

MEETING	Cabinet (prepared for the Community Scrutiny Committee on 22 September)
DATE	7 June and 28 June 2016
TITLE	Gwynedd Council Performance Overview 2015-16 - the fields of Poverty, Deprivation, Economy, Housing, The Welsh Language and the Environment
PURPOSE	To accept and note the information in the report
AUTHOR	Councillor Dyfed Edwards
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1.0 Introduction

1.1 In accordance with the Council's performance management regime, an overview of the Council's performance thus far in 2015/16 is submitted. This report focuses on Poverty, Deprivation, the Economy, Housing, The Welsh Language and the Environment, which are included in the portfolios of the following Cabinet members:

Councillor Mandy Williams-Davies
Councillor Ioan Thomas
Councillor Dyfrig Siencyn
Councillor John Wynn Jones
Councillor Dafydd Meurig
Councillor Mair Rowlands

1.2 The report addresses the transformational plans included in the Strategic Plan and draws attention to the performance measures that are important to the people of Gwynedd and reflect the Council's day to day work.

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2.0 Reasons for recommending the decision

In order to ensure effective performance management.

3.0 Main messages

3.1 The projects exhibit a commitment to working in partnership in the interests of the people of Gwynedd.

3.2 Poverty, Deprivation, Economy, Housing projects report that it is premature to show the impact on the people of Gwynedd.

3.3 The measures are performing as expected:

- 35 high value posts have been created in the field of the Economy as a result of working together with creative industry and information technology business clusters. See 5.1.
- £5.9million of benefit to the local Economy was seen as a result of supporting high profile events.
- We have continued to establish additional housing units in the Housing field.

4.0 Strategic Plan Projects

Brief progress reports are submitted below on the Strategic Plan's projects for 2015/16, in the fields of Care, Poverty, Deprivation, Economy, Housing and The Welsh Language. The projects are in the ownership of the individual Cabinet members.

4.1 Poverty, Deprivation, Economy, Housing

Councillor Mandy Williams-Davies

T1 High Value and Quality Jobs

The purpose of this project is to create the conditions in order to generate high value and quality jobs in the county.

During the year, this project has placed an emphasis on identifying the most significant sectors for Gwynedd in terms of creating jobs and marketing Gwynedd to sectors in order to promote inward-investment to the area. The sectors identified are digital, creative, energy and science and research. So far, the project has worked with Welsh Government to sell the potential of Gwynedd to developers, and has played a prominent part in creating 35 high-value jobs in the area during the year. Further details on some of those jobs can be seen in *Appendix 1 - Measures*.

The project has also been working with high-value companies/businesses in the area. For example, during the year, they worked with a cluster of digital companies in Parc Menai which employ over 200 people locally, in high quality jobs. During the year, this project has given support to these

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companies/businesses to recruit people to jobs that are created. Consequently, three young people who had left the area have moved back to Gwynedd and have been appointed to high-value jobs in the digital field. The digital cluster has also identified the possibility of creating over 200 additional jobs in the area during the coming years, but anticipate problems with recruiting to the jobs. In order to respond to this, work has been undertaken with the education sector to create A/AS Level courses within the field of Computing which reflect the skills required within the sector in the County.

Snowdonia Enterprise Zone

Intense work has been undertaken during the year in relation to the Snowdonia Enterprise Zone. Though Welsh Government leads on the enterprise zone, this project has been collaborating closely with them in order to promote the Trawsfynydd site as a place to relocate the SMR '*Small Modular Reactor*'. Work has been underway to lobby policy-makers and nurture relationships with influential bodies and individuals in order to do practical work to reduce the risk for the developers. The project succeeded in safeguarding 200 jobs on the Trawsfynydd site by convincing Magnox to continue with the work of de-commissioning the site until 2028 rather than closing the site completely and making staff redundant by 2016.

An investment of £1.5m has been made in the Llanbedr site during the year to upgrade the site to be a centre of excellence for drones. QinetQ company has signed a contract to use the site to run RPAS '*Remotely Piloted Air Systems*' trials during March 2016. A lobbying scheme for this site and the spaceport site continues.

T2 Keeping the Benefits Local

This project is part of the Corporate Scrutiny Committee's area of work.

T3 Digital Gwynedd

The purpose of this project is to support the efforts made to transform the use made of technology by Gwynedd businesses, services and residents by ensuring that there is a provision of up-to-date broadband across the county.

The Superfast Wales Programme is 83% complete in Gwynedd and 51,839 homes and businesses can now receive superfast broadband. Furthermore, the Ofcom Infrastructure Report 2015 (data from Summer 2015) shows that 93% of Gwynedd properties can have access to superfast broadband with 65% able to receive a speed of >30Mbps. In an attempt to show the size of this increase, in 2012, our access to superfast broadband was 0, therefore

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seeing an increase to 65% by today is an enormous step and shows the impact of the work of this project jointly with Welsh Government.

This project will also have a positive impact on businesses in Gwynedd. Further examples can be seen through this link:

<https://vimeo.com/84204496>.

Through this project, Gwynedd has led the way in Wales via two pilot programmes to develop the approach of supporting businesses to make better use of technology to trade. The sessions were trialled with 50 businesses in Gwynedd. An evaluation of the results notes that 71% of businesses, equivalent to 36, reported that they investigated methods of using new technology as a result of the assistance provided.

In addition, 7,000 businesses in Gwynedd have received information in the last year to raise awareness of the advantages and to inform them of the assistance available.

Since the Gwynedd trials ended, a five-year National programme has commenced since January 2016 which will increase the numbers able to receive support.

There has been easy and willing collaboration from the beginning between BT and the Council in order to implement the scheme and delivering locally. There is a need to continue to collaborate and communicate, especially since the areas that BT works in are now more difficult/remote.

T4 Supporting the rural economy

The purpose of the project is to create the conditions to strengthen Gwynedd's rural economy and encourage local enterprises to establish and develop in order to maintain employment across Gwynedd's communities.

During the year, this project has succeeded to attract an investment of £4 million for the LEADER programme (the Wales Rural Development Programme) which is operational until 2020. By now, the *Arloesi Gwynedd* brand has been developed and research/development work is being undertaken via the LEADER fund in several fields such as joint working space for businesses, public Wi-Fi services in rural villages, infrastructure for electric cars in visitor centres, the most Welsh business in the world awards, community energy projects, specialist support for outsourcing non-statutory services.

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Five themes have been agreed upon for LEADER, namely:

- Renewable Energy
- Digital
- New ways of providing non-statutory services
- Adding value to identity and to natural resources
- Supply chains

It is too early to identify any definite outcomes from this project and no outcomes data has been published on this project to date.

T5 World Heritage Site

The purpose of this project will be to create an economic benefit from Gwynedd's rich heritage.

Slate Industry

During the year, the technical evaluation has been formulated and submitted to the UK Government, and a positive response has been received. The bid will now be submitted to the Expert Panel. Following recent feedback, it is important to note that it is in September 2017 that we will be invited to submit a bid to UNESCO rather than March 2017 as originally noted.

The website had been created, www.llechi.cymru but is yet to be launched, and there is further work to be done in terms of creating social media accounts to accompany it. Currently, the visual impact for the residents of Gwynedd has been comparatively low, as the majority of the work undertaken has been technical/specialist things while working towards the nomination. More impact will be seen in the coming period with the launch of the website, and various community events which have been planned for autumn.

Menai Waterfront

The Vibrant and Viable Places schemes are now in their second year of operation. In addition to this, business plans have been prepared for strategic sites and a bid for European funding has been made. Following a successful application for Welsh Government resources, the Caernarfon Town Centre Loans Fund worth £700,000 has been established and launched.

Though the majority of the outcomes and impact of the project will be seen when the full financial package is received, it is fair to say that the impact of the project is seen:

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- Better facilities to support homeless people and support to buy houses for homeless young people (*Gisda Mentro Mlaen* Project)
- Initial improvements to the strategic sites (the Island Site and Galeri) as well as temporary alternative and creative developments on the Island site
- Improvements to the existing housing stock (Empty Houses Scheme), energy efficiency improvements (ECO Scheme), as well as progress with developing the Hendre, Pendalar and Frondeg housing sites.
- Several local creative activities through the Ideas, People, Places Project.

T6 Improving access to employment for the people of the county and responding to barriers

The purpose of this project will be to facilitate and implement a package of projects in order to support vulnerable individuals into work. It is a regional project (North Wales) and Gwynedd has been contributing towards commissioning the work.

During the year, this project has succeeded to attract European funding to implement programmes which deal with supporting groups of vulnerable children and young people through 11-19 TRAC. During the year, 190 vulnerable individuals have received specialist support and an alternative curriculum. During the period of the project, it is hoped to be able to target 480 vulnerable young people and offer them support in terms of gaining a qualification, receiving training or accessing education.

As well as this work, a 16-24 Ad-Trac business plan has been developed with partners such as Careers Wales. Approval for European funding for this scheme is expected in September 2016.

Very good work has also been undertaken with the Gwynedd 16+ Young People Engagement Panel. The main purpose of this panel is to get to grips with the gaps and obstacles which prevent young people from moving on to education/training or employment. The panel has a role in terms of tracking young people aged 16-18 which are categorised as NEET (not in education, employment or training). One of the outcomes of this panel is the reduction in the number of young people who are unknown or missing. During the last 10 months, the number of young people categorised in Tier 1 (young people which have a unknown status and have left Careers Wales) has halved, which has happened because of implementing a keeping in touch system and sharing information.

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We continue to wait approval by Wales European Funding Office for the OPUS plan, which is a plan for groups of adults at risk in Gwynedd to be supported to sustainable employment.

Appendix 2 - Case Study, provides further details on the experience of one young person who was referred to this project, which shows the co-ordinated collaboration which happens from the young person's perspective, across the agencies.

Councillor Ioan Thomas

T7 Working together against poverty

The purpose of this project will be to adopt and implement a Tackling Poverty Strategy in Gwynedd on a joint basis with partners.

A specific session was held with the Cabinet members to discuss the strategy in question and it was agreed to proceed to implement the work programme. The following two priorities were agreed to:

Spatial Poverty - The strategy highlights those communities which suffer most from poverty. We will be prioritising those communities which already receive support through national schemes, but will also address the other communities in Gwynedd which suffer from poverty.

Population Poverty - We will be prioritising some groups of the population e.g. low-income single-parent households.

It is currently too early to measure the impact of the project as the focus over the last year has been on confirming the situation in Wales by identifying the groups, the areas and the type of poverty which is a priority. The strategy notes how we will measure the impact of the work and we will report on those performances as soon as possible.

T8 Review of the Housing Supply Strategy Project

The purpose of this project will be to review our strategy to increase the supply and variety of housing in order to ensure that our housing supply is suitable for the needs of the people of Gwynedd.

During 2015/16, the Affordable Housing Funding Model business plan was approved, which contains four principal schemes, namely:

- **Establishing Affordable Housing for Gwynedd residents in rural areas** - Establishing the funding model in order to increase the affordable housing in rural areas, and it is anticipated that we

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will have started to build a total of 31 new homes for residents during 2017/18.

- **Empty Homes Back Into Use** - We will also aim to develop between 10 and 15 empty housing units and bring them back into use, which is in addition to the annual total of 40 to 50 units.
- **Provision for homeless people** - It is anticipated that further work will need to be undertaken during 2016/17 before starting to act on developing provision for homeless people.
- **Provision for older people which promotes independence** - We will have identified the area where provision for older people is required, and the type of provision needed. The recommendations submitted as part of the Older People Accommodation Strategy will be implemented within this work as well as any recommendations from the new project 'Capacity and sustainability of the care and health system'.

At present, no-one has benefited from the outcomes of this project. The focus has been on developing a sustainable model for the future and identifying what our priorities are given the need in Gwynedd. Nevertheless, we anticipate that this project will in due course have an impact on the housing needs of a wide range of residents in Gwynedd e.g. by enabling more of the people of Gwynedd to buy affordable housing. In addition, it will allow us to provide accommodation to homeless individuals and contribute to addressing the accommodation needs of older people in the County.

4.2 The Welsh Language

Councillor Dyfrig Siencyn

I1 Communities promoting the Welsh Language

Promote the Welsh language by supporting and empowering four communities by assisting residents to undertake an assessment of the position of the Welsh language in the community in order to strengthen the status and the use of the language.

The project has completed most of what was outlined for the year with the Local Action Frameworks in place for Porthmadog, Bangor and Dolgellau and plans in place to promote the Welsh language within communities. Although the Framework was not completed in Talysarn, we succeeded in engaging with operational groups within the community and the local Secondary School.

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This has led to holding a broad range of activities within the communities in question in order to seek to strengthen the status and use of the language and a summary of these is as follows:

- Two business events (in Penygroes and Criccieth) to promote the Welsh language in business with 100% of those who attended expressing an intention to increase the use of the Welsh language in business as well as employment in Dolgellau to promote the Welsh £ (80 attended over the course of all the events)
- One After School Fun Club (in Ysgol Dyffryn Nantlle) over a period of five weeks with parents expressing an intention to see more of such provision for the future
- One Afternoon of Fun and Celebration (in Talysarn) with 90 adults, children and young people taking part in Welsh medium creative activities which led to commitment from groups of individuals in the community to form a programme of activities for 2016/17.
- A St. David's Day parade (in Pwllheli) was supported with over 400 people taking part which increased awareness of Welsh identity and the Welsh language
- Six musical events (in Caernarfon, Dolgellau, Dyffryn Ogwen and Pwllheli) with 263 attending and a positive response from young people who had previously stated that "Welsh is boring", and several of these events were arranged by local young people.
- Three Welsh medium sports activities including Rugby, Pool, an increase in Language awareness in communities, including new and fresh links
- Apps competition (in Coleg Meirion Dwyfor) to design apps to promote the Welsh language
- Two industrial activities (in Dyffryn Ogwen and Dolgellau) with 116 attending a Mock Eisteddfod and a screening of a Welsh film
- Eight social events in Dolgellau and Pwllheli with an emphasis on practising the Welsh language and raising awareness about the Welsh language (157 attended all activities)

The following evidence indicates that the work had an impact, with:

- Over 24 activities being held and over 866 attendees having a positive experience of using the Welsh language.
- Some activities inspired individuals to arrange their own activities and therefore there is an element of evidence that it inspires more Welsh medium activity.

Although it is noted that the individuals who have attended the events have had a positive experience through the medium of Welsh, the fact that

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only time will tell if the work leads to an increase in the use of the language in the communities in question is emphasised.

I2 - The Welsh language and public services

Assist public organisations to increase and improve their provision of bilingual services for the residents of Gwynedd so that they can use the Welsh language naturally. By collaborating with the Local Services Board, it will be possible to set consistent and clear standards and act jointly on plans that will improve the user's experience.

Previous reports have referred to a change of direction in relation to this project in order to ensure that focus is placed on promoting the ability of the County's residents to use the Welsh language naturally when contacting the County's public bodies. The Cabinet Member has noted some concern regarding this project's progress, and with the disappearance of the Local Services Board there was some uncertainty regarding whether the project would continue to be a priority.

However, at their last meeting at the end of April, the Local Services Board suggested that the Public Services Board (its successor) should continue with the current priorities until the well-being plan and assessment are completed. The first meeting of the Public Services Board would be held on 17 June and we as a Council will obviously highlight the fact that the Council believes that the project should remain a priority.

A questionnaire, based on the language web, has been developed in order to establish a baseline in terms of establishing the levels of language use within the establishments and Natural Resources Wales and Snowdonia National Park (along with the Council) have volunteered to trial the questionnaire.

If the Public Services Board agrees to prioritise the project, the next steps will be ensuring nominations on an appropriate level within each establishment to lead on the work and to maintain a high level meeting over the next weeks in order to progress the work and discuss setting standards.

Nothing has derived from the project yet, but the medium term objective is to aim to improve the experience of contacting public sector bodies in Gwynedd by offering services naturally through the medium of Welsh without having to ask for it.

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I3 Young people using the Welsh language socially
Set a baseline and measure the increase in young people’s social use of the Welsh language.

By the end of 2015/16, all the County's secondary schools agreed to take part in the project and as a result a baseline has been set in terms of using the Welsh language socially amongst Year 7 pupils. In addition, a series of sessions to raise awareness and young people's confidence in terms of their social use of the Welsh language have been held in fields such as sports and music.

Responses to questionnaires indicate that the percentage of primary schools that maintain or can show an increase in the social use of the Welsh language by children continues to be good. A summary of the latest outcomes of the Language Web within the Primary Schools can be seen below:

Language Charter questionnaire questions	Progress
I speak Welsh with children in class	2,425 (56.65%)
I speak Welsh with children in the corridor and in the cafeteria	2,142 (50.04%)
I speak Welsh on the school playground	1,750 (40.88%)
I watch Welsh programmes on S4C/the internet and Welsh DVDs	1,642 (38.36%)
I listen to Welsh music	2,036 (47.56%)
When I can, I use technology through the medium of Welsh e.g. apps, the internet, texting etc.	2,018 (47.14%)
I feel comfortable / happy when working in Welsh e.g. reading, writing	3,308 (77.27%)

The following evidence indicates that the work had an impact:

- A baseline has been established regarding the use of the Welsh language socially by Year 7 pupils in every school in the County.

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- The work with the Primary Language Charter indicates that over 2,000 primary age children stated that they had increased their use of the language.

14 Audit of the Welsh Language's situation in Gwynedd Council

- i) Consider the success of the Council in normalising the Welsh language in its departments and the services it provides to the county's residents.**
- ii) Deliver research in order to find and confirm to what extent the Council goes a step further and succeeds in taking advantage of every opportunity to promote the Welsh language through the services that we provide to the county's residents.**

The activities identified for the year have been completed although further work is ongoing to try to seek as full a picture as possible.

It has already been reported that 172 responses were received out of 259 Council managers to the audit held in December and January and that an analysis has been undertaken. Further work has been undertaken to evaluate the managers list, weeding out those who have no responsibility for staff and pursuing those who had not responded to the original questionnaire, giving them an opportunity to respond by the end of May. The hope in doing this is that we will have a better picture of the actual situation.

The work of developing a simple framework which outlines what the Council's Welsh Language Policy means in practice for services is ongoing.

Nobody has benefited from this work as of yet but work will identify gaps in our Welsh language provision in due course and will enable us to close those gaps.

5.0 Measures

5.1 Poverty, Deprivation, Economy, Housing

Councillor Mandy Williams-Davies

The service is working on defining new measures to coincide with the purpose in order to ensure that we measure the true impact of the work on the residents of Gwynedd. Specifically, attention is drawn to the following measures:

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i. Uchel07 - Number of high value jobs created - 35

High value jobs are jobs that are 60% over the median wage for an area, which corresponds to wages with pay over £26,500 in Gwynedd. The number of high value jobs created with the Council's support during 2015/16 shows a small increase on the number in 2014/15 and in accordance with the expectation. The jobs arose as a result of a wide range of interventions by the Council, including with individual companies together with work with clusters of businesses within high value sectors; such as the creative industries and the information technology sector. The 35 jobs include:

- 5 in Zip World (<http://www.zipworld.co.uk/>), Blaenau/Bethesda;
- 15 in NMI Gaming (<http://www.nmi-gaming.com/contact-nmi-gaming/offices/united-kingdom/>), Parc Menai;
- 4 in Oxford Bioelectronics (<http://oxfordbioelectronics.com/>) - Parc Menai;
- 1 in Simulity Labs (<http://www.simulity.com/>), Parc Menai;
- 1 in Loyalty Logistics (<http://www.loyaltylogistixltd.com/>), Parc Menai;
- 6 in Elidir Health (<https://www.elidirhealth.co.uk/>), Parc Menai;
- 1 in Futurium (<http://futurium.co.uk/>), Parc Menai
- 2 in Pennog Limited (<http://www.pennog.com/>), Y Ffôr, Pwllheli

ii. PENECON01 - Number of posts created with the assistance of the Economy and Community Department - 81

With a number of the main programmes which provided '*jobs created*' data (such as the Local Investment Fund) now ended, the number of jobs created with direct assistance from the Council has reduced as expected; despite this, the result of 81 new jobs supported is substantial in the context of the resources currently available.

Councillor Ioan Thomas

The Libraries Service measures are currently measured annually and therefore the information for 2015/16 will not be available to us until June. We need to decide which ones are most useful and need to be collected more regularly - or of course develop new ones if we need to. It is anticipated that this work will be undertaken at the same time as the work of remodelling the service between April and September 2016.

Despite this, the statistics in terms of borrowings in our libraries (2015/16) have been submitted, and the downward trend in terms of the number of borrowings continues. We have seen a reduction in the number of borrowing over recent years, and this local trend follows a national pattern

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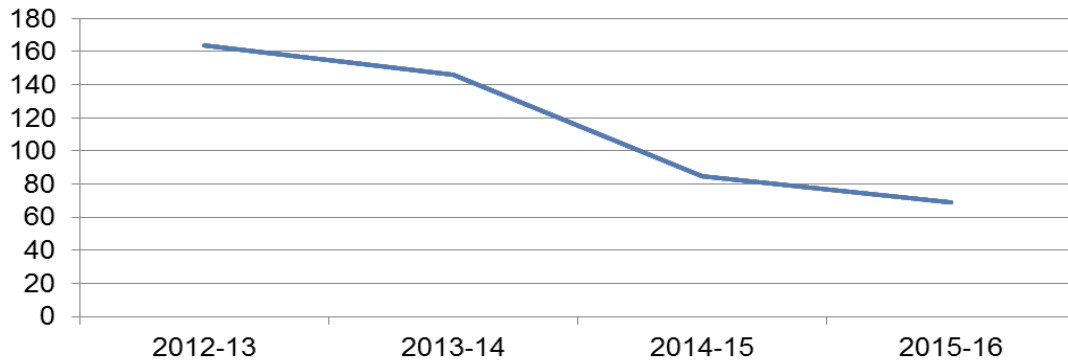
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also. In 2014/15 the number of borrowings was 603,087 and in 2015/16 the numbers were 570,678 - a reduction of 32,409 across the county.

The measures in the housing field have generally performed well, and a number of the measures which show a decline in performance do so as a result of the timing of completing major schemes in the field e.g. **Tai - Strat6 - Number of affordable units secured for Gwynedd**. The performance of this measure is significantly lower compared to last year (48 compared with 144). The reason for this is the lack of resource during the 2015/16 year as a result of the substantial financial investment which has been committed to the Porthmadog Extra Care Housing development. For information, also, the numbers of units reported in the year 2014-15 includes the 42 Cae Garnedd units which to some extent explains the significant variance from year to year.

We succeeded to ensure 61 empty properties back into use in 2015/16 (**Tai DAT01**). Though lower than the total in 2014/15, we have succeeded to get more empty houses back into use than in 2012/13 and 2013/14. This year's performance is probably good given the investment, and higher than anticipated at the beginning of the year, namely 40 - 50 properties. Arrangements are now in place to report on the new measures in the **Housing** field. Some of these 'new' measures are actually management data used for some years e.g. homelessness field. Though there has been some concern in terms of the process of gathering the data, the measures show a significant difference to the customer. One of these measures is: **The number of days staying in temporary accommodation until the case has been resolved** (Very often, the solution means finding fixed accommodation). In 2012/13 the average for this measure was 124 days, but by 2015/16 the average has reduced over the years to 71 days. Another key measure for the Homelessness Service is: **The number of days taken to resolve a homeless problem** (i.e. from the first point of contact to the resolution). The graph shown below shows a positive decline in terms of the performance of this measure over the past four years.

The number of days taken to resolve a homeless problem



The Customer Contact, Registration and Information Services are in the process of giving further attention to their purpose as services.

In accordance with the national requirement, the Information Service also monitors the percentage of Data Protection applications that are answered within 40 calendar days. Performance in recent years has been as follows:

2013 / 14	2014 / 15	2015 / 16
79%	94%	100%

Specifically in terms of the Council website, it is anticipated that we will monitor measures which consider customer satisfaction and which will also address the percentage or number of users who report that they did not receive the information they required. The on-line questionnaire asks the customer '**How satisfied were you with your visit to the website today? Did you find what you were looking for? If not, what were you looking for?**' These questions have been included in the questionnaire for a year now, and they enable the Team to identify which parts of the website require attention in order to improve.

5.2 The Environment

Councillor John Wynn Jones

Highways and Municipal Department

WMT/009 - Percentage of urban waste collected by the Local Authority and prepared for reuse, recycling or composting.

The latest projections of 58.75% (data to be verified) indicates that we are likely to meet the national target of 58% and have shown a significant

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increase compared with the 51% we were recycling in 2012/13. The change to residual waste collections every 3 weeks has led to an increase in these rates, although we will emphasise that we will not see the impact of a full year for Arfon until 2016/17.

It is noted that our work of introducing a three-weekly residual waste collection is considered as good practice nationally, and we have already provided advice and support to other councils who are considering introducing such a procedure including Conwy, Anglesey, Swansea, Powys, Bedfordshire and Dorset.

PB51 - Percentage of commercial recycling/composting levels

An increase of almost 6% was seen in these rates from 35.45% at the end of 2014/15 to 41.44% (data to be verified) in 2015/16. Yet again, this should be compared with the 27% which happened in 2012/13. During the last year, new legislation came to power in Wales which means that retailers have to take responsibility for sorting and recycling their own waste and the fact that the Council provides a service which enables them to meet these requirements has been advantageous.

Consultancy Department

One main measure has been identified for this Department, namely profit against the target. The latest projections suggest that there will be a deficit in the net target of -£159,640 at the end of 2015/16. The main reason for this was that a Senior Manager had resigned during the year and as a result additional management/strategic requirements have affected the Department's income. Although additional workload has been identified in order to mitigate the loss, the work had not been submitted in time to be included in the 2015/16 accounts.

Aspects of the work of the Building Control Unit and the Environment and Water Unit has a direct impact on the residents of Gwynedd and by now the measures have been developed to measure the impact of these aspects. Future reports will include information on the performance of these measures.

Councillor Dafydd Meurig

Eiddo 4 - Percentage of buildings with appropriate safety systems in place to enable the use of the building for service provision

This is a new measure after the completion of the Ffordd Gwynedd exercise and it is emphasised that we will not fully understand the situation until the first entire cycle of audits have been completed.

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Although this work has identified that there are no 'appropriate safety systems' in place in 44% of the buildings which have been inspected, the fact that the reasons are relatively minor matters or problems in most cases is emphasised and it does not mean that the buildings are unsafe. Without introducing the new procedure we will not identify the problems until something goes wrong.

The Cabinet Member will continue to keep an eye on this measure.

GYC 22 - Percentage of non-complying businesses who sell goods with an age restriction who are now complying

The percentage of businesses which did not sell goods illegally (figure includes test purchase by Trading Standards (tobacco, knives etc)) as well as the Police's test purchase (alcohol - licensed shops only) is 81%.

Therefore, out of 57 test purchases 11 businesses (19%) sold illegally before any intervention by Trading Standards. In every case of such sales, the business has then received intervention/a visit in order to assess the business systems/reason for the sale and to offer advice on how to improve their system and to avoid such a sale in future. Following this, the businesses have a second test purchase in order to monitor compliance.

Out of the 11 who sold illegally the first time, none of the businesses sold illegally during the second test purchase.

PAM 9a - Percentage of food establishments in the system which achieve a food hygiene standards 4/5 rating.

It is noted that the percentage of establishments in Gwynedd which achieve a 4/5 score has remained consistent over the past three years, varying from 91% in 2013/14 to 93% in 2015/16. The Welsh average for April/May 2016 is 86%.

6.0 Conclusion

- 6.1 Steady progress has been made with the transformational projects. The performance of measures is as expected, with new measures developed testifying that services are putting more emphasis on the Gwynedd people.

7.0 Recommendation

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7.1 Note and accept the report.

Views of the statutory officers

The Chief Executive:

Nothing to add to the report.

The Monitoring Officer:

No comments from a propriety perspective.

The Head of Finance Department:

Nothing to add from a financial propriety perspective.