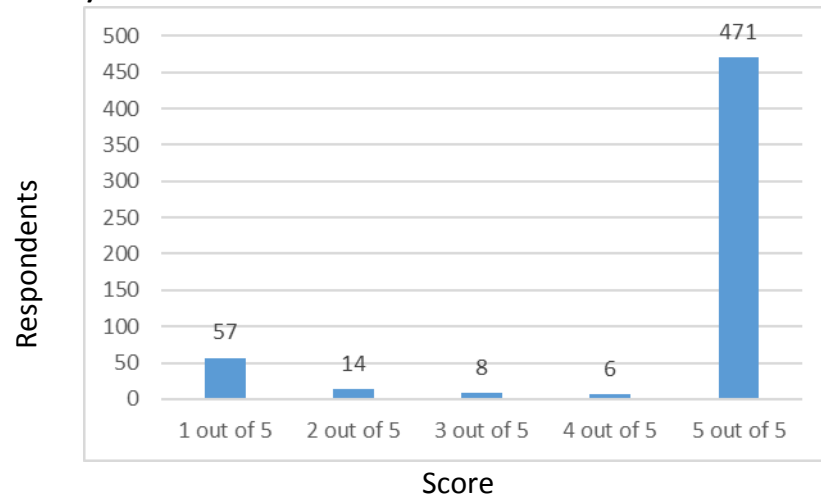


Corporate Support Department and Legal Services Performance Measures: April and May 2019

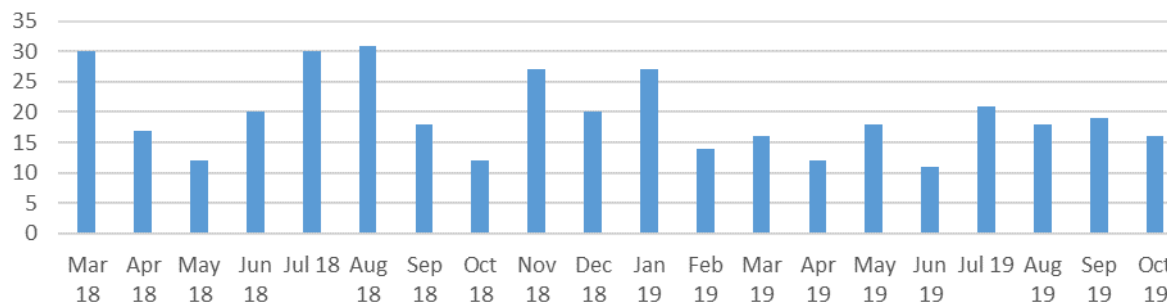
Communication and Engagement Service

Performance Measure 1 – Council’s external website: Number of users reporting that they were unsatisfied with the website (Ebrill a Mai 2019)



- The website received **756,644** individual visits between June and October, 58,008 less than during the same period the previous year. This comparable reduction can be attributed to the fact that the ‘Byw’n lach’ (former leisure service) website which went live in April 2019.
- Only **637 (0.1%)** used the respond tool to comment on the content.
- **74%** of those who commented were completely satisfied with the website.
- Of the 168 visitors who gave a satisfaction score of less than 5 out of 5, **85** submitted a complaint or a suggestion of how to improve the content.

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



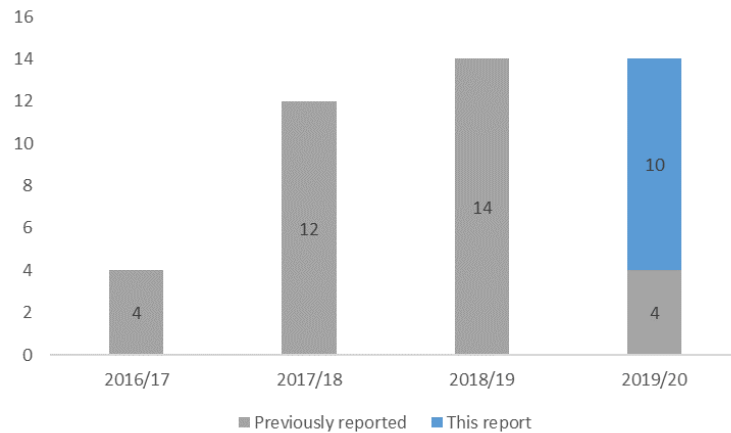
- 83 out of the 85 complaints received have been addressed.
- 75 (88%) of the comments or complaints were addressed or solved within 3 working days, compared with 86% during the previous period.

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 awarded to the 8 Plans supported between June and October 2019.
- Feedback forms continue to support the fact that Council Departments believe that the Communication and Engagement Service provide additional value to their plans, and that the support is welcomed.

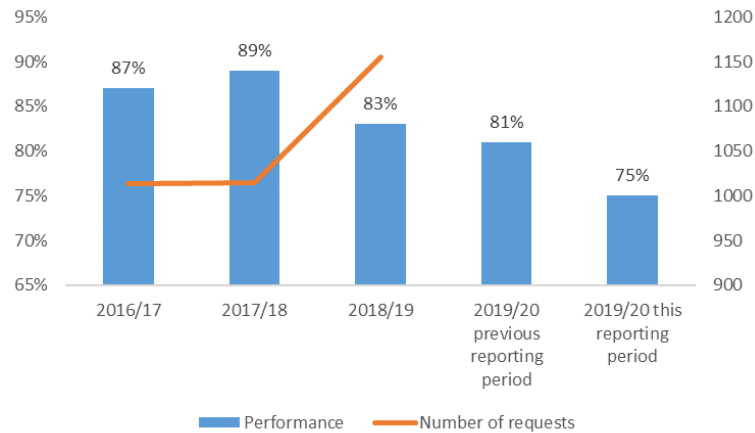
Research and Information Service

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



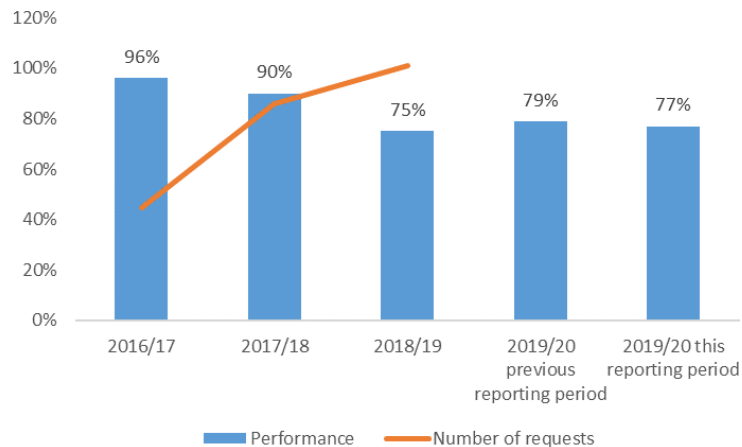
There were 10 incidents between 11 June and 29 November, and this number of incidents is a cause for concern. There isn't an obvious pattern for the nature, source or timing of these incidents, and they weren't serious enough to warrant reporting to the Information Commissioner.

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



There has been a small deterioration in performance so far this year. 77% is the cumulative figure for the period between April and the end of November. The number of requests is also increasing which obviously places extra work load on staff.

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



The time taken to answer requests so far this financial year compares favourably with the previous year, especially since the number of requests continue to rise.

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? –

The first questionnaire to Department 1 reports that **81%** believed that the system does what you want it to do.

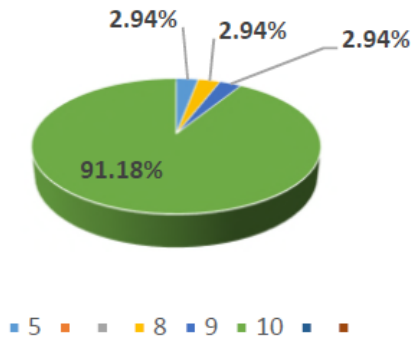
The information is used to plan further support for Departments, and to create information and training guidelines.

The follow-up questionnaire to Department 2 reported that **72%** believed that the system does what you want it to do, compared to 56% in the first questionnaire.

Galw Gwynedd, Siop Gwynedd and Registry Service

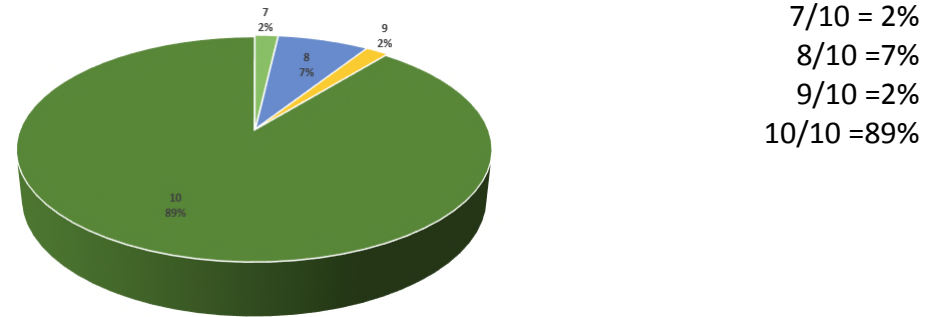
Performance Measure 1 - Galw Gwynedd and Siopau Gwynedd Service - Galw Gwynedd customer satisfaction

Galw Gwynedd customer satisfaction (score out of 10)



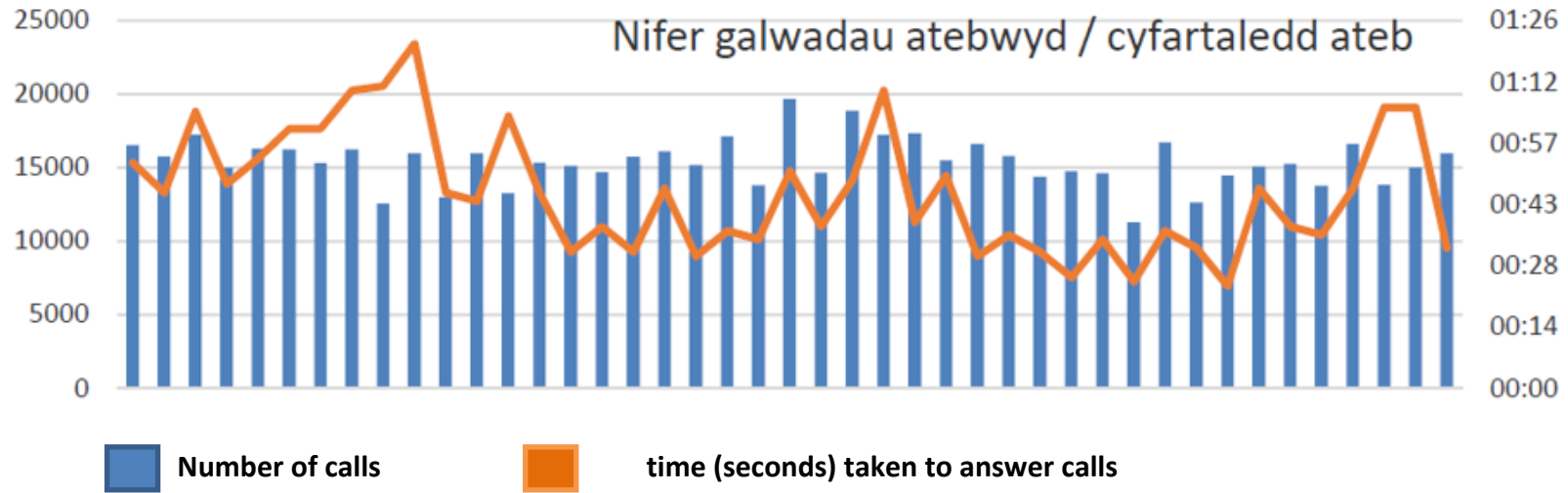
Performance Measure 2 - Galw Gwynedd and Siopau Gwynedd Service – Siopau Gwynedd customer satisfaction

Siopau Gwynedd customer satisfaction (score out of 10)

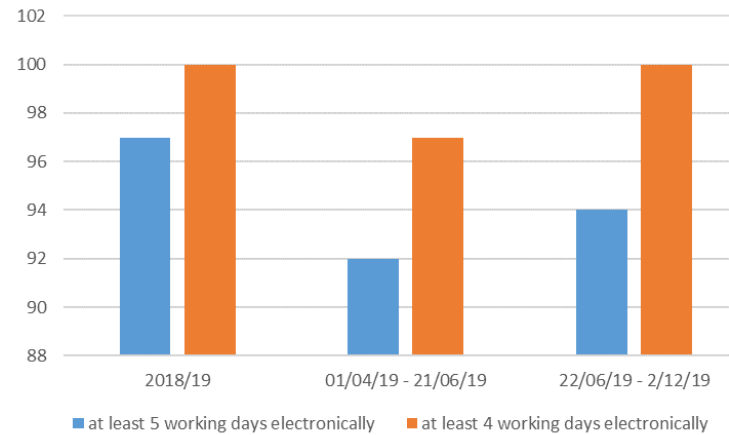


Performance Measure 3 - Galw Gwynedd and Siopau Gwynedd Service - Providing a prompt Service in Galw Gwynedd

Number of calls answered and average response time between April 2016 and October 2019



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

15 responses to the questionnaire were received, and all except one scored the service 5/5.

The comments given in the questionnaire which didn't give 5 out of 5 have been addressed.

Human Resources Advisory Service

Performance Measure 1 – Number of days of sickness absence per head on average

2019/20	2018/19	2017/18	2016/17
4.06	4.02	3.85	4.00

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 during the period, with the Committee upholding the employer's original decision.

Procurement Service

Performance Measure 1 – Local Expenditure

Local Expenditure – Quarterly

