

\* = A lower figure is an improvement

## Appendix I - Measures

### Children and Young People Measures

Ref.	Delivery Measure	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information (2014-15 Educational Year)
EDU/008a	Number of permanent exclusions in primary schools in the academic year	0	0	0	Prepared to see a decline	3
EDU/008bN	Number of pupils permanently excluded in the secondary sector during the educational year	14	4	4	Maintain	3
EDU/16a	Percentage of attendance at primary schools in the academic year	94.59	94.33	95.07	Maintain	95
EDU/16b	Percentage of pupil attendance at secondary schools in the academic year	94.24	93.38	94.24	Improvement	94.60
DANS06	Percentage of 16 year old pupils who achieve the Core Subjects Indicator (Grade C or above in Welsh/English, Mathematics and Science)	53.2	57.35	60.5	Improvement	62.4
DANS07	Percentage of 16 year old pupils who achieve the level 1 threshold (5 grade A*-G GCSEs)	93.1	97.09	97.2	Improvement	97.9
DANS08	Percentage of 15 year old pupils who achieve the level 2 threshold (5 grade A*-G GCSEs) or equivalent	75.1	81.5	87.7	Maintain	88.9
DGD17	Percentage of young people aged 16-18 who are not in employment, education or training	-	3.00	1.70	Improvement	Report back next time
EDU/004	Percentage of pupils assessed in schools maintained by the local authority, and who achieve the Core Subjects Indicator	83.0	85.40	89.11	Improvement	91.3
EDU/006 ii	Percentage of pupils assessed in schools maintained by the local authority, and who receive a Teacher Assessment in Welsh (as a first language) at the end of Key Stage 3.	86.1	82.5	81.20	Improvement	83.2
EDU/011	Average points score for 15 years old pupils on the previous 31 August in schools maintained by the local authority	525.4	578.20	616.00	Improvement	617.2
Edu/017	Percentage of 15 year old pupils on the previous 31 August, in schools maintained by the local authority who achieved the Level 2+ threshold including grade A*-C in Welsh as a first language or English and Mathematics	55.0	58.0	61.1	Improvement	63.3
GY06	Percentage of pupils who achieved a Level 3 good or above in Key Stage (KS) KS2 (7-11 years old) who received a Welsh First Language teacher's assessment at the end of KS3 (11-14 years old).	-	95.60	94.10	Maintain	0.15

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Comments	
<b>EDU/008a</b>	An increase can be seen in the number of permanent exclusions in primary schools. One of the Strategy's specific projects to change the Additional Learning Needs field is to implement new arrangements in terms of the Behaviour Maintenance provision
<b>EDU/008bN</b>	Permanent exclusions in the secondary sector have decreased over the last three years
<b>EDU/016a</b>	Gwynedd is in 8th position on a national level. Attendance in Primary Schools Action Plan has been formed to improve performance for 2015/16. Percentage of attendance up to 29 February 2016
<b>EDU/16b</b>	Good increase in terms of secondary attendance and Gwynedd is in the 4th position on a national level. Percentage of attendance up to 29 February 2016
<b>DANS06</b>	Generally, the comparative performance of Gwynedd has been consistently good in the vast majority of the main indicators. 3rd position on a national level
<b>DANS07</b>	1st position on a national level
<b>DANS08</b>	Joint 5th position on a national level
<b>DGD17</b>	2015 data to be confirmed
<b>EDU/004</b>	1st position on a national level The data confirms that the performance of Gwynedd schools is consistently very good in Key Stage 3
<b>EDU/006ii</b>	An increase of 2%. This performance is annually reported to Welsh Government through the Welsh Language in Education Strategic Plan, which is now a statutory plan
<b>EDU/011</b>	Generally, the comparative performance of Gwynedd has been consistently good in the vast majority of the main indicators with 2015 performance further building on the improvements seen between 2013 and 2014.
<b>EDU/017</b>	5th position on a national level. An increase was seen in the L2+ threshold between 2014 and 2015, which is the main indicator for KS4. Raising standards in English and Mathematics in KS4 have been identified as measures which need to be improved and have been included in the GwE Appended Business Plan
<b>GY06</b>	Data to be confirmed.

Ref.	Delivery Measure	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
<b>Youth Service</b>						
<b>IEU</b>	Number of accreditations that young people receive through the Youth Service	-	-	930.0	Improvement	2,059
<b>Comments</b>						
<b>IEU</b> 533 National accreditations completed through the Youth Service including the Duke of Edinburgh and the Agored Cymru Award. 1516 local accreditations / certificates including the Children's University and the John Muir Award.						
<b>Leisure Service</b>						
		2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
HAM 1	Number of leisure centre visits per 1,000 of the population	-	1206	1341	Prepared to see a decline	Annual Measure
HAM 2	Percentage of leisure centre users satisfied with the service	-	-	77%	Improvement	Annual Measure
HAM 3	Percentage of 11 year old children who have attained the National Curriculum Standard for swimming	-	80%	78%	Improvement	80%
<b>Comments</b>						
<b>HAM 1</b> Data to be submitted at the end of March 2016						
<b>HAM 2</b> Data to be submitted at the end of March 2016						

\* = A lower figure is an improvement

<b>HAM3</b> This is a national measure which seeks to ensure that each child can be safe near water and can swim by 11 years old. This is performing well.						
<b>Children and Supporting Families Department</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
Diogelu 7	Percentage of case conferences where the voice/views of the child was heard (except children under 7 years old)	-	81%	83%	Maintain	90%
LLes PMGI	Transitional Scheme has been agreed for 16 year old disabled people	-	100%	100%	Maintain	100%
Lles PMG 2	Clear pathway scheme agreed for looked-after children	-	100%	100%	Maintain	99%
SCC/004	The percentage of looked-after children on 31 March that have had three placements or more during the year	-	4.9%	6.2%	Maintain	1.0%
SCC/030 (a)	Percentage of young carers that the Social Services are aware of and who were assessed	-	100%	100%	Maintain	100%
SCC/041 (b)	The percentage of eligible, relevant children who were relevant and who have a personal advisor delegated to them	-	100%	100%	Maintain	100%
SCC/024	Percentage of looked after children during the year who have a Personal Education Plan within 20 school days of being admitted to care or joining a new school during the year	-	86.5%	82.1%	Improvement	26.1%
SCC/025	The percentage of statutory visits with looked after children that were supposed to be held during the year that were held in accordance with the regulations	-	83.7%	89%	Improvement	84.4%
SCC/033 (f)	The percentage of young people who have left care that the authority are in contact with, and who they know are receiving education, training or are in employment at 19 years old	-	66.7%	52.9%	Improvement	100%
SCC/041 (a)	The percentage of eligible, relevant children and children who were relevant and who have pathway schemes as required	-	100%	100%	Maintain	99%
Diogelu 1	Rate of children who were discussed in supervision, where consideration was given to substantial harm	-	100%	100%	Maintain	100%
BC01	Percentage of two year old Flying Start children SOGS (Schedule of Growing Skills) Assessment that achieve their norm or higher than their developmental norm	-	-	-	Direction to be set	52%
BC02	Percentage of three year old Flying Start children SOGS (Schedule of Growing Skills) Assessment that achieve their norm or higher than their developmental norm	-	-	-	Direction to be set	49%
BC03	Percentage of attendance of two year old Flying Start children	-	-	-	Direction to be set	85%
BC04	Number of advanced parenting assistance packages which result in travelling a positive distance	-	-	-	Direction to be set	64%
Diogelu 2	Percentage of risk assessments submitted to a Case Conference which were considered as exhibiting quality in decision making	-	-	-	Direction to be set	95%
<b>Comments</b>						
<b>LLes PMG 7</b>	Work has been undertaken to seek to define a child's opinion. It was determined that it was not possible to include children under 7 years old					
<b>LLes PMGI</b>	Only one disabled looked after child (16 years old) has been identified during the year. The child is open to the Derwen Team and there are transitional schemes in place					
<b>Lles PMG2</b>	One young individual has no pathway scheme which has been commenced by a social worker					

\* = A lower figure is an improvement

<b>SCC/004</b>	36 children have been in placement up to 31/12/15. The service has identified one child who will be changing placement in the next quarter. The performance is expected to be within the annual target. Two children have moved to a third placement in quarter 3. One child is placed at home with his mother and another child has moved to a foster placement in Gwynedd.
<b>SCC/030 (a)</b>	Performing well
<b>SCC/041 (b)</b>	Performing well. Every young individual who received after-care service has a personal advisor available to them.
<b>SCC/024</b>	Agreement between the children's department and the education department to identify areas to improve the data sharing process
<b>SCC/033 (f)</b>	Very small cohort of five young people in the quarter. One young individual on the 'moving on' project, three in further education and one working full-time on their 19th birthdays.
<b>SCC/041 (a)</b>	One young individual has no pathway scheme which has been commenced by a social worker The young individual had not transferred to the 16+ team.
<b>Diogelu I</b>	Performing well. The work will be extended to other teams across Gwynedd during the next quarter.
<b>BC01</b>	75 children have been assessed within the time frame. 39 have achieved their norm or higher. 24 children under their norm; 12 children more than one score under their norm.
<b>BC02</b>	73 children have been assessed within the time frame. 36 have achieved their norm or higher; 21 children under their norm; 16 children more than one score under their norm.
<b>BC03</b>	Performing acceptably
<b>BC04</b>	The number of packages which led to a positive distance during the term was 14

## Financial Planning Measures

It is noted that the latest information for the measures notes a progress up to the end of December 2015 and information on previous years for the same period (unless otherwise noted) is also provided to be able to compare.

Ref.	Delivery Measure	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
<b>Finance and Accounting Service</b>						
CD5.05	Produce quarterly financial monitoring reports to the Budget Managers, the Leadership Group, the Portfolio Leaders, the Cabinet and the Audit Committee	Yes	Yes	Yes	Maintain	Yes
CD5.08	Produce and complete the Council's Budget annually and in line with the specific and designated timetable to achieve the necessary essential steps	-	-	Yes	Maintain	Yes
CD5.09	Completion of the Final Accounts and the relevant requirements to produce a Draft Statement of the Accounts and to ensure approval of the final Statement of the Accounts	-	-	Yes	Maintain	Yes
CD5.14	Completion of the Statement of the Accounts for the three Joint Committees Gwynedd Council is leading on financially, and also on behalf of the four Harbours. Produce a Draft Statement of the Accounts and ensure approval of the final Statement of the Accounts	-	-	Yes	Maintain	Yes
CD5.15	Verify and monitor the performance of the Council's savings and cuts schemes	-	-	Yes	Maintain	Yes
CD5.01	Succeeding to stay within the budget	-0.03	-0.14	0.18	Maintain*	Annual
CD5.12	Satisfaction of Departments and Services with the financial and accounting service and support received	-	4.3	4.32	Maintain	Annual
CD5.13	Satisfaction of the Leadership Group with the finance and accounting service provided for the Council on a corporate level	-	4.1	4	Maintain	Annual
<b>Comments</b>						

\* = A lower figure is an improvement

<p>CD5.05 Performance in accordance with the ambition During quarter 3, Quarter 2 was reported on including to the Cabinet on 24/11/15 and to the Audit Committee on 1/1/15.            CD5.08 Completed the essential steps during Quarter 3, with the intention of completing Part 2 and 3 of the Budget during Quarter 4, in accordance with the timetable.            CD5.09 Completed the final version of the Statement of the Accounts by the statutory date, namely 30/09/15.            CD5.14 Statement of the Accounts finally completed for the 3 joint-committees that Gwynedd is leading on financially, and accounts of the 4 Harbours completed by the statutory date of 30/9/15.            CD5.15 The work of verifying plans is undertaken continuously.            CD5.01 Annual Measure 2014/15 figures now finalised, and therefore, actual figures equivalent to 0.18% within the target of 0.40%. It is anticipated from latest figures that 2015/16 financial situation will also be within the same target.</p>						
<b>Creditors' Payments Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CD6.01	Percentage of invoices paid within 30 days (across the Council)	91	94	94	Maintain	93
<b>Comments</b>						
CD6.01 Slipped 1% lower than the ambition, but progress since Quarter 2 performance following a lettering campaign to Heads of Departments to promote the importance of processing invoices in a timely manner.						
<b>Payroll Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CD8.07	Number of cases which lead to further adaptations in salary.	-	-	-	-	168
CD8.08	Number of employees who contact regarding the salary process within the Council.	-	-	-	-	45
CD8.09	Ensure accurate payments within the time limit for public bodies (such as HM Revenue and Customs).	-	-	-	-	100
<b>Comments</b>						
CD8.07 Adaptations out of 20,352 payments in the quarter (0.0083%) CD8.08 25 out of these calls occurred due to a case within the Payroll Unit. CD8.09 All external payments made within the appropriate time.						
<b>The Information Technology Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
TG01	Percentage of network availability	100	99.7	99.99	Maintain	99.9
TG02	Percentage of Public Website availability	99.85	99.77	99.39	Maintain	99.98
TG05	Average Help Desk user satisfaction score	-	4.76	4.8	Maintain	4.8
TG16	Percentage of the unit's developmental systems which have met the customer's requirements	-	-	-	-	New measure - arrangements being set
TG17	Percentage of staff satisfied or very satisfied with the service provided by the Information Technology service	-	-	-	-	New measure
TG18	Percentage of staff satisfied or very satisfied with the Information Technology equipment used	-	-	-	-	New measure
<b>Comments</b>						
TG02 Availability remains high. No maintenance planned for Q3 and no noteworthy incident TG05 208 questionnaires sent out, 83 responses. Nobody responded "dissatisfied" or "very dissatisfied". Three responded "neither satisfied nor dissatisfied". The rest responded "happy" or "very happy".						

\* = A lower figure is an improvement

<b>Income Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CD7.02	Total value of various debts over six months old (with the exception of deferred payments and debt referred to other services for further action).	1,324,657	1,408,046	1,023,768	Improvement*	1,022,023
CD7.05	Rate of various debt collection within the quarter - Value	83.52	77.4	84.32	Maintain	74.07
CD7.06	Percentage of debts where a payment agreement was made with the debtor	-	10.42	10.8	Maintain	11.78
<b>Comments</b>						
CD7.02 Quarter 3 performance does not meet the target. It is anticipated that performance will improve by the end of Quarter 4.						
CD7.05 The performance for Quarter 3 does not meet the target but the fact that an invoice for £725K charged in period 7 remains payable at the end of the quarter distorts the situation. (The invoice was paid in full at the beginning of period 10). It is anticipated that performance will improve by the end of Quarter 4.						
CD7.06 Quarter 3 performance is better than the target.						
<b>Tax Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CD11.01	Council Tax Collection Rate	85.42	85.4	85.50	Maintain	85.73
CD11.02	Non Domestic Tax Collection Rate	87.36	88.7	87.57	Maintain	87.90
CD11.03	Total debts settled in the long-term (3 years) as a percentage of the total charged on the accounts over the same period	-	0.46	0.52	Maintain*	0.47 (Annual)
<b>Comments</b>						
CD11.01 An improvement on the previous years						
CD11.02 An improvement on last year						
CD11.03 It is reported in Quarter 1 for the year and the performance is satisfactory						
<b>Benefits Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CD12.03	Average time taken to process a new benefit application (days)	22.6	24.16	21.48	Maintain*	16.95
CD12.04	Average time taken to process a notice of change in circumstances (benefit) (days)	6.57	8.6	7.60	Maintain*	6.27
<b>Comments</b>						
CD12.03 We are hopeful that we can continue to perform on this level for Quarter 4, and also for the following year.						
CD12.04 We are hopeful that we can continue to perform on this level for Quarter 4, and also for the following year.						
<b>Risk and Insurance Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CD4.01	Protecting the taxpayer's financial benefit: percentage of public accountability claims refused (settled for £0) by the Unit	83.3	64.9	70.60	Maintain	100.00
CD4.02	Protecting the taxpayer's financial benefit: percentage of public accountability claims refused (settled for £0) by the Insurer	79.2	74.7	80.60	Maintain	58.30
CD4.06	Percentage of departments that have a risk register which is reviewed twice a year	55	100	100	Maintain	Annual

\* = A lower figure is an improvement

<b>Comments</b>						
CD4.01 Have changed the method of measuring. Using the last quarter, namely 1.10.15-31.12.15 rather than the year up to 31.12.15. 7 claims settled and successfully protected.						
CD4.02 Have changed the method of measuring. Using the last quarter, namely 1.10.15-31.12.15 rather than the year up to 31.12.15. 12 claims settled and 7 successfully protected.						
CD4.06 Annual indicator. We will report at the end of Quarter 4.						
<b>Internal Audit Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CD2.02	Percentage of Internal Audit progression reports that received an "Acceptable" or better opinion (corporate measure).	100	85	78.60	Maintain	83.00
CD2.03	Percentage of Audits in the Auditing Plan which have either been closed or have a published final report.	58.59	57.14	45.92	Maintain	49.32
CD2.09	Percentage of internal audits that received a category "B" opinion or better	81.80	75.00	81.10	Prepared to see a decline	63.33
<b>Comments</b>						
CD2.02 6 follow-up audits completed to the end of Quarter 3 - and only one received an "unacceptable" opinion with the remainder receiving "acceptable"						
CD2.03 Slightly short of the ambition (Quarter 3 profile)						
CD2.09 19 out of 30 received a "B" opinion or better.						
<b>Pensions Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CD9.03	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	4.5	5.7	6.50	Maintain	10.40
CD9.04	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	2.5	5.1	6.70	Maintain	5.70
CD9.05	Average number of work days taken to complete dependants' accounts and payments following the death of a member of the scheme.	8.30	10.10	4.39	Maintain	5.88
<b>Comments</b>						
CD9.03 The number of applications remains high. Anglesey and Police staff cuts						
<b>Investment and Treasury Management Service</b>		<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.	2	6.9	6.30	Maintain	-0.60

\* = A lower figure is an improvement

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-).	5.31	5.55	3.49	Maintain	3.29
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate	0.92	0.56	0.70	Maintain	0.7
<b>Comments</b>						
CD13.05 The performance was 1.05 better than the benchmark over the first 9 months.						
CD13.06 Third quarter score. The best credit score is 1. The ambition is 6 or better (lower).						
CD13.07 Average percentage for nine months.						

## Effective and Efficient Council Measures

Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
<b>Human Resources Advisory Service</b>					
CHR/002 Number of days of sickness absence per head			6.09	Improvement	5.99
CG23 Number of employment cases referred to the Employment Appeals Committee, and the number of appeals approved by that Committee (i.e. contrary to the employer's original decision).				Improvement	Four appeal cases Three appeals approved
<b>Health, Safety and Welfare Human Resources Service</b>					
CG18 Number of RIDDOR accidents (figures for the quarter in brackets)	51 (9)	63 (6)	48 (14)	Improvement*	(7)
CG19 Number of accidents across the Council (figures for the quarter in brackets)	1875 (665)	1941 (712)	2445 (868)	Maintain	1783 (460)
<b>Support Unit</b>					
CG15 Contact applicants to seek feedback on the experience of applying for a post with the Council and to identify whether there are any barriers which have created unnecessary problems (and therefore if it is possible to abolish them)	-	-	-	Improvement	80% satisfied with the service
CG16 Contact Managers and relevant staff within the Council to seek feedback on the service and to identify the barriers they may experience which create problems for them while servicing the people of Gwynedd (and therefore if it is possible to abolish them)	-	-	-	Improvement	100% satisfied with the service
<b>Support Unit</b>					
CG15 Have started collating the information from 1 December 2015 by calling applicants (11) to request feedback - 80% satisfied with the service, 10% did not receive interview feedback from a Manager and 10% was dissatisfied with the administration.					



\* = A lower figure is an improvement

<b>Organisational Development Service</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CG06 Percentage of staff on a sample basis who feel that the benefits they can take advantage of have a positive impact on their satisfaction with the Council as an employer	-	-	62%	Progress	64%
<b>Learning and Development</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CG01 Percentage of staff (sample) who feel that the learning provision helps them to provide a better service for the people of Gwynedd.	-	-	-	Setting a baseline	88.5%
CG02 Percentage of managers (sample) who feel that the learning provision helps their staff to provide a better service for the people of Gwynedd.	-	-	-	Setting a baseline	93.4%
CG03 Percentage of Members (sample) who feel that the learning provision helps them to achieve their role to provide a better service for the people of Gwynedd.	-	-	-	Setting a baseline	97%
<b>Learning and Development</b>					
GC01 Have asked 25 members of staff for a score out of 10: 1x 4/10, 1x 5/10, 1x 6/10, 3x 7/10, 12x 8/10, 4x 9/10, 3x 10/10.					
CG02 Have asked 14 managers for a score out of 10: 1x 5/10, 1x 6/10, 5x 7/10, 4x 8/10, 1x 9/10, 2x 10/10.					
<b>Savings Team</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
Arb01 Efficiency savings amount achieved as a percentage of the total savings	-	-	-	Improvement	98.9%
DT3.1b Savings amount achieved ( )	-	-	-	-	£6.1m

<b>Measure - definition</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
<b>Translation Unit</b>					
1. User opinion on quality of written translation work	-	-	100%	Maintain	100%
2. User opinion on quality of simultaneous translation work	-	-	100%	Maintain	No recent information available
<b>Strategic and Performance Planning Team</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CytC03 Percentage of the amount claimed through the Outcomes Agreement	£1.3m	£1.3m	£1.3m	Maintain	Projections that the application will be successful

\* = A lower figure is an improvement

<b>Communication and Engagement</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CG13 Communication and Engagement Schemes: Score out of 10 received from a Senior Manager at the end of a specific period 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?"	-	-	-	Setting a baseline	10
CG14 The people of Gwynedd's satisfaction with the Council's communication and engagement arrangements: Score out of 10 received from members of a Gwynedd Residents Panel in response to the question "Do you feel that you receive timely, understandable and relevant information from Gwynedd Council?"	-	-	-	Setting a baseline	New
<b>Comments</b>					
CG13 - The Unit has implemented a system to establish: (i) the outcome hoped for from the scheme; (ii) the impact on the people of Gwynedd. At the end of the project the Unit will: (i) report back on the outcomes; (ii) request a score out of 10 (iii) evaluate the observations received and identify lessons to be learned in order to strengthen and improve the support. Since establishing the system in Quarter 3 2015/16, positive feedback has been received to three of the schemes which have now been completed.					
<b>Research and Analysis</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Direction of Ambition</b>	<b>Latest Information</b>
CG07 Did the assistance help you to benefit the people of Gwynedd?	-	-	-	Establishing a Baseline	19 Yes 3 No
CG08 After receiving the assistance, do you now feel more confident when using information and evidence?	-	-	-	Establishing a baseline	13 Yes 9 No
<b>Comments</b>					
CG07 - The 3 "No" responses involved cases which could not be helped: 1 due to the deficiencies of the existing Human Resources system; 1 as we did not have access to the data; and 1 due to a lack of capacity. In relation to being able to record more cases for the future, we will:					
<ul style="list-style-type: none"> <li>• Establish a "follow up" contact system with those who lead the major projects</li> <li>• Establish a less burdensome system for minor enquiries</li> <li>• Improve the information on the public website, to seek to further reduce the number of external enquiries</li> </ul>					
CG08 - When looking at the reasons for the 9 "No" responses, 3 are for the same reasons as the first measure (above). Of the other cases, three responses related to the fact that time limits had meant that the enquirer had requested the information immediately, without an effort to advise / up-skill. In the three other cases, the respondent said that they understood what was explained to them at the time, but that they would not often need the same information for the future and that it was likely that they would not remember what was conveyed at that time.					
To try to overcome this, we have discussed with Learning and Development about publishing a series of guidelines / videos on the Learning Link for staff to be able to go back to.					
Also, we have discussed releasing information about the new Staff Evaluation system, regarding the information and the skills staff feel they need so that we can provide advice and training in line with the requirements.					

\* = A lower figure is an improvement

Measure - definition	2012-13	2013-14	2014-15	Direction of Ambition	Latest Information
<b>Legal Service</b>					
1. Percentage of satisfaction questionnaire from client officers that score the service as excellent or good.	-	98%	98%	Maintain	98%
2. Maintain Lexcel Accreditation	-	Maintain	Maintain	Maintain	Received
3. The service is to reach Electoral Commission performance standard requirements for a Returning Officer in an election	-	Achieving	Achieving	Maintain	Achieving
4. The service to achieve Electoral Commission performance standard requirements for Electoral Registration	-	Achieving	Achieving	Maintain	-