

* = A lower figure is an improvement

Appendix 1 - Measures

Care - Councillor Gareth Roberts

Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
OED003 - Enablement - Percentage of cases that have received a period of enablement who leave without a care package	46%	54%	45%	Improvement	54%	Performance as expected.
OED019 - Number of users of adults services who receive direct payments	-	95 (Q3)	114 (Q3)	Improvement	129 (Q3)	This has already met the annual target
SCA/001 - The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	1.16	1.55	1.05	Maintain*	1.5	There were 7 delayed cases in November, compared with 9 in the previous 7 months. Of these 7 cases, 6 had occurred in Ysbyty Tywyn, and a lack of capacity had been noted as a problem. There were 3 cases in December. The target for the year has already been missed. And with 3 further months to report on, it is projected that the end of year performance will be between 1.53 - 2.04.
SCA/002a - The proportion of older people (65 years old or over) receiving assistance to live at home per 1,000 of the population aged 65 and over.	46.53	46.21	45.07	Improvement*	44.1	The performance of this measure is as expected. This measure is relatively traditional according to the services counted, and this year will be the final year that we will report on it nationally.

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
SCA/002b - The proportion of older people (65 years old or over) that the authority assist in care homes per 1,000 of the population aged 65 or over on 31 March.	24.69	25.59	24.15	Improvement*	23.1	The performance of this measure is as expected - with a lower proportion of older people being placed within care homes. This is the final year that this will be collated nationally, but despite weaknesses in the measure, it is useful for us to see if we are placing fewer people in residential care as a proportion of the population.
SCA/002b (Local) - The proportion of older people (65 years old or over) that the authority assist in care homes per 1,000 of the population aged 65 or over on 31 March except those who fund themselves.	-	20.08	18.48	Improvement*	17.8	The performance of this measure is as expected and corresponds with the trend of the above national measure. This version is a local one and differs from the national one as it does not count self-funders.
SCA/007 - Percentage of clients with a care plan on 31 March whose care plans should have been reviewed that were reviewed during the year.	77%	85%	83%	Maintain	78%	Inconsistent performance across Gwynedd has caused the slippage. Arfon is 91%, Dwyfor is 86% and Meirionnydd is 68%. Older People performance is 82%, Learning Disabilities is 67% (e.g. LD Arfon 59%, LD South Gwynedd 78%).
SCA/019 - Of the adult protection referrals completed during the year, the percentage where the risk has been controlled (not including those who have refused intervention)	-	-	-	Improvement	94%	The performance is 94.2% rather than 100% due to 6 unmanaged cases. Comments follow a further investigation in the cover report.

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Poverty, Deprivation, Economy, Housing - Councillor Mandy Williams-Davies

Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information	Comments
Caff06d - The Council's expenditure percentage with local businesses	40.35	40.33	40.42	Improvement	40.48 six month estimate	
Caff07 - Percentage of the Council's procurement expenditure going to companies within North Wales (if the main office has a postcode within North Wales)	57%	58%	54%	Improvement	Report on 2015-16 figures during quarter 1 2016-17	
Caff08 - Percentage of the Council's procurement expenditure going to companies within Wales (if the main office has a postcode within Wales)	61%	61%	58%	Improvement	Report on 2015-16 figures during quarter 1 2016-17	
ACH03 - Percentage of customers who are happy with the service Archives	97	97	98	Maintain	Annual Measure	
Celf06 - Percentage of customers who are happy with the service Museums and the Arts	-	-	-	Setting a baseline	Annual Measure	
TMGC4 - The economy benefits from supporting high profile and strategic events	£4,994,155.4	£4,666,626	£4,814,867	Willing to see a reduction	Annual Measure	
Uchel 07 - Number of high value jobs created	-	-	34	Improvement	22	We are in the process of verifying figures which have the potential to add 10+ posts to this measure by the end of 2015/16.

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information	Comments
PENECON01 - Number of posts created with the assistance of the Economy and Community Department	-	New to 2014-15	234.5	Satisfied to see a reduction	56.5	Reduction in achievement as expected in light of completing several significant plans such as the Local Investment Fund and the Rural Development Programme.
PENECON02 - Number of businesses supported in Gwynedd by the Economy and Community Department	-	92	67	Satisfied to see a reduction	46	Reduction in achievement as expected in light of completing several significant plans such as the Local Investment Fund and the Rural Development Programme.
GD01 - Number of communities (geographical / of interest) using technology in a new / pioneering way.	-	-	-	Improvement	Annual Measure	
GD02 - Number of individuals who have received assistance to go on-line / for personal use	-	-	-	Improvement	Annual Measure	
YRE1 - Number of the County's businesses that report that they use technology (e-business / e-commerce) as a result of Digital Gwynedd interventions	-	-	-	Improvement	Annual Measure	

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Poverty, Deprivation, Economy, Housing - Councillor Iain Thomas

Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
CD12.01 - Develop arrangements to comply with the Department of Work and Pensions' plans when Universal Credit will be introduced in Gwynedd between September and November 2015, including suitable training for staff and compliance with the Supply Partnership's Contracts.	-	Yes	Yes	Maintain	Yes	There are specific dates by now, namely for the commencement of Universal Credit in Gwynedd on 26.10.15. Regular meetings are being held with the Department for Work and Pensions, and we succeeded in agreeing upon and signing a Partnership Contract with the DWP to provide assistance for residents.
CD12.03 - The time (number of days) taken to process new claims for Housing Benefits and Council Tax Benefit.	21.03 (Q3)	21.77 (Q3)	15.23 (Q3)	Maintain*	16.95	We are hopeful that we will be able to continue to perform on this level for quarter 4, and also for the following year.
CD12.04 - The time (number of days) taken to process changes in Housing Benefits and Council Tax Benefits	3.79 (Q3)	5.20 (Q3)	3.62 (Q3)	Maintain*	6.27	We are hopeful that we will be able to continue to perform on this level for quarter 4, and also for the following year.
LCL/001b - Number of visits to public libraries during the year per 1,000 of the population	5040	5301	4199	-	Annual Measure	Information will be submitted in June.
LLYF05 - Percentage of users who score the service of their libraries as very good or good	97.7	95.5	96	Maintain	Annual Measure	Information will be submitted in June.
DAT01 Number of long-term (6 months or more) empty properties in the County that have been brought back into use	35 (Q3)	43 (Q3)	59 (Q3)	Maintain	48	Less has been completed than Q3 last year (48 compared with 59) but the ambition this year is slightly lower, and the measure has met the target.

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
DAT04 Number of housing on the Housing Leasing Scheme	61 (Q3)	56 (Q3)	57 (Q3)	Maintain	55	Although we have missed the ambition by 3, the Housing Service is satisfied with the numbers up to now. The trend over the years indicates that numbers have slipped but also there is no need for more properties. Increasing this figure can lead to an overspend. One other property in the pipeline in January but no demand for more.
PSR/002 The average number of calendar days taken to issue a Disabled Facilities Grant	298	242	311	Improvement*	270	The performance is as expected.
PSR/004 The percentage of private sector dwellings that had been empty for more than six months on 1 April which were returned to occupation during the year as a result of direct action by the local authority	-	4.17% (Q3)	2.09% (Q3)	Improvement	4%	The performance is as expected.
Strat6 Number of affordable units secured for Gwynedd	-	43 (Q3)	97 (Q3)	Maintain	46	Although this measure's performance is lower than last year (46 compared with 97), we are continuing to perform relatively well. This year's ambition is slightly lower, and the measure has achieved the target.

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
TAI 03 The number of smaller units secured in the county in areas of need as a result of: Affordable housing provision, the provision for bringing empty houses back into use	-	No data	86 (Q3)	Maintain	40	The measure is seen as a 'activity data' and not as a formal ambition which needs to be met. This measure is associated with Strat6 and TAI 05 and therefore follows the same pattern.
TAI 05 Number of individuals/couples/families that have benefited as a result of: the provision of affordable houses	-	No data	132 (Q3)	Maintain	79	The performance is lower compared with last year, and this corresponds with the trend seen in the Strat6 measure above.

Environment - Councillor John Wynn Jones

Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
THS/011a The percentage of main roads (class A) which are in poor condition	4.40	4.40	3.50	Maintain*	Annual Measure	
THS/011b The percentage of roads (class B) which are in poor condition	4.40	4.70	3.70	Maintain*	Annual Measure	
THS/011c Percentage of roads (class C) which are in poor condition	7.50	14.70	14.2	Maintain*	Annual Measure	
THS/009 Number of average calendar days taken during the year to repair all faults in street lamps	2.40	2.70	3.50	Maintain*	Annual Measure	

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
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.	97.00	97.20	97.00	Maintain	Annual Measure	
PB9 Percentage of safety inspections completed within the specified time	98.00	98.30	98.00	Maintain	Annual Measure	
STS/005a Measure of Streets' Cleanliness and Appearance	71.88	73.5	70.65	Maintain	76.11	Quarter 3 based on the internal and external inspection.
STS/005b Percentage of highways and relevant land inspected which have high or acceptable hygiene standards	94.12	93.5	94.3	Maintain	96.42	Q3 based on the internal and external inspection.
STS/006 Percentage of fly tipping incidents on relevant land cleared within 5 working days of the time they were reported	93.8	97.3	96.5	Maintain	96.00	Estimate based on Q1 and Q2.
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	Maintain	100	
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	Maintain	100	
WMT/004 Percentage of urban waste sent to landfill	47.31	45.94	43.33	Improvement*	36.1	The figures for Quarter 3 are estimates.
WMT/009 Percentage of urban waste collected by the Local Authority and prepared for reuse, recycling or composting	51.18	54.3	55.25	Improvement	58.22	The figures for Quarter 3 are estimates.

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
PB51 Percentage of commercial recycling/composting levels	27.3	30.79	35.45	Improvement	42.81	The figures for Quarter 3 are estimates.
PB60 Maximum tonnage of landfilled biodegradable waste (landfill allowance)	20695	19650	18603	Improvement*	18061 (96% of the allowance)	The figures for Quarter 3 are estimates.
PB56 Percentage of Waste calls addressed the first time	No data	94.5	95	Improvement	96.28	
PB57 Percentage of Municipal calls addressed the first time	No data	92.6	91.3	Improvement	95.98	
PB58 Percentage of Highway Maintenance calls addressed the first time	No data	86.70	90.00	Improvement	94.99	
PB59 Percentage of Customer Satisfaction Survey satisfied with Department's response	No data	No data	94.1	Maintain	Annual Measure	
Eiddo9 - Percentage reduction in the level of carbon emissions generated by Council activities	15.1	24.8	26.1	Maintain	Annual Measure	
Eiddo10 - Percentage reduction in carbon dioxide emissions in the non-domestic public buildings stock.	17.98	30.76	30.3	To be established	Annual Measure	Collecting information on gas, electricity, oil and propane for approximately 800 buildings is an enormous task, and information on one part of the year does not give us a reliable picture to learn from. Therefore, this measure is counted annually.
Proceeds against the target	New measure	New measure	New measure	Improvement	End of year projections: £71,400	

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
CC1 - Capacity (kWh) of electricity the Council can generate from renewable sources in its own buildings	-	-	303230	Improvement	Annual Measure	
CC2 - Capacity (kWh) of heating the Council can generate from renewable sources in its own buildings	-	-	343720	Maintain	Annual Measure	
CC3 - Percentage of change in carbon emissions associated with business journeys (excluding occasions which are out of our control).	-	2	11.1	Maintain	Annual Measure	

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Environment - Councillor Dafydd Meurig

Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
Eiddo1 - Time (in days) taken to respond to a request for maintenance work	12.6	11	9	Willing to see a Reduction*	8.00	Performance remains very good.
Eiddo2 - Percentage of maintenance help-desk customers satisfied with the service received	-	-	97.5	Maintain	94.70	Although it remains high, the percentage of those satisfied has reduced. 7 out of 131 responded 'dissatisfied', compared with 3 out of 157 when it was reported upon in Quarter 2. Manager has spoken with the 7 to understand better and has investigated every individual case. We keep a record of the comments on the wall to see whether they arise again or whether they are one-off problems. Arrangements that have been in place with our contractors for many years have just come to an end before Christmas. Therefore, it is difficult to get to the root of all cases as some of the contractors no longer work for the Council.
Eiddo3 - Percentage of Council buildings categorised as 'Good' or 'Acceptable'	93.1	96	96	Maintain	Annual Measure	
Eiddo4 - Percentage of buildings with appropriate safety systems in place to enable the use of the building for service provision	-	-	-	Setting a Baseline	63	This is the first time that we have reported on this measure following presenting this measure as part of the Ffordd Gwynedd review. Until the first full cycle of inspections have been completed, it will be difficult to fully understand the performance. The first cycle of inspections indicate

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						many things that need attention before it can be stated that "appropriate safety systems are in place". Without presenting the new procedure, we would not have been able to identify the problems until something went wrong.
Eiddo5 - Number of customers who are satisfied that the service they received was efficient and purposeful	-	-	-	Setting a Baseline	100%	The response to the new system that was introduced as a result of the Ffordd Gwynedd review has been excellent. We were seeking to address the problems highlighted by our customers during the review and the comments we are receiving confirm that we are succeeding thus far: "excellent, great, glad to see that one visit encompasses it all. The reporting form is user friendly and governor friendly too. Thank you " "To tell you the truth, I cannot think how you would improve the service we received from you this year. It was very professional and hassle-free. I would like to thank you for the support. " "The report was much better, more user friendly, more information, more detail (the smiley face was good)"
Eiddo6 - Percentage of new buildings (or alterations) supplied within the timetable and the budget	100	79	88.2	Improvement	100%	
Eiddo7 - Percentage of users happy with their new buildings or adapted buildings	100	100	100	Maintain	100%	

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
Eiddo11 - Percentage of customers satisfied with the service received from the Property Development Unit during the project	-	-	-	Setting a Baseline	New measure - arrangements being set	
Eiddo 8a - Income from disposing of properties that are available for the Council to re-use	£871,000	£1,551,000	£1,967,000	Willing to see a reduction	£469,185	We are achieving as we would hope on the measure. By now, we have attracted a better income than expected and are close to achieving our ambition.
Eiddo8b - Percentage of leases reviewed in a timely manner	-	-	-	Setting a Baseline	New measure - arrangements being set	
Eiddo12a - Cost per head for Caernarfon office space	-	-	-	Setting a Baseline	New measure - arrangements being set	
Eiddo12b - Staff satisfaction with their office space i.e. is it suitable to be able to complete their work?	-	-	-	Setting a Baseline	New measure - arrangements being set	
Eiddo 13a - Site manager satisfaction with the cleaning / caretaker service	-	-	-	Setting a Baseline	New measure - arrangements being set	
Parcio4 - Percentage of appeals to the independent adjudicator which are approved	-	-	-	Improvement	58	12 appeals were submitted to the Adjudicator and 7 of those were approved. Most of which involved parking on Castle Square in Caernarfon. We also receive many step 1 challenges (a challenge for the Council before it is submitted to the

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						Adjudicator) on matters involving Castle Square. We are in the process of reviewing the existing arrangements to see whether it is possible to make the situation clearer for users.
Parcio5 - Percentage of appeals to the Council which are approved	-	-	-	Setting a Baseline	New measure - arrangements being set	This is a new measure which was introduced during this quarter. As the date is being held by the WPPP it has been difficult to have informed knowledge in order to measure accurately. We are currently establishing arrangements to be able to report during Quarter 4.
Parcio03 – Percentage of customers stating that they are satisfied with the level of service	-	-	-	Improvement	70.27	The percentage has slightly increased. A great extent are observations received which are along the same lines i.e. requesting free parking, prices are too high. Some also request a new tariff that would offer parking for half an hour rather than having to pay for an hour. The lowest fee at present in a short-term parking area is £1 for up to an hour. Following receiving these comments we will consider the implications and practicality of introducing a half hour tariff.
PLA004b Local - Percentage of all relevant planning applications decided within 56 days and how quickly they are decided upon on average.	-		-	Setting a Baseline	80.9% - 33 days	288 applications, and 233 decided within 8 weeks - 80.9% Average number of days: Applications within 8 weeks - 33 days. Applications over 8 weeks - 143 days. Average decision time on all applications - 51 days which is faster than Q2.

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
National Measure: PLA004b Percentage of all relevant planning applications determined within 8 weeks	73.13	72.86	76.44	Maintain	Annual Measure	
PLA006b Local - Percentage of affordable houses approved with planning applications for housing.	-	-	-	Setting a Baseline	46%	56 houses approved with 26 affordable through a 106 or at least affordable.
National Measure: PLA006b Number of affordable housing units as a percentage of all new housing units provided during the year through the planning system.	30	41	50	To be established	Annual Measure	
PLA005 - Percentage of enforcement cases solved within 12 weeks of receipt during the year	85.1	69.5	71.43	Maintain	69.50%	Increase on Q2 performance 95 complaints and 66 closed within 12 weeks - 69.5%. Average number of days: Complaints within 12 weeks - 23 days. Complaints over 12 weeks - 581 days. All complaints - 193 days.
PLA002 - Percentage of planning applications determined that were approved	95.56	94.76	93.28	Maintain	90.30%	Increase on Q2 which indicates positive planning with 288 applications and 260 of those being approved - 90.3%
Cynllunio01 - Percentage of customers who stated that they were satisfied or very satisfied with the level of the Planning service	-	-	-	Setting a Baseline	90.90%	22 responses, including 20 who were satisfied with the service which reflects the satisfaction of most customers who were enquired.
GyC02 - Percentage of customers who responded to a survey and said that they were pleased with the service level.	96	97	97	Maintain	98	Positive feedback from most customers enquired, 56 questionnaires have been completed thus far. More questionnaires are being created for Q4.

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
GyC03 - Percentage of Service Requests received responded to within the target.	92	92	95	Maintain	91	Performance is consistent with 5444 of 6011 requests received responded to within the target.
GyC05 - Percentage of Service Requests resolved within 6 months of the date the request was received.	93	93	92	Improvement	88	Increase on Q2 with 5755 of 6558 requests being closed within 6 months of receiving them.
GyC07 - Percentage of Air Pollution Processes businesses open to an inspection during the year.	100	100	100	Maintain	63 (in line with the profile)	23 of the 32 businesses have been inspected, but 3 have not been recorded due to recording problems. (actual performance is 72%).
GyC22 - Percentage of non-complying businesses who sell goods with an age restriction who are now complying	86	86	94	Maintain	77	Progress on Q2 as 33 of the 43 businesses have conformed to age restricted goods retail regulations.
GyC23 - Percentage of the responses to requests for services relating to stray dogs made within 24 hours.	96	78	92	Maintain	86.92	This is lower than the target but still acceptable, with 226 of 260 requests received being responded to within 1 working day.
GyC25 - Percentage of identified new businesses that were subject to a risk assessment visit or that returned a self-assessment survey during the year	-	New to 2014-15	90	Maintain	78	Increase on Q2 with 417 of 518 new businesses receiving risk assessment visits. (Some businesses opening and closing prior to visit).
GyC26 - Percentage of high risk businesses open to an inspection that has received a review.	-	New to 2014-15	100	Maintain	73 (in line with the profile)	On target to achieve 100% for the year, with 492 of 674 high risk inspections being delivered. 51 inspections were not possible due to businesses closing down or changing risk.
PAM9a - Percentage of food establishments in the system which achieve a food hygiene standards 4/5 rating	-	91	93	Improvement	92	Performance continues to be very good for the food establishments within the scoring system, with 1652 of 1792 food establishments attaining a score of 4 or 5.

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
PPN/007 - Percentage of the significant breaches that were corrected through intervention from Public Protection	87.5	92	88	Improvement	71	Increase on Q2 with 285 of 403 cases being corrected by intervention.
PPN/009 - Percentage of food establishments who 'broadly comply' with food hygiene standards.	95.42	97.49	97.2	Improvement	97.42	Performance continues to be very good with 2113 of 2169 food establishments broadly complying
Cludiant01 - Percentage of public transport journeys monitored (buses) which are within the reliability limits (bus timings)	-	-	New to 2015-16	Setting a Baseline	100	8 out of 8 services monitored were within the punctual boundaries. Officers have been focussing on undertaking a bus review and therefore have not been fully monitoring services as usual. The data does not include monitored education services.
Cludiant02 – Percentage of customers stating that they are satisfied with the level of service	-	-	New to 2015-16	Setting a Baseline	50	Staff have been focussing on the bus review rather than collecting customer satisfaction data. Of the comments on services managed by the Council, 67% are happy with the service. It is clear that there is more dissatisfaction on unmanageable commercial services. Of the people who were dissatisfied with the service, 60% was based on commercial services.
THS/007 - Percentage of older people (60 years old or over) who are holders of discounted bus tickets.	84.7	84.6	80.3	-	Annual Measure	
Traffig01 - Percentage of customers stating that they are satisfied with the level of service	-	-	New to 2015-16	Setting a Baseline	100	Positive outcomes in terms of those who have responded.

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Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information - Quarter 3	Comments
GStryd01 - Percentage of customers who responded to a survey and said that they were satisfied with the level of service	-	-	New to 2015-16	Setting a Baseline	97.50	Positive outcomes in terms of those who have responded.
Parcio01b - Percentage of attendees who have learned to be safer on the roads as a result of the lesson/training	-	-	New to 2015-16	Setting a Baseline	100%	<p>Various lessons were held during this period namely cycling training, kerbcraft and general road safety. The feedback received from customers was excellent and stated that the trainers were professional and very patient and that the children had been lucky to benefit from such training and to have the opportunity to learn lifelong skills and to cope with challenging situations. It was stated that the children who took part in the training had greatly enjoyed and that the sessions had been fun and that consistent communication had always existed. In addition to holding training, the unit held 2 valuable campaigns namely Anti Drink Driving and also Older Drivers.</p> <p>A great deal of customers stated that the campaigns were excellent and a good idea. Positive comments were also received about the officers involved with the campaign, namely that they had brought attention to the information and presented it to customers well. Following the Older Drivers campaign many names were received to attend the training.</p>