied with the information available to them about what the Council is doing, and its future intentions	-	-	-	Improvement	54%
CG27 Does the information help you to know how/what the Council is doing?	-	-	-	Set a baseline	72%
Sylwadau:					
CG27 – Work has been done to establish the reasons why 28% thought that the information did not help them and measures have been put in place to respond.					

Legal Service Measures

Measure - definition	2013-14	2014-15	2015-16	Direction of Ambition	Latest information
1. Percentage of satisfaction questionnaires from client officers that score the service as 9 or 10/10.	-	-	-	Maintain	96%