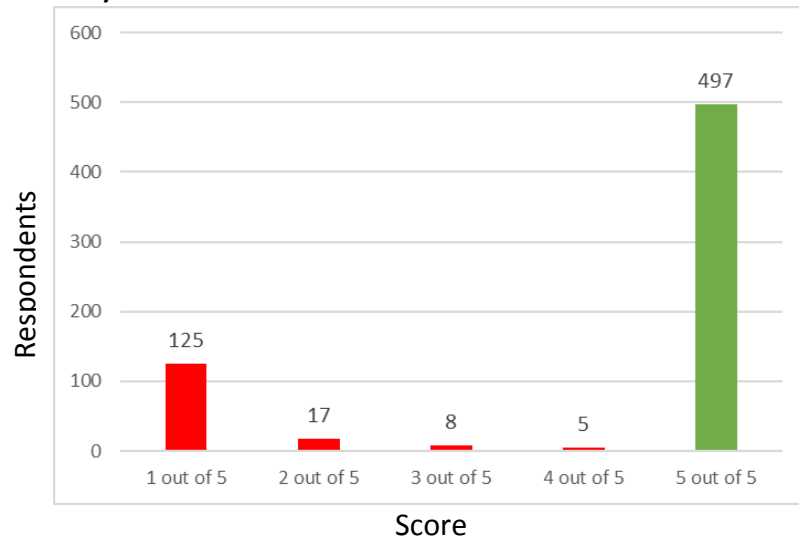


Performance Measures for the Corporate Support Department and the Legal Service : July - October 2018

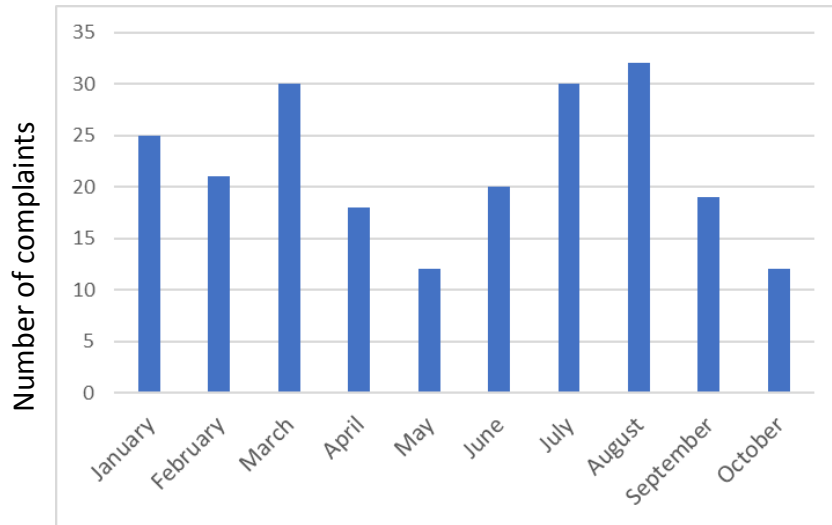
Communication and Engagement Service

Performance Measure 1 – Council’s external website: Number of users reporting that they were unsatisfied with the website (1 July – 31 October)



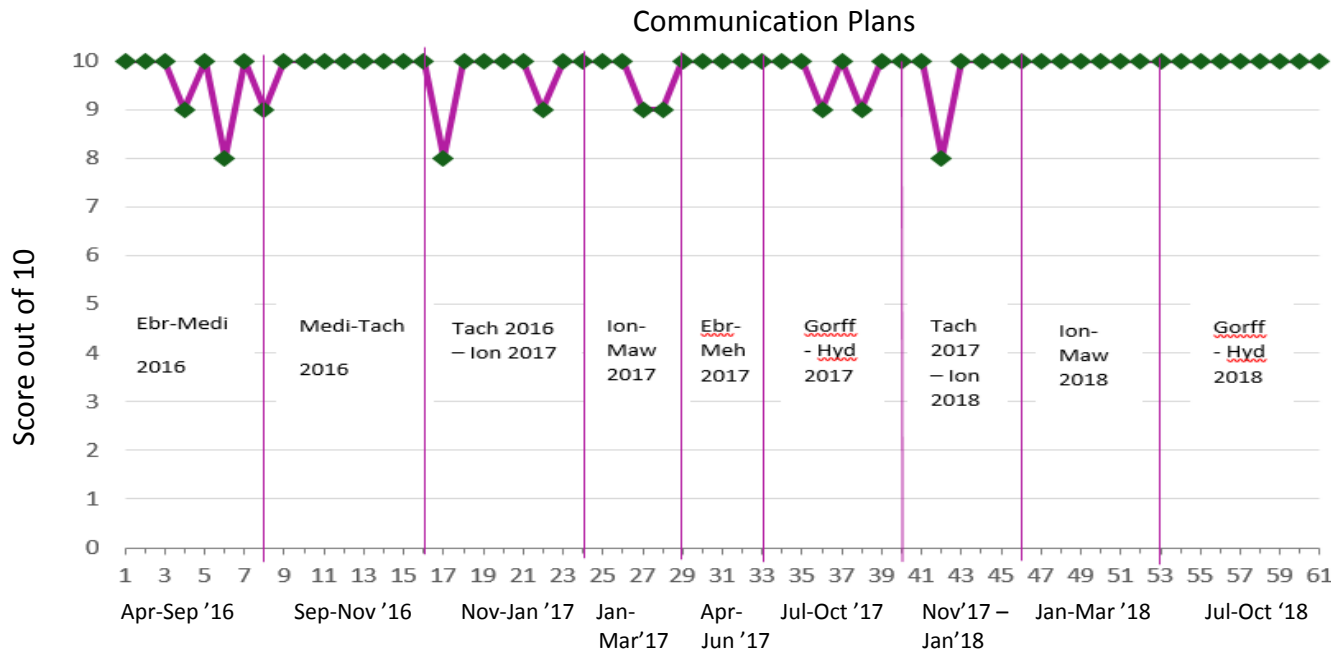
- **657,644** individuals used the Council’s website between July and October 2018.
- Only **652 (0.09%)** used the respond tool to comment on the content.
- **497 (76%)** of those who commented were completely satisfied with the website.
- Only **155 (24%)** gave a satisfaction score of less than 5 out of 5, and of these **91** submitted a complaint or a suggestion of how to improve the content.

Performance Measure 2 – Council’s external website: Number of complaints of comments received about the website



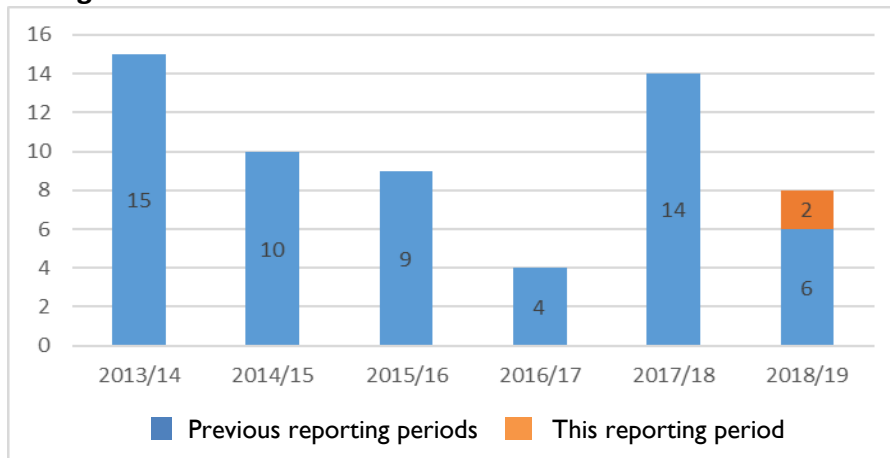
- 90 out of the 91 complaints received over the July-October period have been addressed.
- 66 (73%) of the comments or complaints were addressed or solved within 3 working days.
- The outstanding complaint relates to the need to add public footpaths to our online map. We have the information ready but the work is being held back for linguistic reasons. The Language Unit is awaiting a response from the Language Commissioner to our request for an exemption.
- We received 40 more complaints than in the previous period for 2 reasons:
 - This report covers a period of 4 months, whereas the previous report covered a 3 month period.
 - Serious problems with the Council’s computer servers during July and August.

Performance Measure 3 – Communication and Engagement Plans – Score out of 10 received at the end of a specific plan in response to the question “To what extent has the support you have received from the Unit assisted you to engage effectively with the people of Gwynedd?”.



- A score of 10 out of 10 was received for the 6 plans that were supported between July and October 2018.
- Feedback forms continue to highlight the fact that the Council’s Departments believe that the support offered by the Communication and Engagement Service adds value to their plans, and that the support is warmly welcomed..

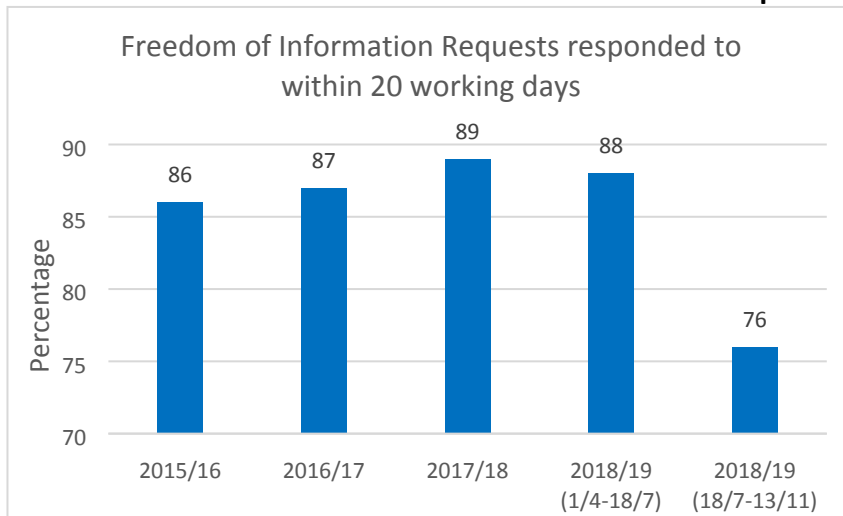
Performance Measure 1 – The number of information incidents where information about an individual has been stolen/lost/sent to the wrong address.



There were 2 incidents during this period, which is a reduction in comparison with the previous reporting period:

- Incident where information relating to people who consulted on closing a school appeared on the internet because of a fault with specific software.
- A staff member’s driving license being sent to the wrong person.

Performance Measure 2 – Freedom of Information Act – percentage of requests responded to within 20 working days



There has been a drop in performance between July and the beginning of November compared with the period from April to July (down from 88% i 76%) because new internal work procedures were adopted. This led to fewer reminders being sent to staff of the need to respond within the timeframe..

Performance Measure 3 –Data Protection – percentage of data protection requests answered within one calendar month (requests from individuals to view information held about themselves)

Between 18 July and 13 November 2018
 Performance 76% (17 requests received)

The performance has remained constant despite the increased number of requests compared with the previous period.

Between 1 April and 17 July 2018

Performance 75% (12 requests received)

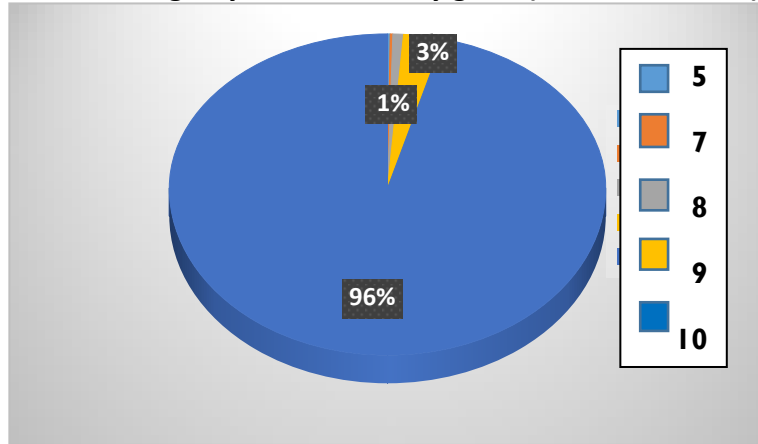
Performance Measure 4 –iGwynedd (electronic content management system) questionnaire asking for staff’s opinion of the system

Does the system do what you want it to do? –
Yes – 79%
No – 21%

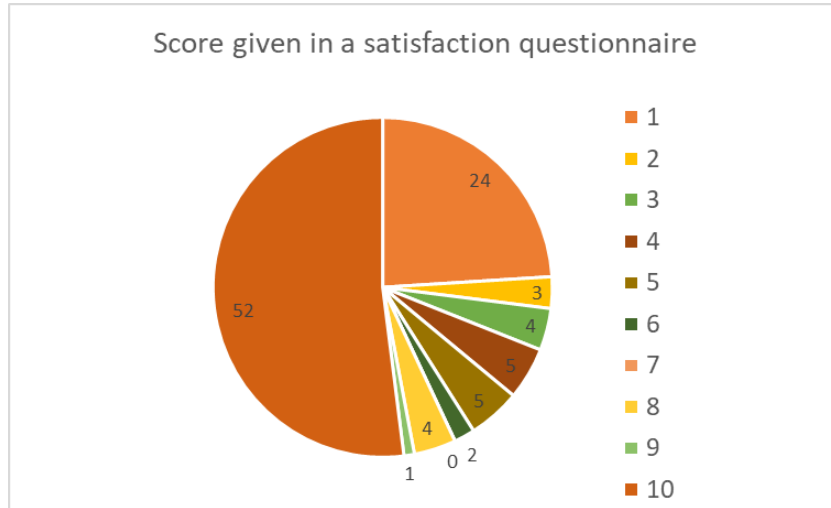
The team are currently offering training to everybody who noted that they are not completely happy with the system.

Galw Gwynedd, Siop Gwynedd and Registry Service

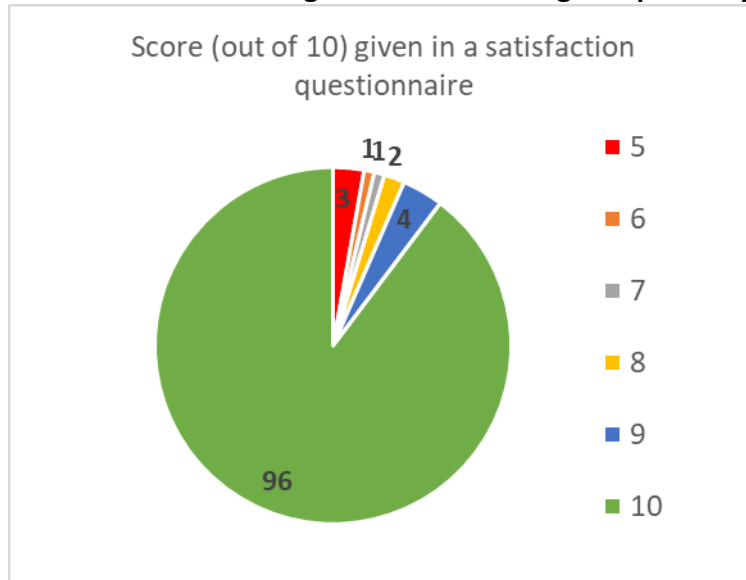
Registry Service - Performance Measure 1 - Percentage of satisfaction questionnaires that score the Births, Marriages and Deaths Registry Service as very good (a score of 10/10)..



Galw Gwynedd and Siopau Gwynedd Service - Performance Measure 1 - Galw Gwynedd customer satisfaction

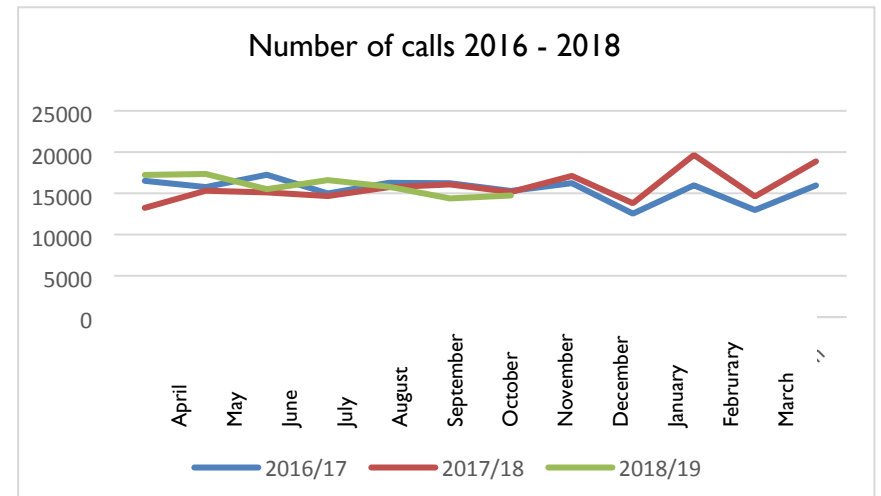


Siopau Gwynedd Service - Performance Measure 2 - Siopau Gwynedd customer satisfaction (percentage who noted a score of less than 10 for the service received when contacting the Council through Siopau Gwynedd)

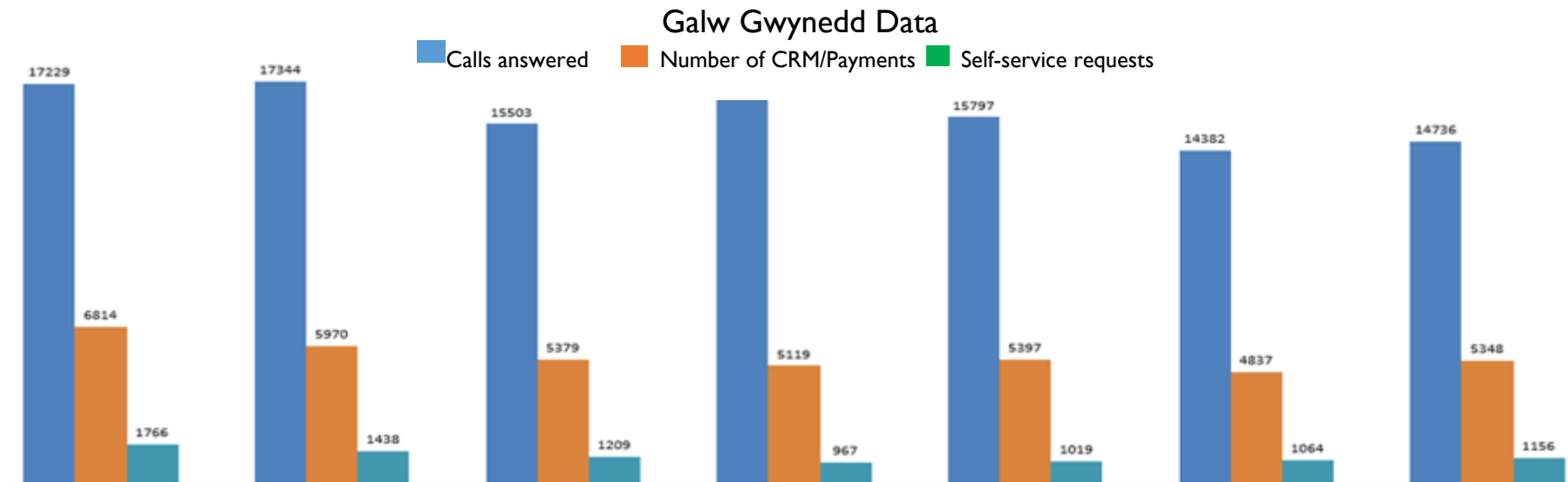


95.71% have given a score of 10 to Siopau Gwynedd and 4.29% have given a score of less than 10.

Galw Gwynedd and Siopau Gwynedd Service - Performance Measure 3- Providing a prompt Service in Galw Gwynedd



Galw Gwynedd and Siopau Gwynedd Service - Performance Measure 4- Providing Answers / Service in Galw Gwynedd



April

May

June

July

August

September

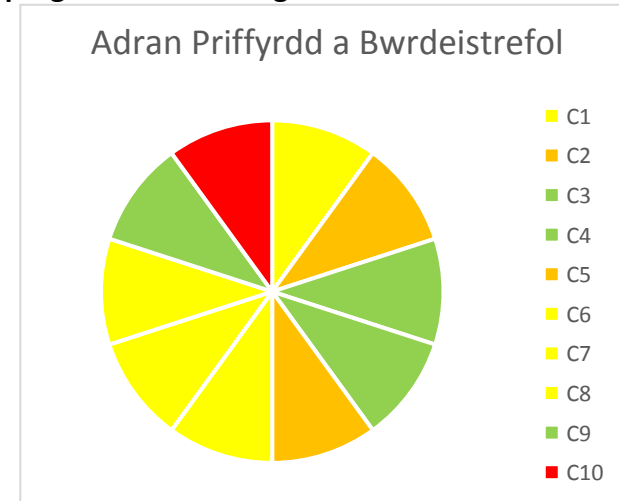
October

Health, Safety and Well-being Service

Performance Measure 1 - Number of shortcomings that have been identified in programmed investigations.

Data for one Department within the Council

- C1. Number of accidents
- C2. Reporting of near misses
- C3. Arrangements and regular H&S forums
- C4. Training for managers
- C5. Ability to conduct a suitable and sufficient risk assessment independently of the central H&S team
- C6. Attitude and response of Managers
- C7. Projects and transformation
- C8. Acting upon recommendations
- C9. Variation in standards within the Department's Services
- C10. Staff training needs – Have they been identified?

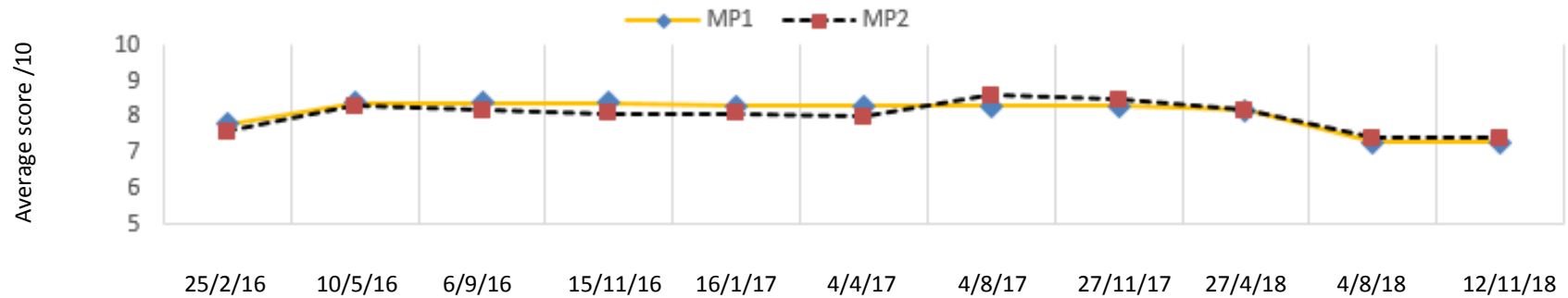


Learning and Organisational Development Service

Performance Measure 1 - (Staff on all levels): "Does the provision help you to give a better service to the people of Gwynedd?" (Score /10)

Performance Measure 2 - (Managers): "Does the provision help your staff to give a better service to the people of Gwynedd?" (Score /10)

Performance Measures



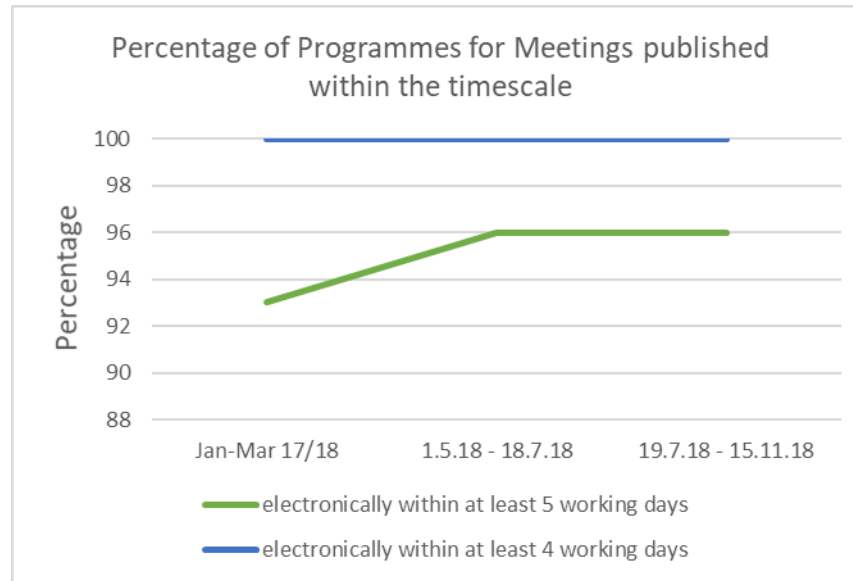
Performance Measure – 1. The number of formal complaints received under the Council's Corporate System

10 formal complaints were received during this period (compared with 12 in the period April-July). In addition, 6 complaints were received from the Ombudsman (compared with 8 in the period April-July) – 3 were returned “no investigation”, with the remaining 3 still open by the Ombudsman.

These complaints are within the following categories: Language and Equality Issues (1), Council Mistake/Wrong action (4), Officer Conduct (1), Unhappy with Decision (4), Lack of Response or Action (6).

Democracy and Translation Service

Performance Measure 1 – Percentage of programmes for meetings which have been published electronically within the timescale



Performance Measure 2a – Users' opinion on the quality of written translation work 100%

Performance Measure 2b – Users' opinion on the simultaneous translation work 100%

Human Resources Advisory Service

Performance Measure 1 – Number of Employment Cases advised upon by the Service 41

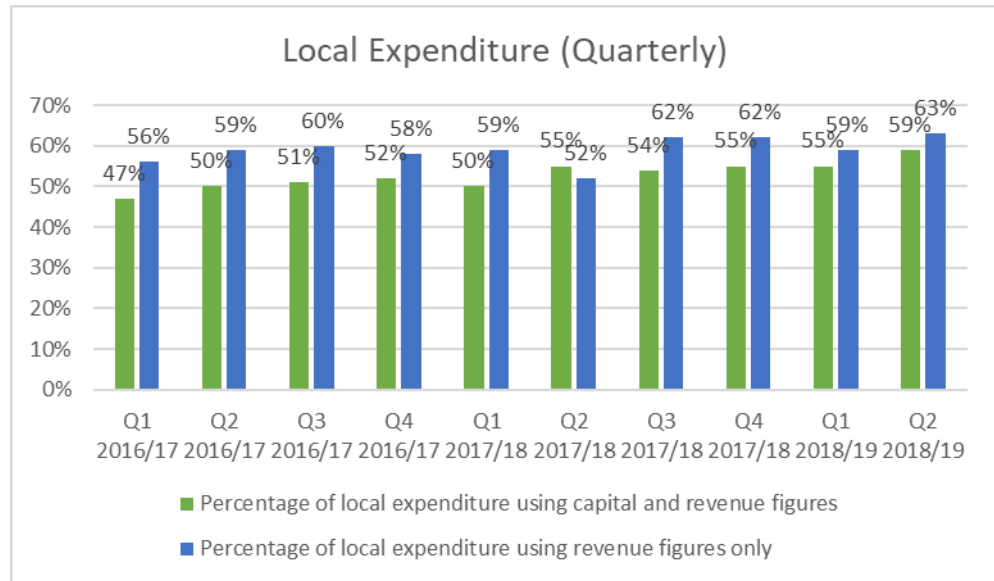
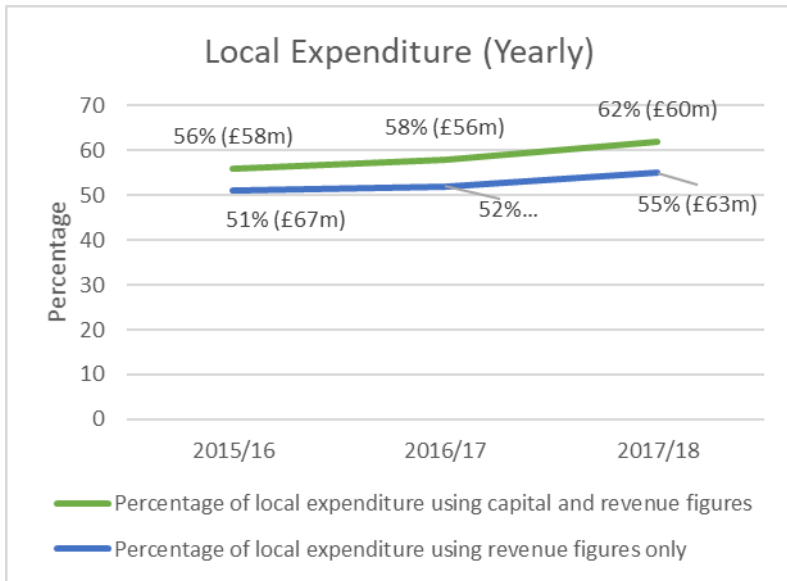
Performance Measure 2 – Number of employment appeals submitted to the Employment Appeals Committee, and the number of Committee decisions that go against the employer's decision. 1 appeal was heard in the period July-October, with the committee upholding the complaint and therefore going against the employer’s decision.

Performance Measure 3 – Number of days of sickness absence per head on average (April to 30 September)

2017/18	2018/19
3.85	4.02

Procurement Service

Performance Measure 1 – Local Expenditure



The percentage of local revenue expenditure has risen 1%, and the percentage of local capital and revenue expenditure has risen 4% compared with the same period in 2017/18..

Performance Measure 2 – Procurement Savings

