

* = Ffigwr is yn welliant

Appendix I - Measures

Achievement Measures Councillor Ioan Thomas

Ref.	Achievement measure	2013-14	2014-15	2015-16	Direction of Ambition	Latest information
Housing PSR/002	- The average number of calendar days taken to issue a Disabled Facilities Grant.	242	311	217	Improvement*	217
Housing PSR/004	- Percentage of private sector dwellings that that were returned to full-time occupation having been vacant for more than six months at 1 April, as a result of direct action by the local authority.	5%	6%	5%	Improvement	5%
Housing Strat6	- Number of affordable units secured for Gwynedd.	70	144	48	Maintained	15
Finance CD12.03	- The time (number of days) taken to process new claims for Housing Benefits and Council Tax Benefits.	21.1	19.7	16.4	Maintained*	17.3
Finance CD12.04	- The time (number of days) taken to process change in events for Housing Benefits and Council Tax Benefits.	6.91	6.2	5.2	Maintained*	5.8
Libraries LCL/001b	- Number of visits to public libraries during the year per 1,000 of the population	5,301	4,199	Data not available yet	Maintained	4,309
Libraries LLYF12	Percentage of library users (adults) who note that they found the information that they needed	85	91	Data not available yet	Improvement	See comments
Libraries LLYF08b	Percentage who have benefitted from the Information Literacy sessions	-	-	Data not available yet	Improvement	100%
Customer Care CYSCW01	Percentage of phone calls answered by Galw Gwynedd in seconds	-	0.40	0.42	-	0.49

* = Ffigwr is yn welliant

Customer Care CYSCW02	Percentage of phone calls that are answered within 15 seconds across the Council	-	73%	69%	-	65%
Customer care CYSW04	Percentage of calls not being answered by Galw Gwynedd	-	5%	8%	-	10%
Customer care CYSWCW04b	Percentage of calls not being answered across the Council (except for Galw Gwynedd)	-	23%	25%	-	26%
Customer care CYSCW05	Percentage of service requests being resolved at the first point of contact in Galw Gwynedd	-	37%	40%	-	35%
Customer care CYSCW06	Percentage of requests for a service that are addressed immediately by Siop Gwynedd	-	79%	81%	-	85%
Customer care CYSCW5b	Percentage noted that the customer care received by Galw Gwynedd was very good or good	-	-	98%	-	98%
Customer care CYSCW6B	Percentage noted that the customer care received by Siop Gwynedd was very good or good	-	-	99%	-	98%
Customer care DCCof04	Percentage of satisfaction questionnaires that score the Births, Marriages and Deaths Registration Service as good or better.	-	100%	96%	-	See comments
Customer Care DCCof05	Percentage of births registered within 42 days	-	97%	98%	-	99%
Customer Care DCCof06	Percentage of customers who are offered a death registration appointment within the expected period (two days)	-	97%	95%	-	97%
Customer Care DCCof07	Percentage of deaths registered within five days	-	93%	97%	-	94%
Customer care GW 01	Freedom of Information requests with response within 20 working days	-	-	-	-	90%
Customer care GW 02	Data Protection requests responded to within 40 calendar days	-	-	-	-	100%
Comments						
Housing - PSR/002 Performance better than last three years and although there is room for improvement, the performance for 2015/16 is heartening. There has been						

an improvement of 94 days compared to the previous year. Any reduction in days in this measure means that the individual will receive grant funding earlier.

Housing - PSR/004 - Performance better than previous years. The service seeks to target and prioritise those empty houses that are in locations where there is a demand for social property.

Housing - Strat6 - There were two plans of 15 units that had not been completed by the end of year 2015/16, however, they have now been completed.

Finance - CD12.03 - Information calculated based on performance from 01.04.16 until 22.06.16.

Finance - CD12.04 - Information calculated based on performance from 01.04.16 until 22.06.16.

Libraries - LLYF12 - Data not collected. Next review October 2016

Customer care - CYSWCW04b - In response to the fact that the performance of this measure is getting worse, a pilot is in the pipeline with the Corporate Support Department specifically in order to get to the root of the problem and see if there are any changes that could be made to improve our response to Gwynedd residents. For information, the change made to the VOIP telephone system in December 2015 may have had an impact on the accuracy of the data behind this measure, and we are in the process of also confirming this.

Customer care - CYSW05b - 100% of customers stated that they were happy with the customer satisfaction of Galw Gwynedd during April and 94% in May.

Customer care - CYSCW6b - 99% of customers stated that they were happy with the customer satisfaction of Siop Gwynedd during April and 97% in May.

Customer care DCCof04 - This is undertaken once a year. We are in the process of reviewing the contents of the questionnaires to ensure that the information corresponds to our amended measures.

Customer care GW 01 - Performance information up to 20.06.16. A total of 16 applications received within Adults and Children.

Customer care GW 02 - Performance information up to 20.06.16. A total of 198 applications received.