



Choose Year
2025-2026

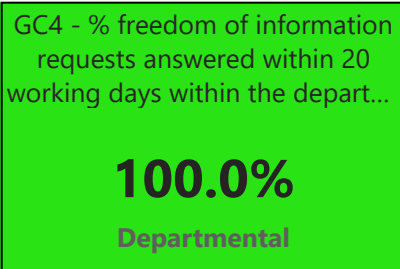
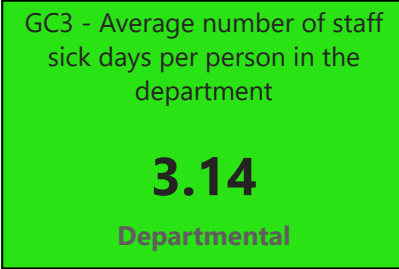
Choose Quarter
Qtr 1

Choose Month
August

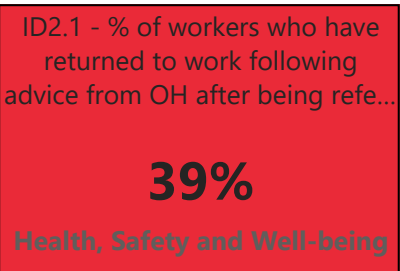
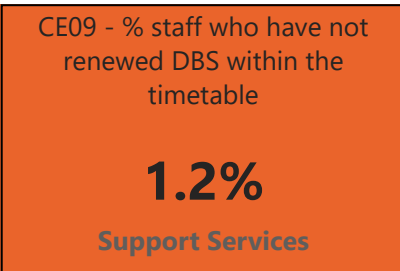
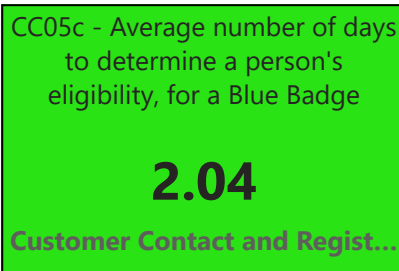
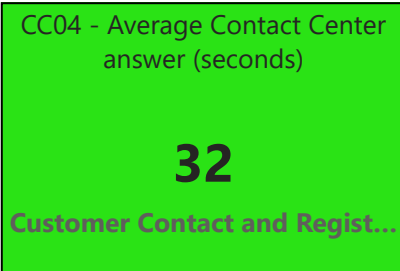
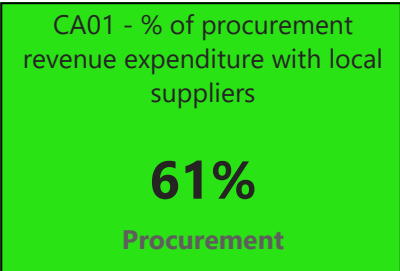
Measures

Newid i
Gymraeg

Departmental Measures



Service Measures



Purpose

Newid i Gymraeg

GC1 - Mandatory Title - Domestic Violence (Quarterly)

Percentage of department staff who have completed the Mandatory Title Domestic Abuse

Year

● 2025-2026

Percentage

100%

50%

0%

96.7%

Quarter1

Comment

▼

96.7% of staff from the Department have completed the mandatory Domestic Abuse training. Ongoing work is being carried out to encourage those who have not yet completed the training to do so as soon as possible

GC2 - Mandatory Title - Safeguarding (Quarterly)

Percentage of department staff who have completed the Mandatory Title Safeguarding

Year

● 2025-2026

Percentage

100%

50%

0%

96.1%

Quarter1

Comment

▲

96.1% of staff from the Department have completed the mandatory Safeguarding training. Ongoing work is being carried out to encourage those who have not yet completed the training to do so as soon as possible

GC3 - Number of Sick Days (Quarterly)

Average number of staff sick days per person in the department (cumulative figure)

Year

● 2025-2026

Rate

10

5

0

3.14

Quarter1

Comment

▲

The average sickness absence per employee in the Department is 3.14 days, which is lower than the Council-wide figure of 4.43 days. Proactive work is being undertaken to address absence within the Department

GC4 - Freedom of Information Requests (Quarterly)

Percentage freedom of information requests answered within 20 working days within the department

Year

● 2025-2026

Percentage

100%

50%

0%

100.0%

Quarter1

Comment

▲

18 out of 18 freedom of information requests answered within 20 days during Quarter 1

GC5 - Language Assessments (Quarterly)

Percentage of department staff who have completed the Language Assessment

Year

● 2025-2026

Percentage

100%

50%

0%

95.3%

Quarter1

Comment

▲

164 out of 172 members of staff have completed a language assessment. Ongoing work is being carried out to encourage those who have not yet completed the assessment to do so as soon as possible.

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Forward

Choose Year

2025-2026

Choose Quarter

Qtr 1

Choose Month

August

Procurement - Arwel Evans

Purpose

To enable the Council to aim for value for money, keep the benefit local and improve the quality of Council procurement

Newid i Gymraeg

Current Risks

Red

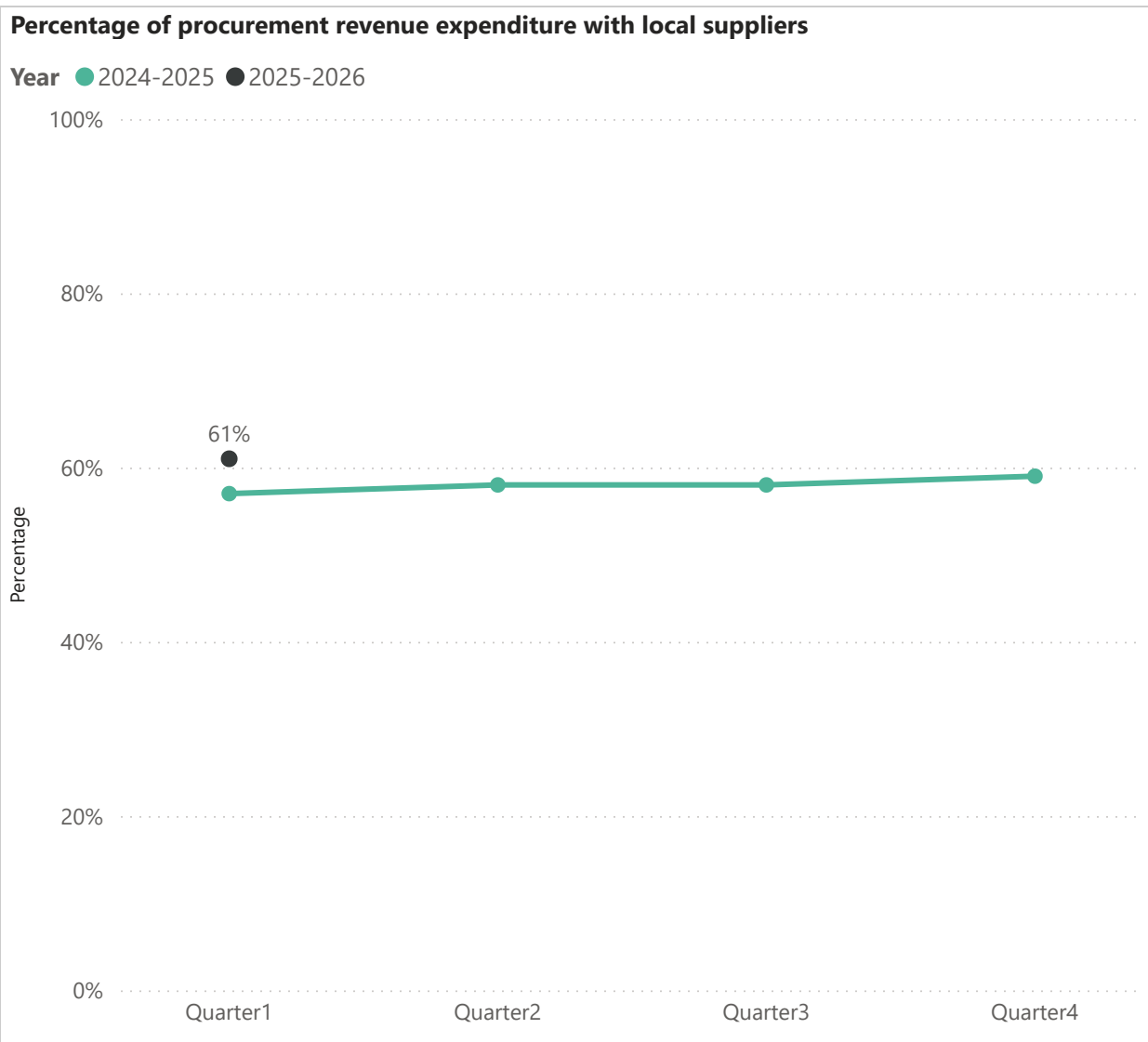
Orange

Yellow8

Green

Click here to see the risks

CA01 - Local Suppliers (Quarterly)



Comment

Revenue Only

The local percentage has increased by 4% to 61% compared to this period last year. The main reasons for the increase relates to:

1. An increase of £470k with a local construction company undertaking flood management works.

2. An increase in expenditure with a number of care providers based in Gwynedd. This is partly because:

1. Increase in the cost of delivery and demand for care

2. The timing of the payments i.e. a number of care providers are paid in block and therefore a higher and lower amount can be recorded when looking at the small sample of data in Quarter 1.

Total expenditure in Quarter 1 is £44.2m with £27m retained in Gwynedd.

CA02 - Procurement Self-Assessment (Yearly)



Comment

Q1: 2025-26

Update on our efforts to improve the score by the end of August 2025.

Since the last reporting period, the national procurement regulations are in force.

There have been significant problems with the procurement system as a result of these changes, in particular the publication of tender adverts on 'sell2wales'.

Due to the shortcomings in the systems, the arrangements are not as smooth as hoped for both companies or authorities conducting tenders.

The new procurement strategy has been drafted and submitted to the Leadership Team. The strategy will be scrutinised over the winter. (Education and Economy Scrutiny Committee - 16th October)

The updating of templates and arrangements is ongoing, as well as the finalization of the procurement policy.

A new Prynu'n Ddoeth site has been created, with the need for the Category Teams to populate their contract and Framework details on the site.

There is also brief prepared to review the Council's category management and procurement arrangements with a view to appointing external support to undertake this review.

We have also commissioned an external expert to support with the creation and delivery of a new Social Value training series.

Purpose

- Maintain staffing structure information for Departments
- Legally recruit and appoint individuals
- Enable Council staff to access information in the Self-Service Staff system
- Maintain and develop a Benefits program for Council staff
- Provide Printing and Post Services along with administration of Freedom of Information requests for Council Departments, as well as processing orders and invoices
- Ownership and responsibility for implementing the Council's Complaints and Service Improvement arrangements

Newid i Gymraeg

Current Risks

Red

Orange

Yellow

Green

Click here to see the risks

CE01 - Employment Contracts

Submission of an employment contract (which is legally to have been submitted) before or by the employee's start date

Year

2024-2025

2025-2026

Percentage

100%

50%

0%

April

May

June

July

August

September

October

November

December

January

February

March

Comment

There is a 9% failure rate by the Support Service to process agreements in a timely manner, mainly due to staff illness, which means we have to prioritise work to ensure that staff salaries are paid on time. Departments continue to send information late (37%). A plan is in place to target Departments to raise awareness of the legal requirements on the Council to have legally issued a Statement of Employment to the worker before or on the start date.

CE02 - Candidate Satisfaction (Quarterly)

"Are you fully satisfied with the service you received from the Support Service" - Candidates

Year

2024-2025

2025-2026

Percentage

100%

50%

0%

Quarter1

Quarter3

Quarter4

Quarter2

Comment

A total of 1,075 job applications were submitted during the first quarter, and 82% of the applicants completed feedback on their satisfaction with the job application process. Of that feedback, 97% were completely happy with the process. For the 3% who provided comments about the system, the main feedback has been addressed by IT, i.e. the 'time out' on the system has now been extended so that the system no longer shuts down while completing the form.

Thank you messages are being received from the public for the support of the Service Improvement Officer regarding the complaints procedure. The feedback is visible on the "Wal Lwyddiannau" on the Intranet.

CE03 - Satisfaction - Council Services (Quarterly)

"Are you fully satisfied with the service you received from the Support Service" - Council Services

Year

2024-2025

2025-2026

Percentage

100%

50%

0%

Quarter1

Quarter3

Quarter4

Quarter2

Comment

Praise and thanks are received by Staff and Managers for the support given to them by Support Staff when assisting them with enquiries or when completing work tasks.

CE04 - Finance and Administrative Team - Timesheets

Process "Timesheets" within the set deadline

Year

2024-2025

2025-2026

Percentage

100%

50%

0%

April

May

June

July

August

September

October

November

December

January

February

March

Comment

The timetables have been processed by the payroll deadline

CE08 - Finance and Administrative Team - HS11

Process "HS11" within the set deadline

Year

2024-2025

2025-2026

Percentage

100%

50%

0%

April

May

June

July

August

September

October

November

December

January

February

March

Comment

HS11 accident forms have been entered into the system in a timely manner

CE09 - DBS

Percentage of staff who have not renewed DBS on time

Year

2024-2025

2025-2026

Percentage

1.0%

0.5%

0.0%

April

May

June

July

August

September

October

November

December

February

March

Comment

The current situation today is that there are 58 council staff without a current DBS. There are 14 applications sitting at the DBS in Liverpool awaiting processing. A further 44 applications are awaiting a staff member or manager to be checking the documents in order to release them for processing. The system generates an email to the member of staff on the 5th day and to the manager on the 10th day and every 5 days thereafter reminding them of the need to complete the DBS form. The quarterly Safeguarding Executive Group discusses the Departments' DBS performance. Following from this Group a sub-group was established to discuss DBS data. Figure changes daily as staff complete the forms and more other staff come into the renewal window.

CE11 - Complaints and Achievements

Requests to the pay service for emergency payments as a result of an error in administration by the Support Service or late administration by a manager, as % of total requests

Year

2025-2026

Percentage

100%

50%

0%

April

May

June

July

Comment

The figure for August is not available at the time of writing the report.

CE12 - Staff Well-being - Benefits (Quarterly)

Comment

The role of the Service Improvement Officer, who leads on the Benefit Schemes to staff, has transferred from the Learning and Organisational Development Service to the Support Service in April this year. Since the transfer, attention has been given to the 'Cycle to Work' scheme, where both the loan amount and the lease period have been increased for staff. This change helps more staff take advantage of the scheme if they are interested in leasing a bike, and two events have been held with 'Evolution Bikes' to promote cycling to staff.

Work continues to promote Local Businesses to staff, encouraging them to support these businesses and benefit from discount offers when purchasing during the month from the business

CE99 - Other Activity by Support Service

Comment

Training has been developed by the Service for Managers and Team Leaders on the changes that have taken place in the process of checking staff DBS applications, with training dates scheduled during September and October

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Purpose

To enable the Council to share information and hold a two-way dialogue with the people of Gwynedd and the Council's Elected Members.
To enable the public to self-service on Cyngor Gwynedd's website 24 hours a day, 7 days a week and offer a more cost-effective way to contact the Council for a service.

Newid i
Gymraeg

Current Risks

Red

Orange

1

Yellow

2

Green

Click here to see the risks

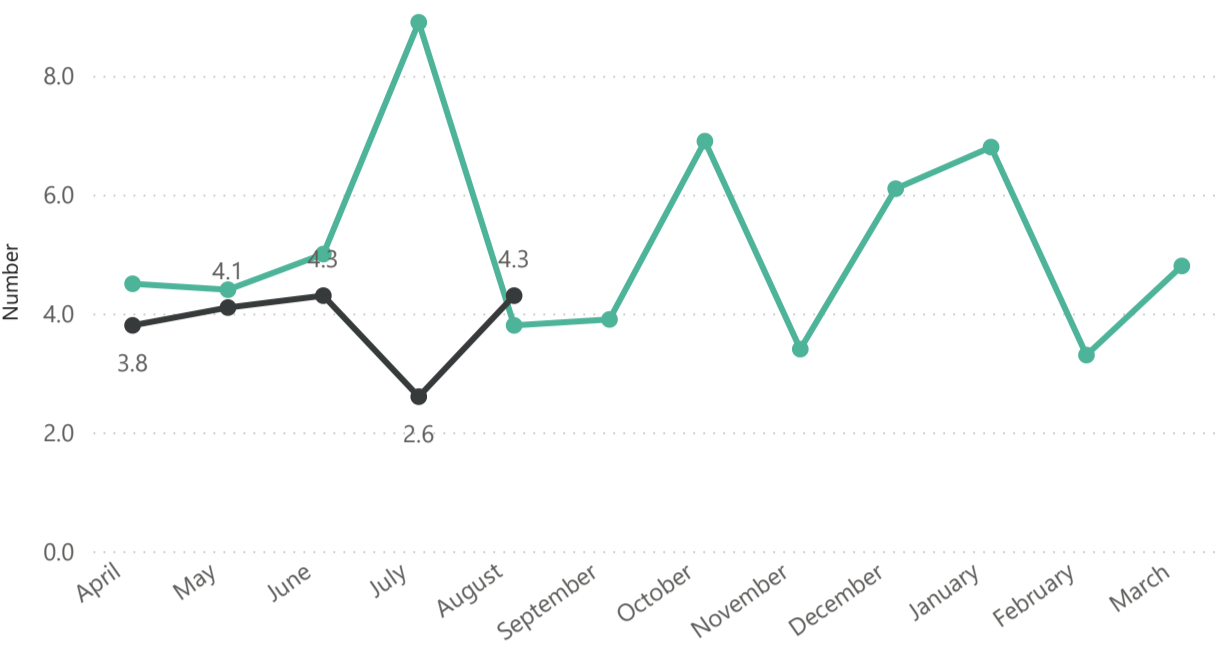
CY01 - News items and/or Press Reports

An average number of news items and/or press reports resulting from proactive press releases issued by the Council during the month

Year

2024-2025

2025-2026



Comment

Proactive:
10 press releases were issued during August, which resulted in 43 news items. The three statements that performed strongest over the month were – a statement promoting the message that more residents are now eligible for a grant to renovate vacant homes; an update on the Gwynedd Home Purchase Scheme; and a statement responding to misinformation on social media. These three releases resulted in 6 news items each. Statements regarding A-Level and GCSE results also performed well.

Responsive:
The Council received 36 press enquiries during the month. These included queries relating to parking problems and complaints about campervans at various locations in the county; Various enquiries were also received on the theme of housing asylum seekers.

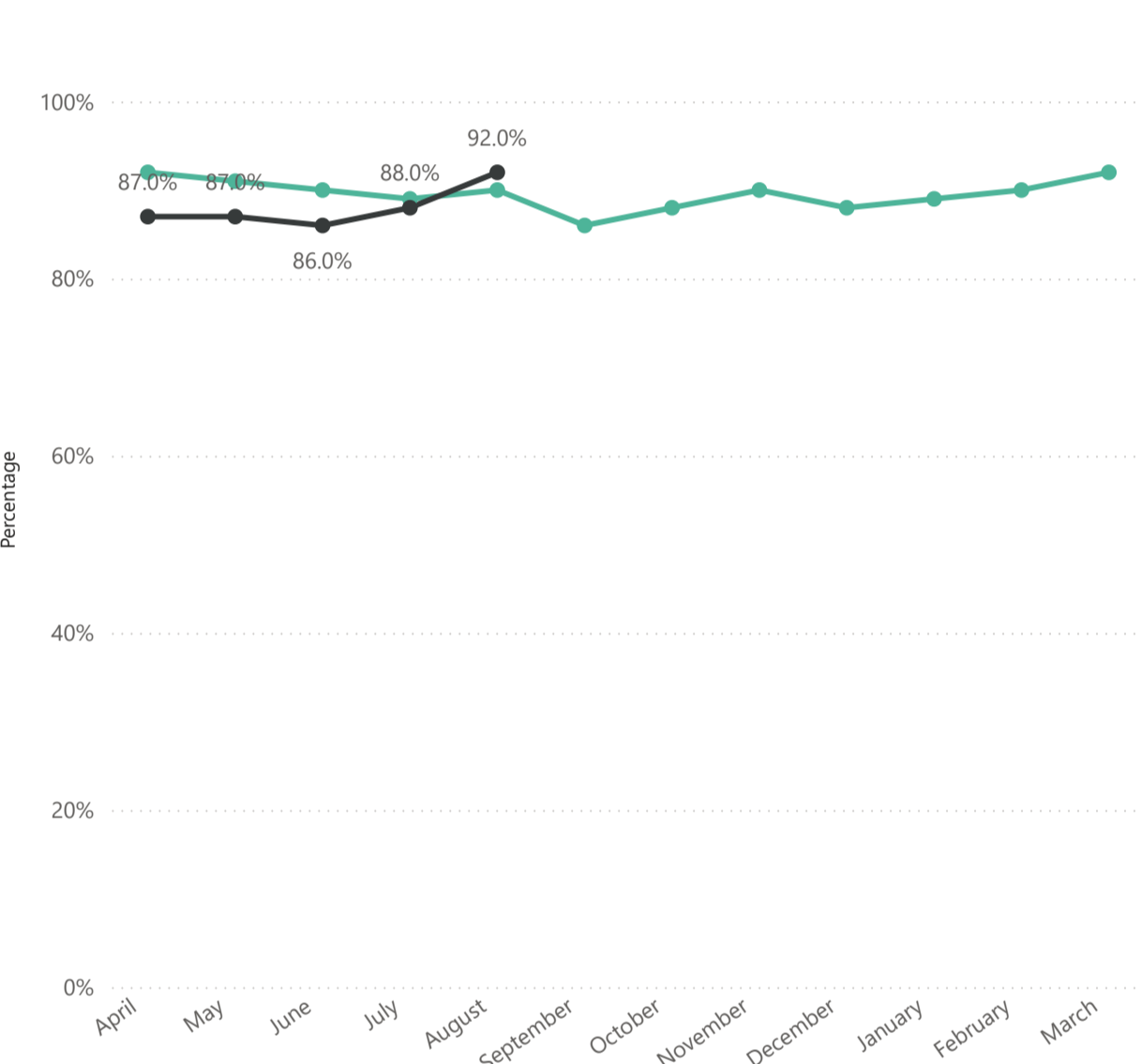
CY02 - Website Satisfaction

Percentage of individuals reported a score of 5 out of 5 for the Council's website

Year

2024-2025

2025-2026



Comment

Number of visits to Website: (August 2025) 230,171

Total responses to the satisfaction survey: 153

Number who gave a score of 5 out of 5: 141 = 92%

Details of respondents who gave a score of 4 or lower:

Complaint about the website (within Communication and Engagement's responsibility): 3, e.g. difficulty finding information / search system

Complaint about the website – specific Service's responsibility: 1, e.g. no data available for waste collection dates

Complaint about a specific Service: 7, e.g. parking charges at Morfa Bychan, waiting times for land searches, no one answering the phone when calling, etc.

Complaint about a third party system: 1, difficulty viewing a planning application on the Tascomi system

These complaints are passed on to the relevant Services and they are supported to resolve these matters as appropriate.

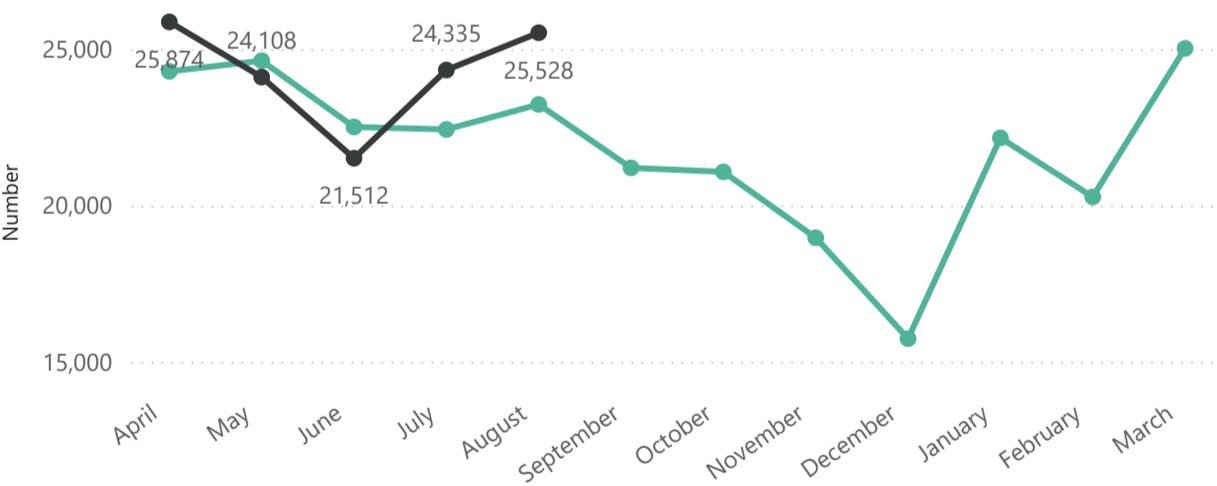
CY05 - Service Requests

Number of service requests submitted online

Year

2024-2025

2025-2026



Comment

2,295 more service requests were submitted than in August 2024.

Several services have seen a slight increase in the number of requests, e.g. Applying for Council Tax reductions, Applying for a Council Tax e-bill, Applying for a bulky waste collection, but two applications have seen a significant increase compared to August 2024:

1. Booking a recycling centre slot – there were 1,308 more applications this year than last year
2. Ordering waste and recycling equipment – there were 754 more applications this year than last year as orders were put on hold last August to enable the service to catch up with a backlog of orders.

CY99 - Other Activity by the Service

Comment

- A social media campaign was conducted in partnership with the Eryri National Park Authority to promote safety among residents and visitors exploring the mountains and coastline of Gwynedd.

- The Council's Social Media Guidelines have been revised, and all Services who manage individual accounts have been requested to adhere to the updated policy.

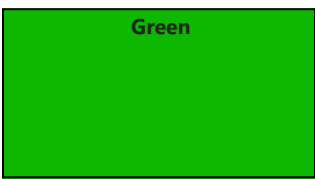
- To ensure the Council website's compliance with the Public Sector Bodies (Websites and Mobile Apps) (No. 2) Accessibility Regulations 2018 and the Equality Act 2010, there is a need to update page templates. Work has been underway for 2 months to move this content to new software, which will solve the accessibility problems that currently exist. The work will take a few months to complete, and it is intended to publish the redesigned website early in the next financial year.

Purpose

Purpose of the Service / Unit: Customer Contact: "To provide prompt and accurate support to our customers to access Council services, by providing solutions, guidance and service"
Purpose of the Service / Unit: Regsitratin - "To hold ceremonies and enable the public to register events and provide copies of certificate in accordance with the requirements of the act"

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Gymraeg

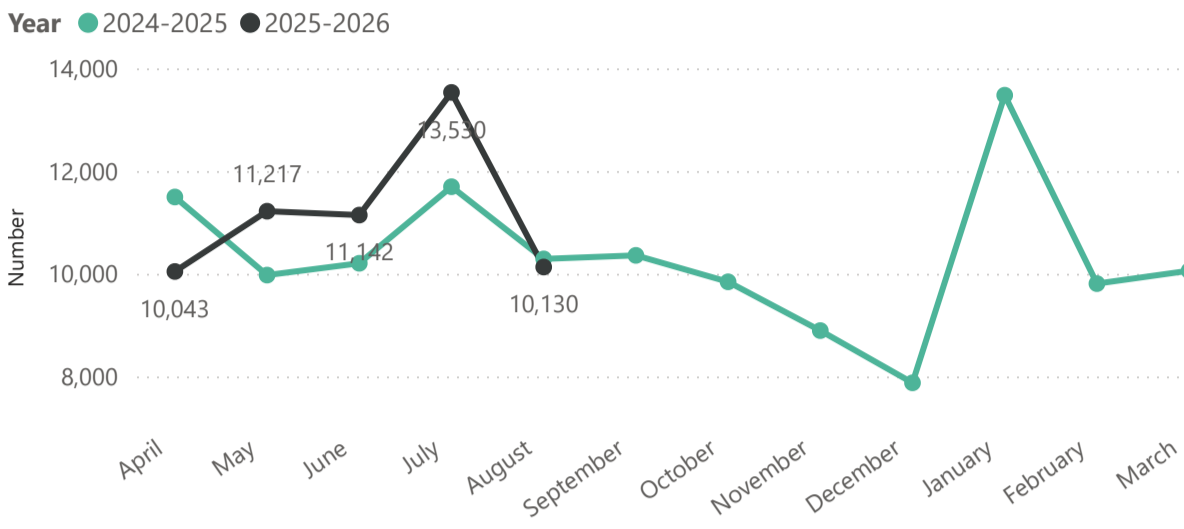
Current Risks



Click here to see the risks

CC03 - Contact Centre Calls

Number of calls answered

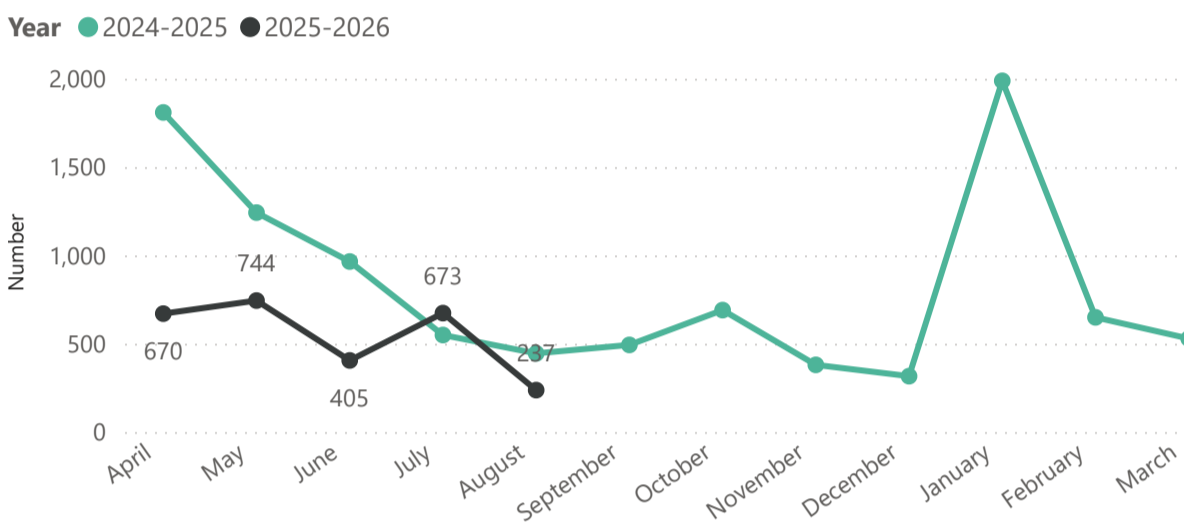


Comment

The number of calls answered / received by the Council has increased during the first four months of this year, with August figures similar to August 2024. There is no obvious reason for this, and the increase appears to be in switchboard calls rather than specific services in the IVR. Galw Gwynedd has moved to using the Council's new phone system (Cisco Webex) since the beginning of May, and the data we get from the system gives us much more detail. Once the rest of the Council has transitioned to using the new phone system, we will be in a better position to start improving service for our customers.

CC03a - Contact Centre Calls

Number of missed calls

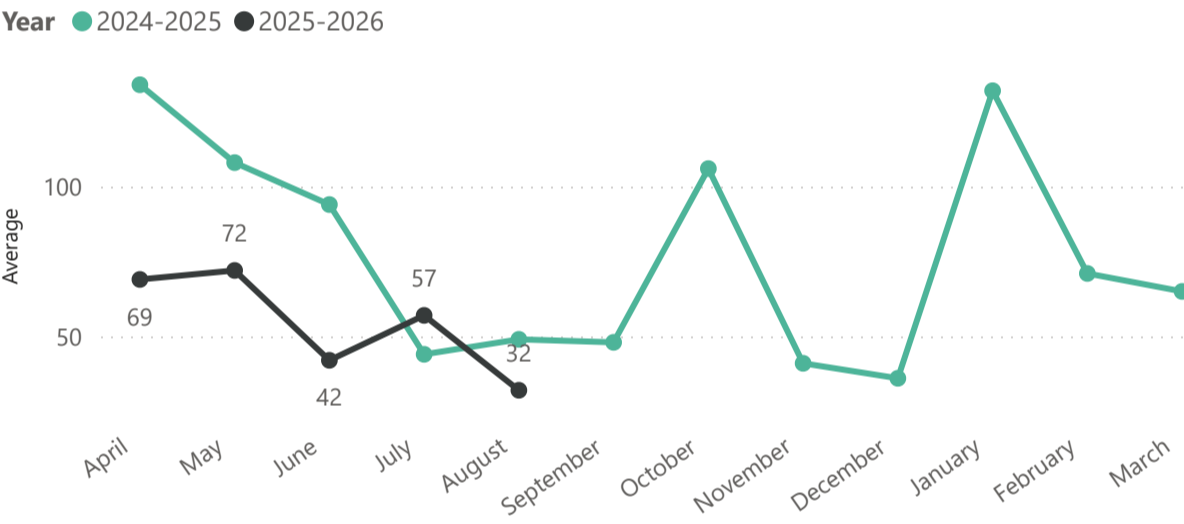


Comment

We had vacancies in the staffing structure during the first four months of this year, which meant we unnecessarily missed calls. We have now filled those positions and recruited casual staff over the summer period, which has led to an improvement in performance and fewer calls being missed.

CC04 - Contact Centre Calls

Average time to answer calls (seconds)

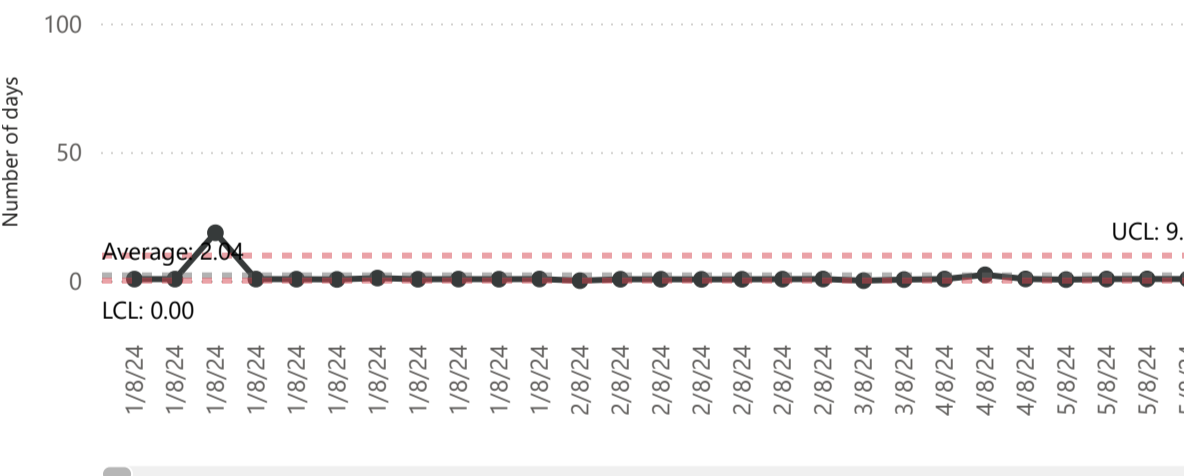


Comment

As noted in the previous indicator, staffing levels has an affect on our ability to answer calls promptly, with customers waiting longer than a minute for us to answer their call during April and May. However, the average response time has come down following recruitment to vacant posts, and also the introduction of the new telephone system which enables us to manage performance more effectively.

CC05c - Blue Badges

Number of days to reach a decision on an individual's eligibility, for a Blue Badge (applications for one year)



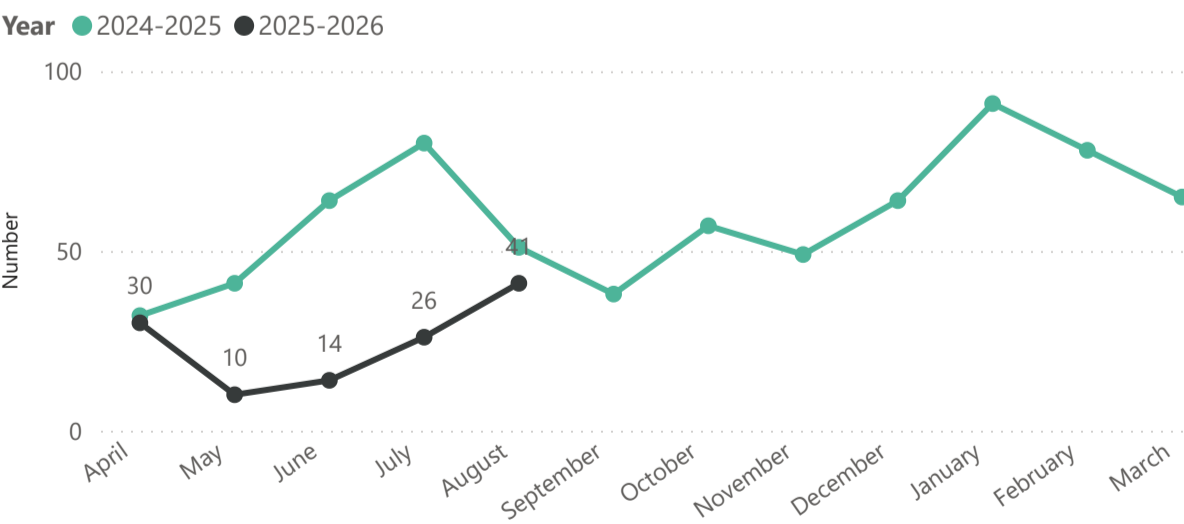
Comment

Over the past year, from August 2024 to July 2025, on average it is reasonable for an individual to wait between 2.04 and 9.75 days for us to reach a decision on their application, after we receive a complete application from the customer. Performance has improved somewhat since March 2025, but the inability to access DWP systems to verify an individual's eligibility for automatic applications has prevented us from making further improvements.

We have received information from Welsh Government that the independent assessment company conducting mobility assessments ceased trading on 31/07, and therefore we have applications awaiting mobility assessments. The Welsh Government has appointed a new company, who are likely to begin assessing during September. It is premature for us to know what impact this change has had on our performance, but we are monitoring the situation to ensure individuals are not waiting too long for a decision on their application.

CC06 - Webchat

Number of webchat transactions

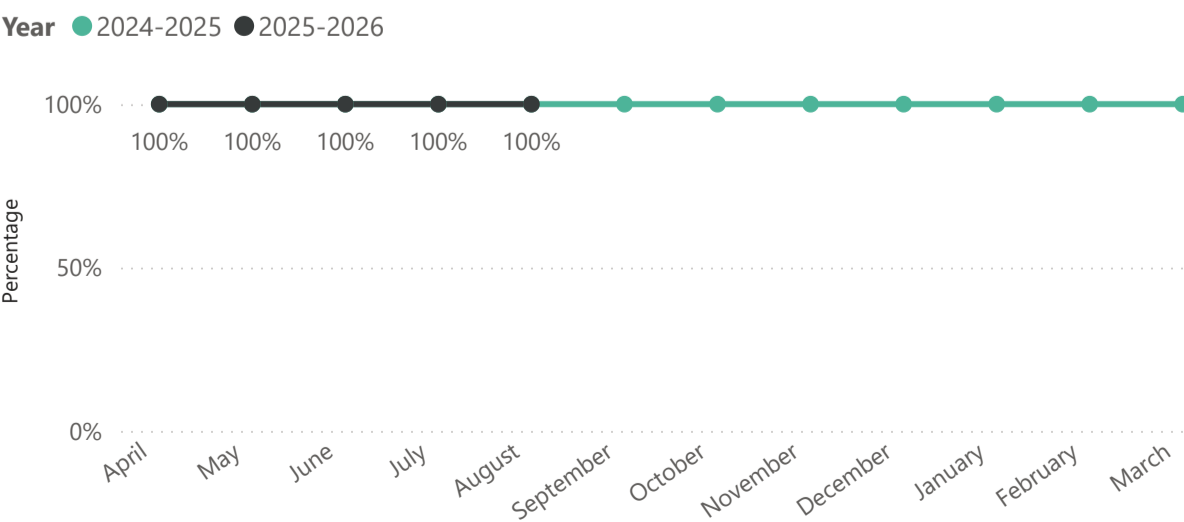


Comment

Vacancies and absences within the structure have prevented us from offering a regular live chat service over recent months, and this is reflected in the number of interactions we have dealt with. We have appointed 3 officers who will start over the next month, with the hope of being able to offer a more stable service going forward.

CC09 - Customer Satisfaction - Registration Service

Customer satisfaction for the service being provided



Comment

▲ No comments to report; everyone who has completed the customer satisfaction questionnaire is happy with the service that has been provided.



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Forward

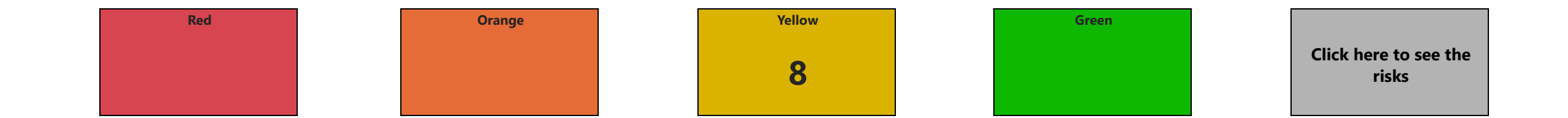


Purpose

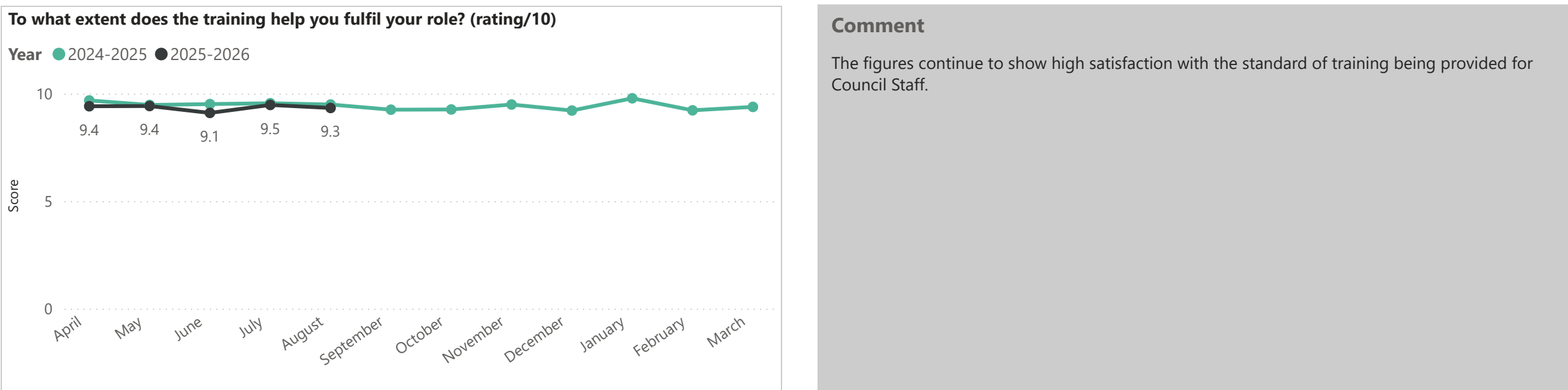
- To support and develop individuals and teams to achieve their role to the best of their ability, in order to provide services of value to the people of Gwynedd
- To develop and foster a culture that enables staff and Members to give their best for the people of Gwynedd
- To attract and develop an appropriate workforce for the future
- To contribute to the development of plans that improve services for the benefit of residents and communities of Gwynedd and local businesses

Newid i Gymraeg

Current Risks



DD1.1 - Training - Satisfaction



DD1.2 - Development Programmes

Comment

Learning and Development Framework – Work ongoing to expand on the range of training courses available to staff. Training courses that had been 'lost' are back, as well as the introduction of new courses. A number of staff from the Learning and Development service are part of the training staff and a forum has been created to support all staff who are involved in training. At present, many of these courses are aimed at Managers and there are plans to expand the range for staff as well.

Organisation Development – 8 members of staff who are Head of Department or Assistant Head of Staff have the opportunity to attend a course organised by Academi Cymru for all north Wales councils, starting September 2025.

Talent and Apprenticeships – The latest round of Recruitment Centres has successfully attracted 10 apprentices and 6 Professional Trainees. This means that the 16 are part of the 46 apprentices and professional trainees currently on the scheme.

DD1.3 - Developments

Comment

In addition to the development and expansion of the Framework work is taking place within the service to identify the different areas within the service, and specific field meetings have been set up to discuss and prioritise work.

Members – A lot of effort is put into encouraging and supporting Members to complete Core training and other training courses to support Members in their role.

Business – Identify opportunities to expand on training delivery and collaborate with external providers and the Procurement regime.

Support – This is a group of service staff who are instrumental in ensuring that all Learning and Development provision is in place and running smoothly.

Organisation Development - Discussions are held on how to develop different cohorts of Council staff. How to support and develop staff, Managers, Assistant Headteachers and the Management Team is in place.

Learning – Undertakes the maintenance of the new Learning and Development Framework and identifies ways to improve and expand provision using multiple sources of information.

e-Learning – There is a great deal of development of e-modules, mandatory courses etc currently taking place as well as identifying new approaches to engaging with staff.

Marketing – There is a definite challenge in trying to engage with all Council staff about the activity of the Learning and Development service, and there are ideas and discussions about how to do that more effectively.

Maes Ialith – As well as providing training to support Welsh language standards for Staff across the Council, work is being done to support many other projects to promote, encourage and support by working with the Language Unit, reporting on the Language Designations etc.

DD2 - Changing the Culture (contibution to Ffordd Gwynedd)

Comment

Work on piloting the Ffordd Gwynedd training modules is underway.

DD3 - Priorities

Comment

Implement and develop on the Learning and Development Framework (2025/2026) ensuring quality, refining bespoke engagement and promoting work.

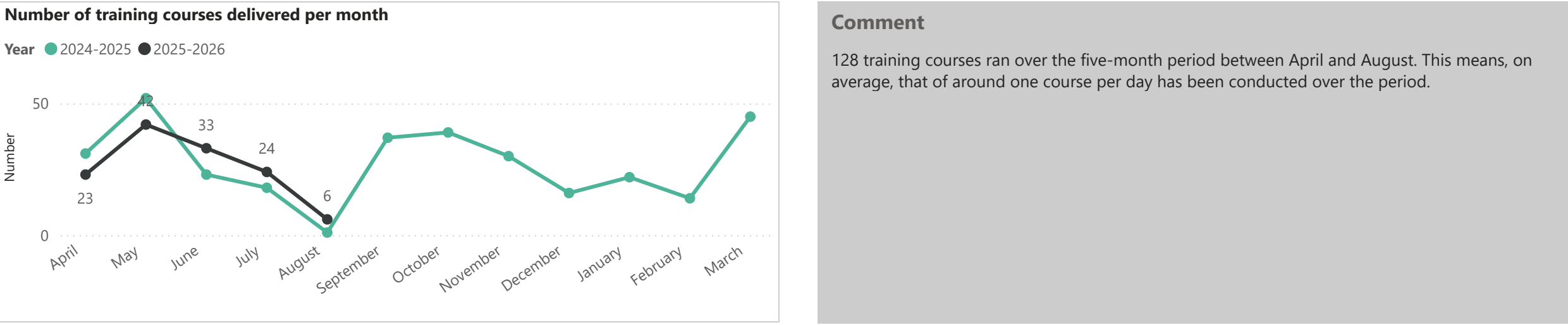
Develop a Framework for Senior Officers and Members.

Expanding on our training/support provision frameworks by meeting the needs of the range of job levels.

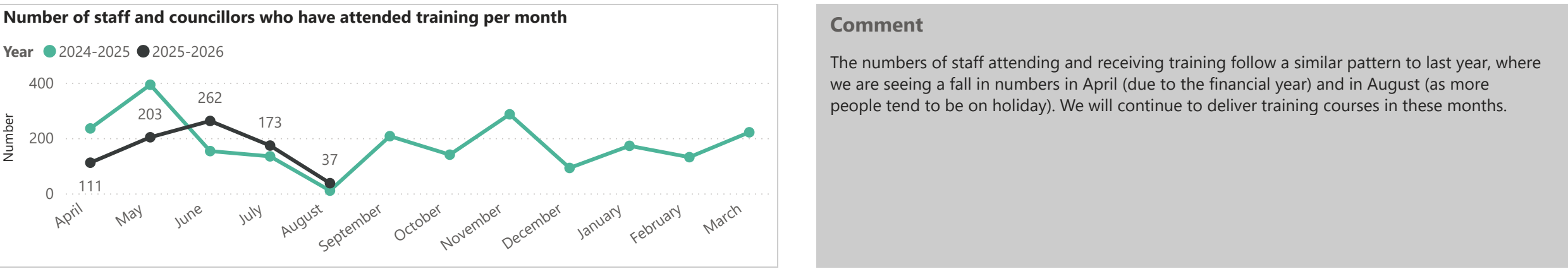
Continue to develop and support Workforce Planning and Talent Development work.

Continue to establish and set up Business and Commissioning arrangements in order to obtain concrete steps in the commissioning of work and to ensure quality for the work of the service.

DD4 - Training



DD5 - Staff and Councillors who have received Training



DD6 - Feedback from Events

Comment

April

DiSC - Very good session that I will take back to my place of work with me. Preferred this session to the 2 day one I had previously done. I think these sessions would be very beneficial to be given to all staff within the home.

Holding Effective Meetings - A practical, valuable session, perhaps coupling the training with training how to chair a Meeting?

Your Financial Well-Being – It's important that everyone has an understanding of this area. Possibly, the content was too detailed.

I-ACT - Got an eye-opening of the things that can be affecting the wellbeing and mental health of staff, and myself!

May

Equality - LGBTQRA+ - The presenter was very good and ran the session naturally and effectively. It sparked interest through it and got everyone in the group to contribute. It would have been good if the slides had been at 2 slides per page, as the text is terribly small.

Welcome - This was a real Welcome Workshop, as we were given a very nice welcome to Gwynedd Council. Thanks a lot.

Ask and Act – Looking at slides on a team call for a morning is challenging. Not enough discussion, videos etc. A face-to-face session would be preferable.

June

Managers Network – feeling that three elements had been too much – the AI presentation and the Customer Charter were new and timely. Could there be some going over old land with Ffordd Gwynedd or could this presentation be made shorter? The room itself was good and much easier and nicer to chat in than in Galeri. What wasn't so good was the screen--small, and hard to see because of light from the roof. It's probably hard to do much about this but having a copy of the slides/presentations in order to read them properly would be useful now.

IOSH - This training was a 'spot on' fair play. This ranged from the resources and structure of the training to the tutor(s) who were particular – they obviously knew his stuff but also knew the organization and how Health and Safety issues were relevant in a local authority context. It is always good to do training with colleagues from other departments within the Council as this is an opportunity to learn about their experiences and also in general to network and meet peers. I've got a lot out of training - learned a lot and enjoyed the experience. Thank you very much for the opportunity. I will encourage all managers within the Service, if they are not ready, to undertake this training. It's hard to see relevance with teams that are in the office all the time. See from our course more relevant to field staff.

July

Basic iGwynedd - It was clear and being able to do an activity ourselves was helpful as it is easier to remember something after doing it yourself in general. The course was basic, but to be fair, it was a Basic Course but there was an opportunity to ask questions of benefit. It will be useful to have the team training available and possibly advanced iGwynedd training to show things that we may not know the system can do. It was useful to find out about Portal 365 which allows sharing documents with Councils and other organisations.

Excel Basic – A great introduction to Excel. Very thorough and not over-simplistic either. A little more time to finish the tasks while in the session would be useful.

August

Equality – LGBTQ+: Sam has made everyone feel confident to be able to speak openly and share opinions. I enjoyed the LGBTQ+ course yesterday. It was full of valuable information and covered important and relevant topics. The discussions were lively and constructive, creating an inclusive and open atmosphere where everyone felt comfortable sharing their views. Sam the coach was excellent and encouraged honest and considerate conversations. An extremely valuable session that left a positive impact on me - I would suggest anyone attend. Perhaps to be more comprehensive of the history in order to give a more definitive background as to why it is important that we are aware of ways to be more inclusive at work, I think this would add to the depth of the session.

Ongoing Evaluation Talks (for Managers and Team Leaders): Mari presented exceptionally well and the toolkit received was extremely good. I would encourage any manager or team leader who wants to be evaluating to attend the course, whether they are an experienced manager or not. An activity or a little more focus on presenting the two-way conversation to our staff has been helpful because evaluation as a label is a barrier for some and there is a small amount of work in terms of persuading us that it is something useful to support staff rather than a hierarchical tick box exercise which is some form of test. It could be in the PowerPoint that's on for iGwynedd but we didn't go into the details of that content.

Purpose

To support the Council's democracy arrangements and promote the Welsh language continuously.

Translation - To provide a standard translation service into Welsh and English both in writing and orally for staff, members and Gwynedd's residents.

Democracy - To provide quality support to Gwynedd Councillors

Language and Scrutiny - To promote and boost the use of the Welsh language in all parts of life in the county and lead on Gwynedd's scrutiny arrangements

Newid i Gymraeg

Current Risks

Red

Orange3

Yellow4

Green

Click here to see the risks

DI1 - Decision Notices

Percentage of decision notices published bilingually within 5 working days

Year

2024-2025

2025-2026

Month	2024-2025 (%)	2025-2026 (%)
April	100.0%	100.0%
May	100.0%	100.0%
June	100.0%	100.0%
July	100.0%	100.0%
August	100.0%	100.0%
September	90.0%	
October	95.0%	
November	80.0%	
December	100.0%	
January	100.0%	
February	100.0%	
March	90.0%	

Comment

Every Decision Notice has been published in accordance with the time scale since April 20025. One Decision Notice was published during August.

DI2 - Satisfaction - Elected Members (Yearly)

Comment

DI3 - Translation Service

Comment

The team has remained very busy in this period, with a high demand for our service, particularly simultaneous translation, within the Council and regionally and nationally.

One ongoing obstacle we have faced is that it is not possible to offer the simultaneous translation service in informal hybrid meetings in Council meeting rooms as the quality of the audio is not of a high enough standard. The IT service is looking into this and hopes to be able to find a satisfactory solution to improve the audio in these rooms.

Further problems have arisen recently with simultaneous translation within Teams. This platform does not seem to allow some contributors from outside the Council to listen to the English translation, and this has affected some meetings, with some having to be rescheduled at short notice. The issue has been raised with the IT Service, but Welsh Government is now looking into it with Microsoft as this is not unique to the Council.

The team has received very positive feedback from our customers both within and outside the Council, and here is a selection of the latest comments we received:

"Thank you very much for responding to this at short notice."

"Just a note of thanks to you both for the translation today, it was a great help to us. Hopefully everything went okay for you with the arrangements."

"Great service from the translation team, thank you for your quick response (Proofreading)."

"Thank you for doing it so quickly, and for responding to the last-minute request to release it sooner because of the reporting timeframe."

"First time using the service – great! Thank you very much for the prompt and accurate work - very happy Barrister."

"Thank you from the Plaid Cymru Group for the high standard of translation at each group meeting"

"Thank you so much for paying urgent attention to this translation - really appreciated!"

Choose Year

▼

2025-2026

▼

Choose Quarter

▼

Qtr 1

▼

Choose Month

▼

August

▼

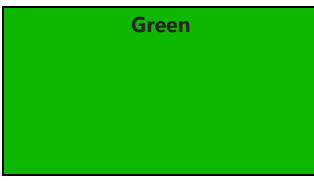
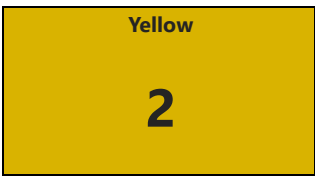
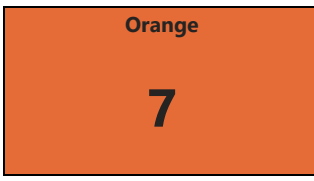
Health, Safety and Welfare - Gail Warrington

Purpose

To provide expert guidance, advice and training in the areas of Health, Safety and Well-being in a proactive and efficient manner. This is to enable the Council to address requirements and reduce internal risks.

Newid i Gymraeg

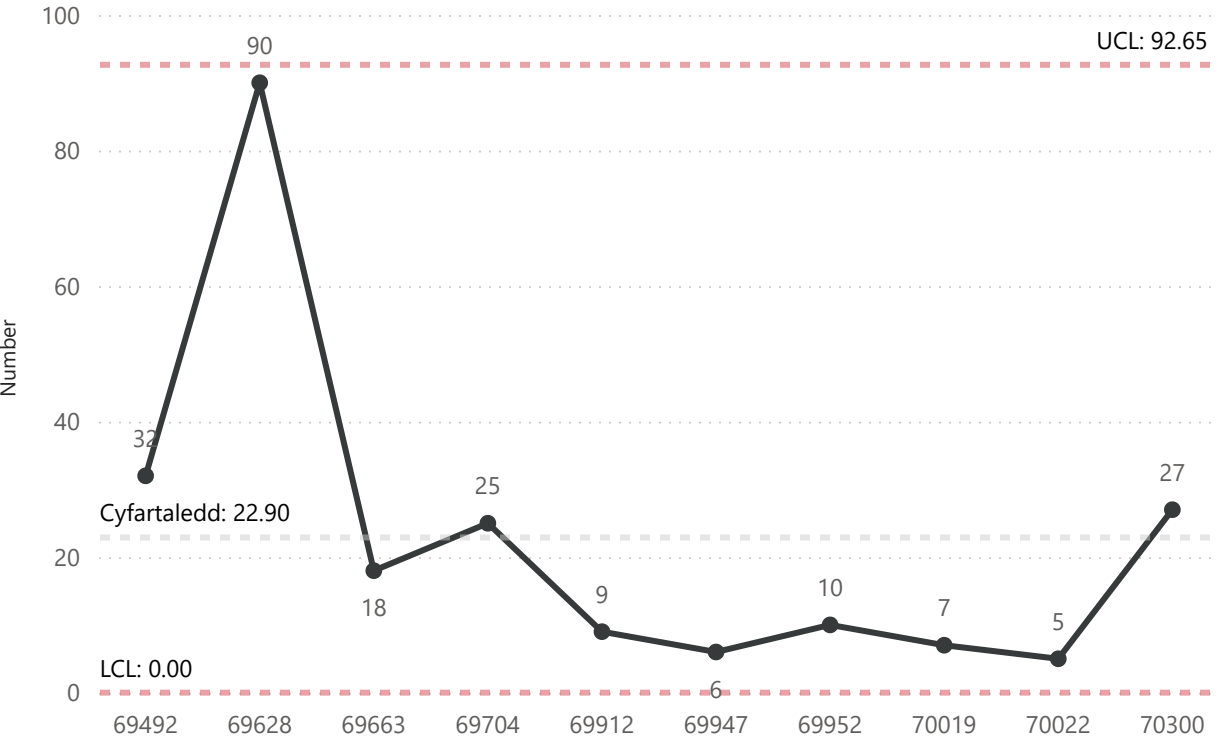
Current Risks



Click here to see the risks

ID1.1 - RIDDOR Reports (Quarterly)

Average time to complete RIDDOR reports during the last quarter



Comment

The new chart shows the dates on which incidents that are reportable under the RIDDOR regulations occurred, and then the date the incidents were reported to the Health and Safety Executive.

Incidents are reportable within 10 or 15 days depending on their RIDDOR category.

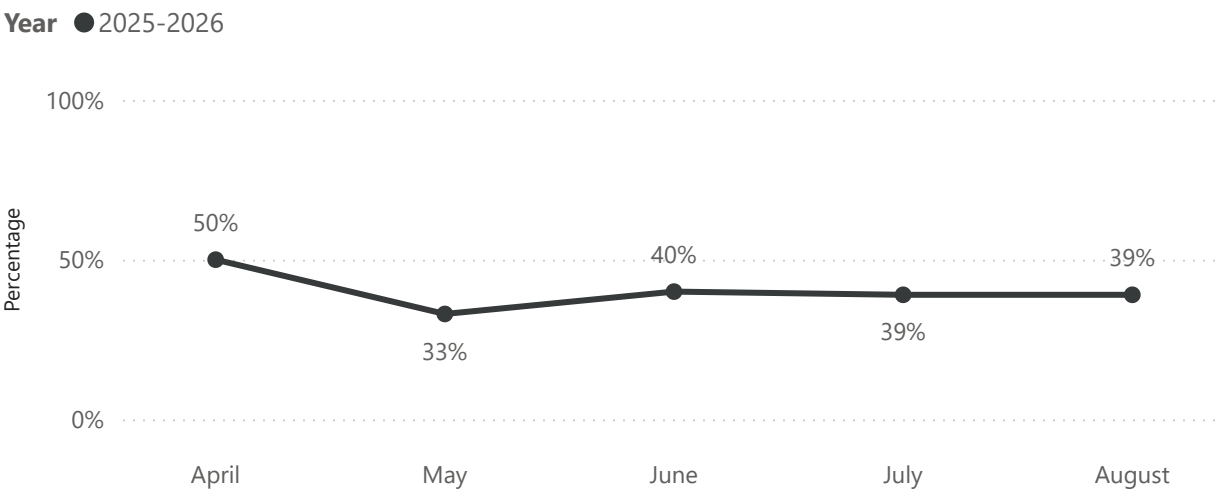
In Quarter 1, 4 out of 10 incidents were reported within the timeframe required under the regulations.

Unfortunately, 3 incidents were reported late because the incident report was late reaching the Health and Safety Unit from the relevant manager.

Another 2 incidents were late due to the staff members not being absent from work, but following an initial investigation it was understood that the staff member had their duties amended. Absences of more than 7 days are reportable under RIDDOR, and the need for amendments to duties for more than 7 days is also reportable. 1 incident, reference 69628, was reported on day 90 which is far beyond the legal requirement. There was no certainty that the Council owned the land, with the possibility that it was owned by Network Rail. Following discussions and then an agreement that the Council is responsible for the land, the incident was then reported by us.

ID2.1 - Referrals to Occupational Health

Percentage of workers who have returned to work following advice from OH after being referred

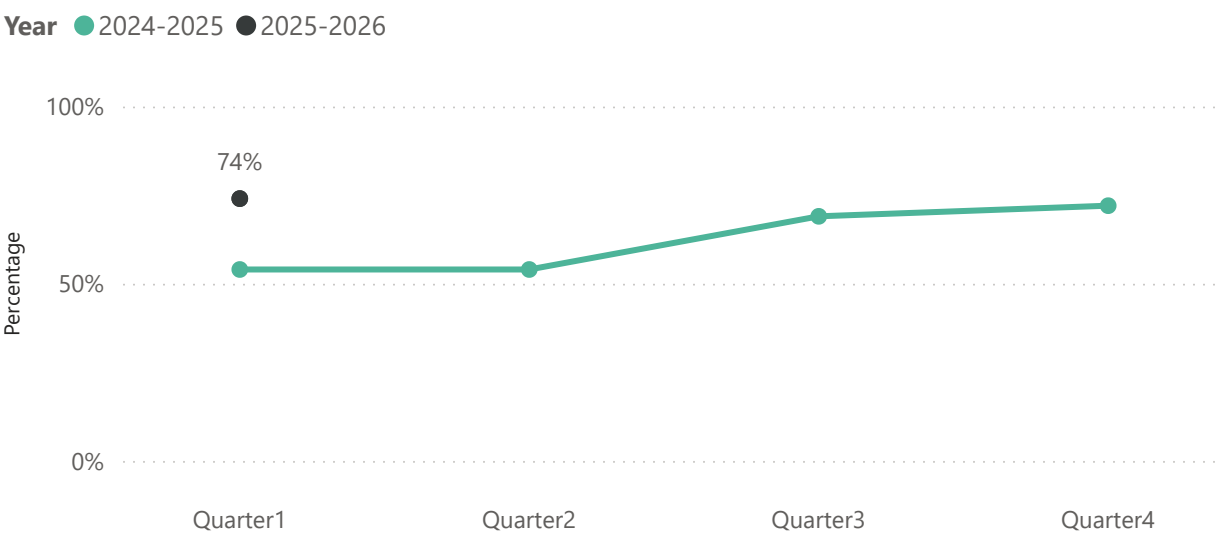


Comment

52 referrals were received to the Occupational Health Unit during August. The number of referrals are always lower for August due to the Summer holidays. 48 staff members attended an appointment at the Unit. 40 out of the 48 appointments were absent from work. Following interventions such as a phased return program, reasonable adjustments to name a few, 19 individuals have declared they are returning back to work.

ID3.1 - IOSH Training (Quarterly)

Percentage of managers who have completed a Safe Management IOSH course



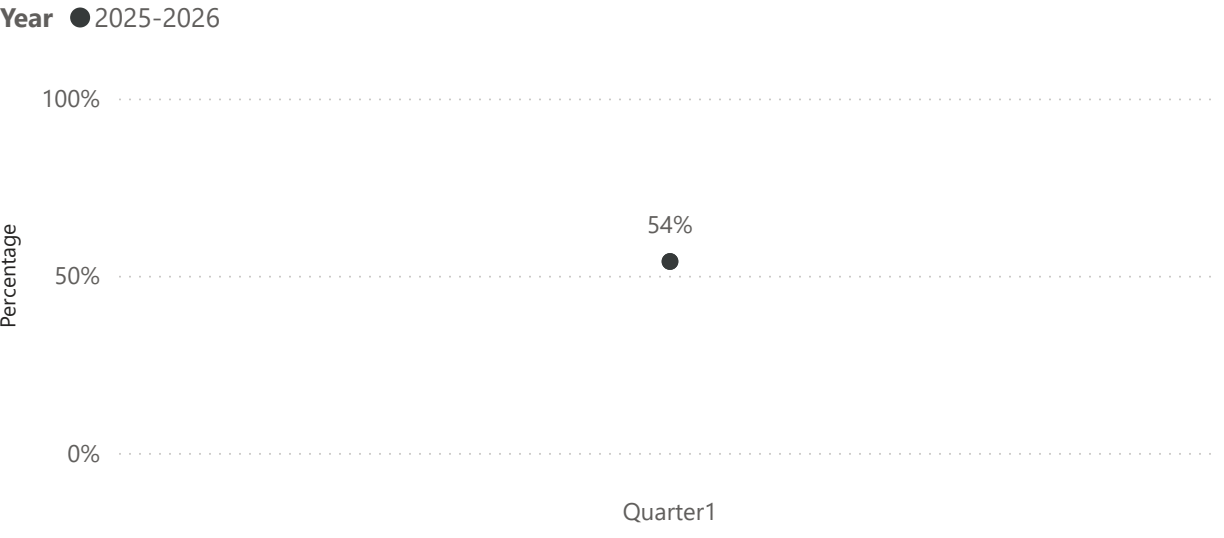
Comment

74% of managers (including Deputy Heads of Department, School Headteachers, Service Managers, Team Leaders/Supervisors, and site managers) have completed IOSH Managing Safely training within the last three years - either the original course or a refresher course.

By the end of 2025, on the basis of how many managers have registered on courses in September - December, the figure should increase to 78-79%.

ID3.2 - Site Management Training (Quarterly)

Percentage of managers who have completed a Site Management course



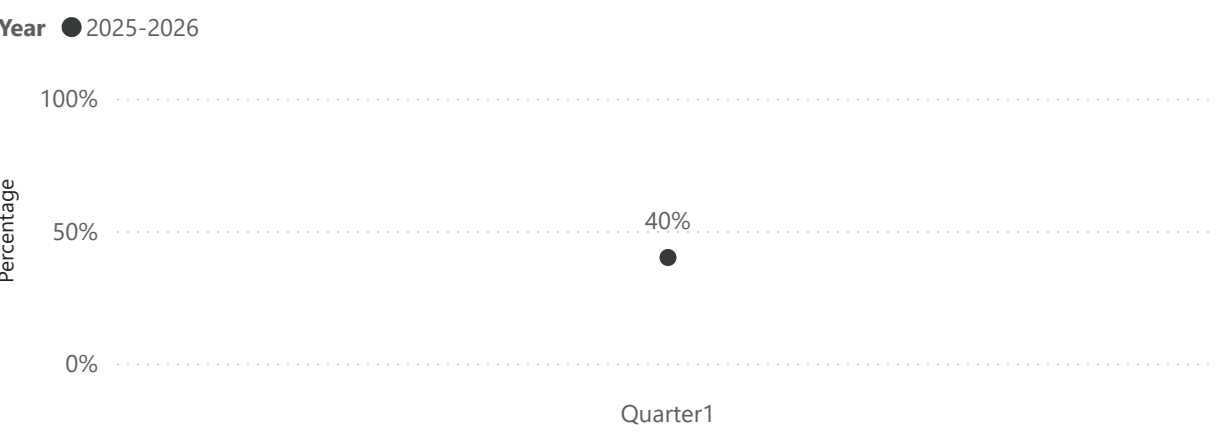
Comment

54% of site managers have completed a Site Management course within the last three years - either the original face-to-face course, or a refresher course.

The refresher course is new within the last few months and work continues to raise awareness of it amongst site managers and it is hoped that this percentage will increase substantially by the end of the year.

ID3.3 - i-Act Training (Quarterly)

Percentage of managers who have completed i-Act course

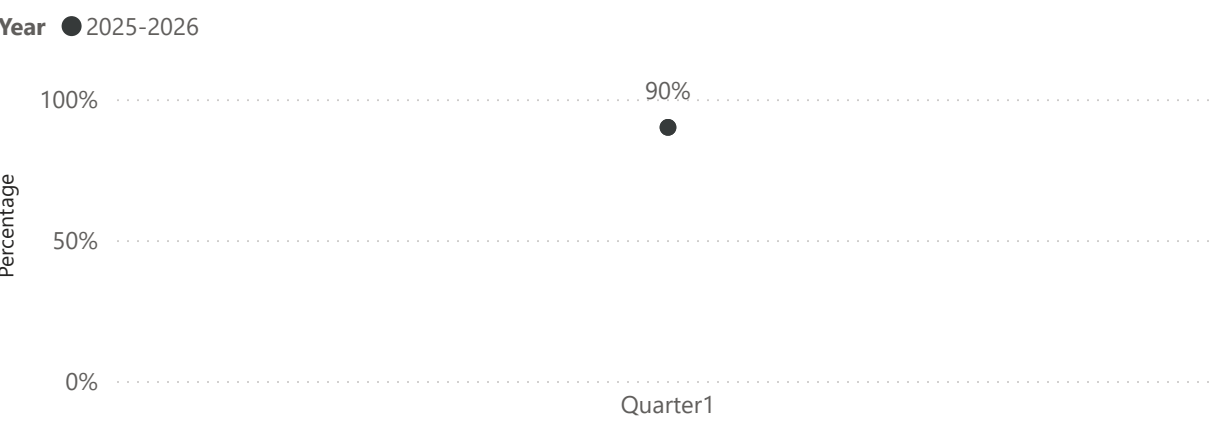


Comment

40% of managers (including Deputy Heads of Department, School Headteachers, Service Managers, Team Leaders/Supervisors) have completed i-act training within the last three years.

ID4.1 - Hearing Tests (Quarterly)

Additional hearing tests that have been conducted following a change in the law

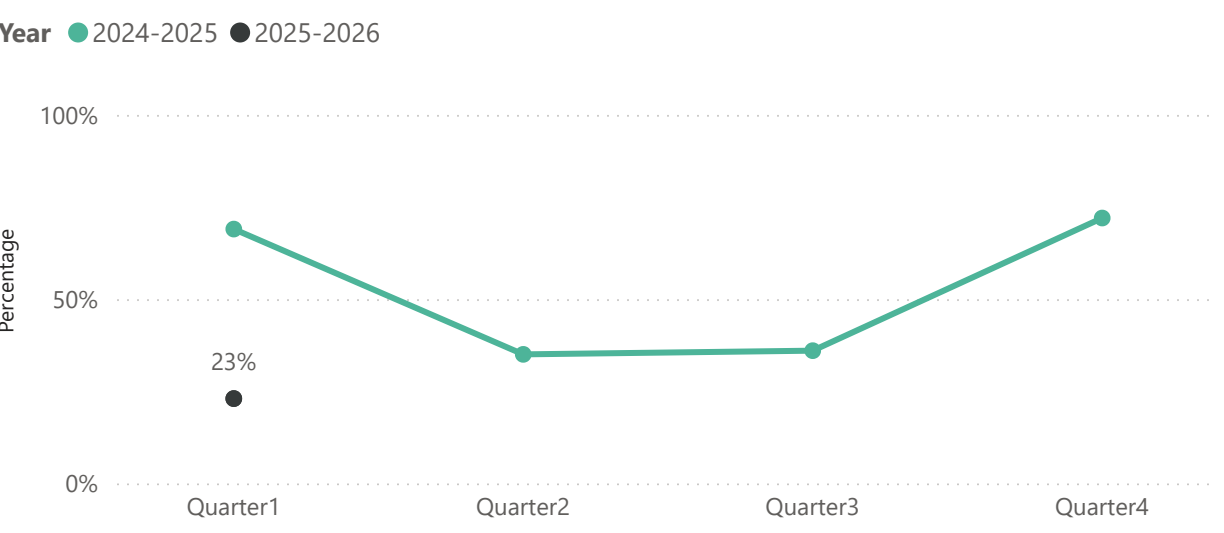


Comment

Health Surveillance testing were carried out on 60 staff members during quarter 1. 54 of those staff members need to be called back for further testing following a change in the law.

ID5 - Counselling (Quarterly)

Percentage of employees receiving more than the four core counselling sessions.



Comment

A total of 87 members of staff have received referrals to MEDRA during quarter 1. 20 of those staff have received more than the four core sessions for counselling.



Back



Forward



Purpose

To enable the Council to handle and manage information in line with statutory requirements and to use it to make the best possible decisions, and enable the public to get access to data and information.

Information Gymraeg

Current Risks

Red

Orange

Yellow

Green

1

2

Click here to see the risks

YG1 - Data Breaches

Number of data breaches reported to the Data Protection Officer

Year

2024-2025

2025-2026

Number

April

May

June

July

August

September

October

November

December

February

March

4

3

2

4

1

2

3

7

1

1

4

Comment

At present the number of data breaches is substantially lower than last year (9 up to the end of August, compared with 24 in the corresponding period in 2024/25 [some cases are still being investigated, with the possibility therefore that the reported number could be slightly higher by the date of the meeting, since the chart uses 'live' data]).

There is no obvious pattern in this reduction; the largest single category is information e-mailed to the incorrect recipient (3 of the 9 breaches this year); these numbers have reduced compared to this time last year (11 of the 24 breaches) but there has also been a similar reduction in the other categories of breaches. It appears therefore that the efforts to raise awareness of this issue, devoting particular attention to e-mails, could be starting to bear fruit although the trends will need to be monitored over a longer time period.

Nevertheless, the number of incidents which were sufficiently serious to be reported to the Information Commissioner has remained at the same level as last year (2 breaches).

YG1a - Data Breaches - Schools

Number of data breaches reported to the Data Protection Officer

Year

2024-2025

2025-2026

Number

May

June

July

September

November

December

1

1

1

2

1

1

Comment

▲ This is a new measure for this year following the transfer of the advisory function for data protection in schools to the Research and Information Service.

3 breaches have been reported this year (April - August); we will need to assess patterns over the longer term to establish the 'usual' current level (on the face of it 3 breaches appears to be a high figure compared with the total of 4 reported last year, but arrangements for recording and reporting data breaches in schools have been strengthened since then).

YG2 - Freedom of Information Requests

Percentage of Freedom of Information Requests answered within 20 working days

Year

2025-2026

Percentage

April

May

June

July

August

84.4%

92.2%

88.1%

89.3%

95.8%

Comment

* August figure is provisional at present since the target date for a number of requests received in August has not yet been reached *

This is being monitored on a monthly basis for the first time this year, but performance for the full year 2024/25 was 76%.

There has therefore been a significant improvement, with performance now having stabilised at around 90%.

It is believed that this improvement is a result of efforts to raise awareness and strengthen arrangements, and the higher profile of this issue in general following the Information Commissioner's Office audit of Council arrangements earlier this year. The work programme in response to this continues.

In addition, a new Power BI dashboard has been published in order to enable officers to maintain 'live' oversight of volumes of requests and response performance by Department and respond to any problems as they arise.

YG3 - Data Protection Requests (Quarterly)

Percentage of Data Protection Requests answered within the timetable

Year

2024-2025

2025-2026

Percentage

Quarter1

Quarter2

Quarter3

Quarter4

72.0%

65.0%

85.0%

85.0%

Comment

▼ 18 requests were received during the quarter, with 13 responded to within the timetable.

The response percentage does tend to vary by quarter within relatively small numbers of requests; in addition half the requests received related to Childrens services, a number of which were complex requests which were challenging to respond to within the timescale. There is concern about the resource available to respond to the requests, if the numbers / complexity of requests in relation to Childrens services were to continue at this level.

YG3a - Data Protection Requests - Schools (Quarterly)

Percentage of Data Protection Requests answered within the timetable

Year

2025-2026

Percentage

Quarter1

100.0%

Comment

▲ New measure, following the transfer of the advisory function for Data Protection for schools to this Service. 5 requests were received during the quarter.

YG4 - Research and Information Projects

Comment

▼ An annual customer satisfaction questionnaire is sent to users of the Record Centre (the Council's paper file store, on the top floor of the Penrallt building). The results of the latest questionnaire show that 100% of users rate the service as 'Excellent' or 'Good' (based on 30 responses), with comments including:
"The service I've received from you has been exceptional "
"A clear process and steps in place, the staff are patient, helpful and ready to help if someone is unsure of the Centre's processes"
There were also a number of useful detailed comments that we will be following up on to improve elements of the arrangements.

Over the past few months Service officers have been working with other departments and an external consultant on a project to transform the way data is used within the Council, as part of the Council's Digital Plan. The project (in this guise) runs until October and the results will include:
- A Data Charter, which will set out a framework and guidance for staff on all aspects of the handling, sharing and communication of data
- Case studies showing how the use of data can lead to better services for Gwynedd residents, which we can then use to promote this agenda across the Council
- Future clarity on the Council's use of platforms to analyse and communicate data
- Establish a list of systems and data fields, which will form the basis for further work on improving data standards.

Otherwise, the recent work of the Research team has focused on the evidence needs of some of the Council's main projects including in the areas of second homes, care, homelessness and poverty. It is also worth noting that the team was part of a small group of councils who were allowed access to initial results of the Office for National Statistics exercise to use administrative data to estimate population figures (this was intended to be used in place of holding a Census). Concerns were raised by ourselves and others about some of these results, and they have now agreed to recommend that the UK Government undertakes another Census in 2031. This is good news in terms of how accurate and reliable population figures will be in the future (while also reducing the financial risk for us of incorrect figures being used in funding formulae), as well as ensuring that Census data will continue to be available for areas such as the number of Welsh speakers. We will continue to keep an eye on this agenda as it develops.

Choose Year

▼

2025-2026

▼

Choose Quarter

▼

Qtr 1

▼

Choose Month

▼

August

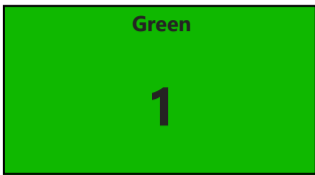
▼

Purpose

To support managers and staff to be satisfied and productive in their work, by providing advice and guidance on employment and equality issues and promoting good practice in both areas
To lead the work of developing local working conditions, and ensuring that equality issues are central to the work of all our services.

Newid i
Gymraeg

Current Risks

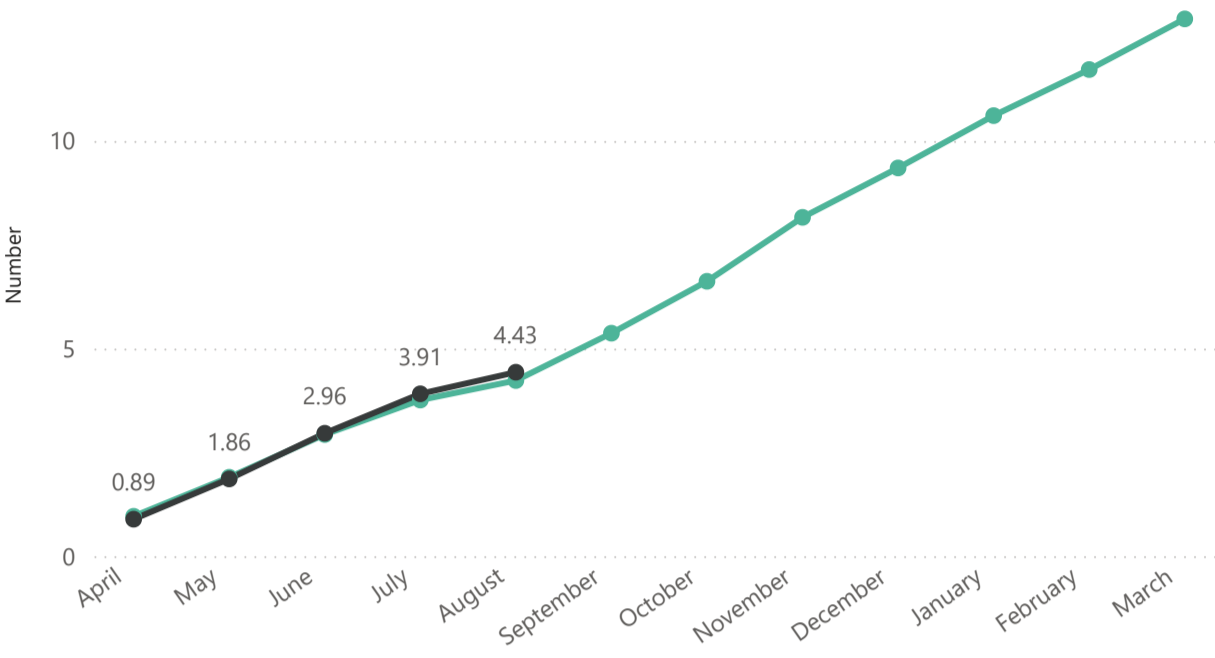


Click here to see the risks

AD01 - Sickness Days

Average number of staff sick days per person in the Council

Year 2024-2025 2025-2026



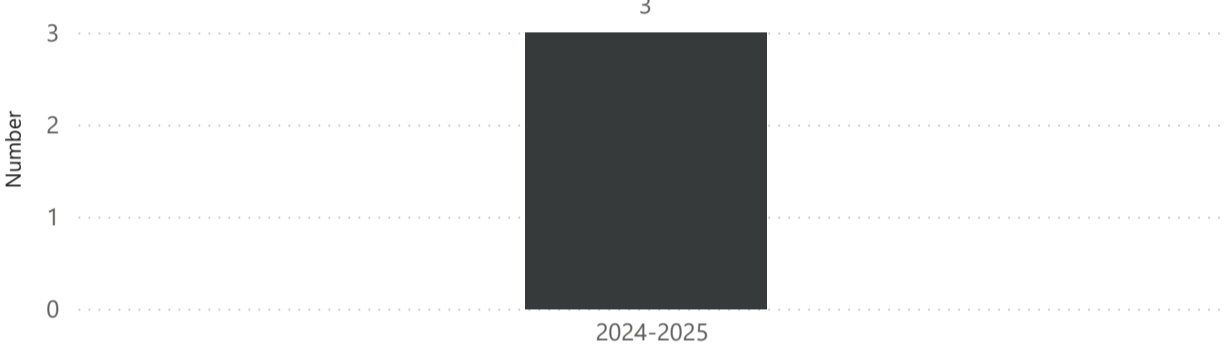
Comment

The latest figure available represents the period between April and August. Even though it is early in the reporting year, the trend thus far reflects what has taken place over the past few years, with an average cumulative 4.43 days lost per employee to sickness absence across all of Cyngor Gwynedd's services (including schools) during the three months in question. In comparison, 4.23 days had been lost at the same stage last year.

A detailed analysis on the year end situation for 2024/25 is to be presented to the Senior Management Team and Local Joint Consultative Committee during the autumn, as a basis for providing a steer on next steps.

AD02 - Employment Appeal Committee (Yearly)

Number of appeals decisions supporting the employer's decision (employment cases referred to the Employment Appeal Committee)

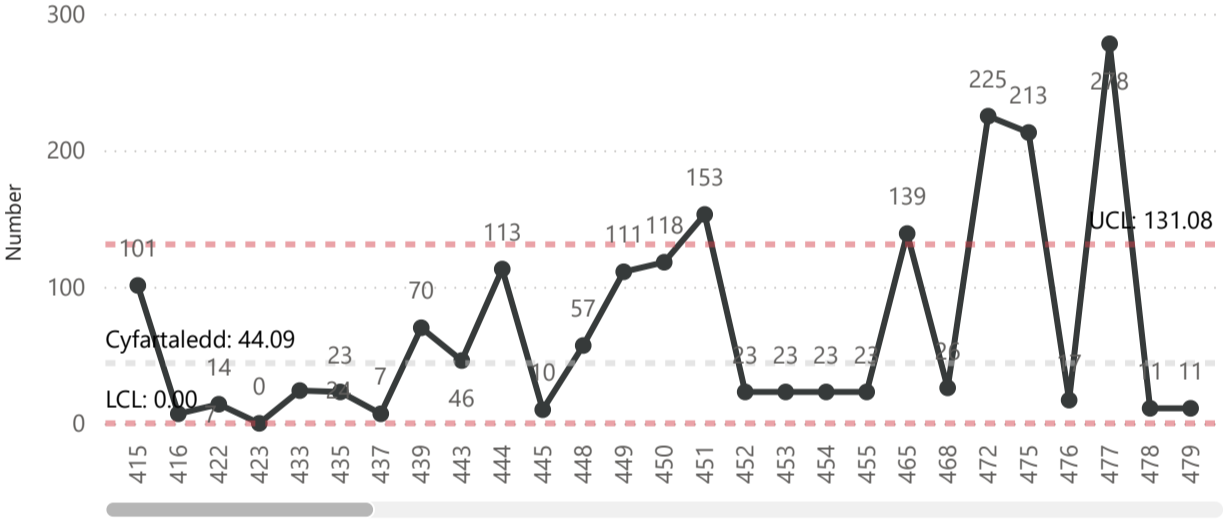


Comment

To be reported upon on an annual basis - as soon as possible following 2025/26

AD03a - Disciplinary

Number of days taken to complete staff disciplinary proceedings



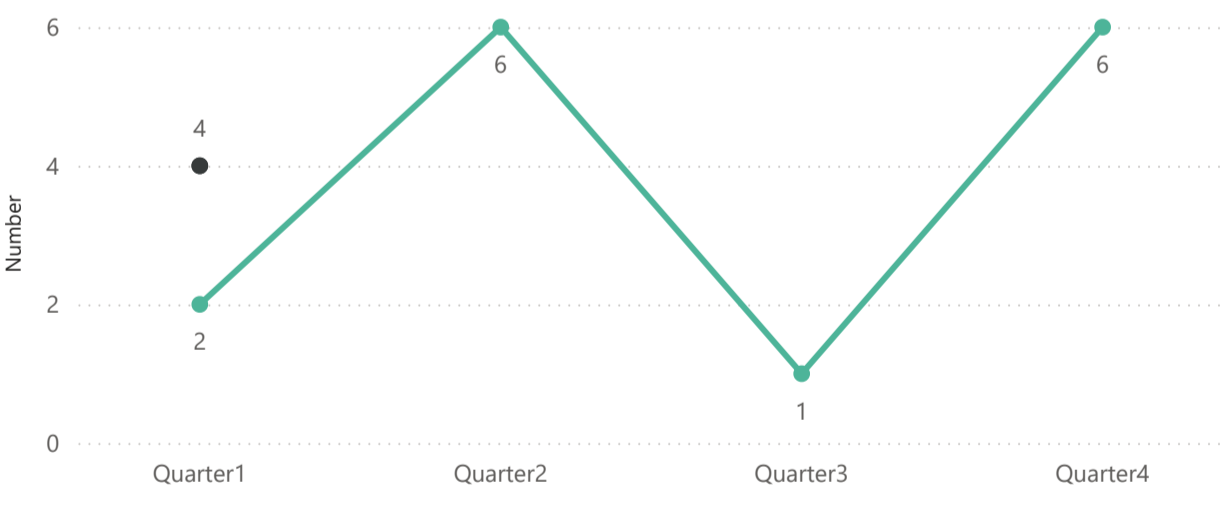
Comment

The trend in the graph shows that the amount of time it takes to resolve disciplinary issues is improving, with the average days being 44 at the moment. This is of course very positive, but we must take heed that performance in this area, be that positive or concerning, can depend on various factors and therefore can fluctuate; some of those factors are complexity and unique factors relating to a case, pressures on the HR Service and the employing departments. in addition to input in some cases from external agencies.

AD03b - Complaints (Quarterly)

Number of staff complaints

Year 2024-2025 2025-2026

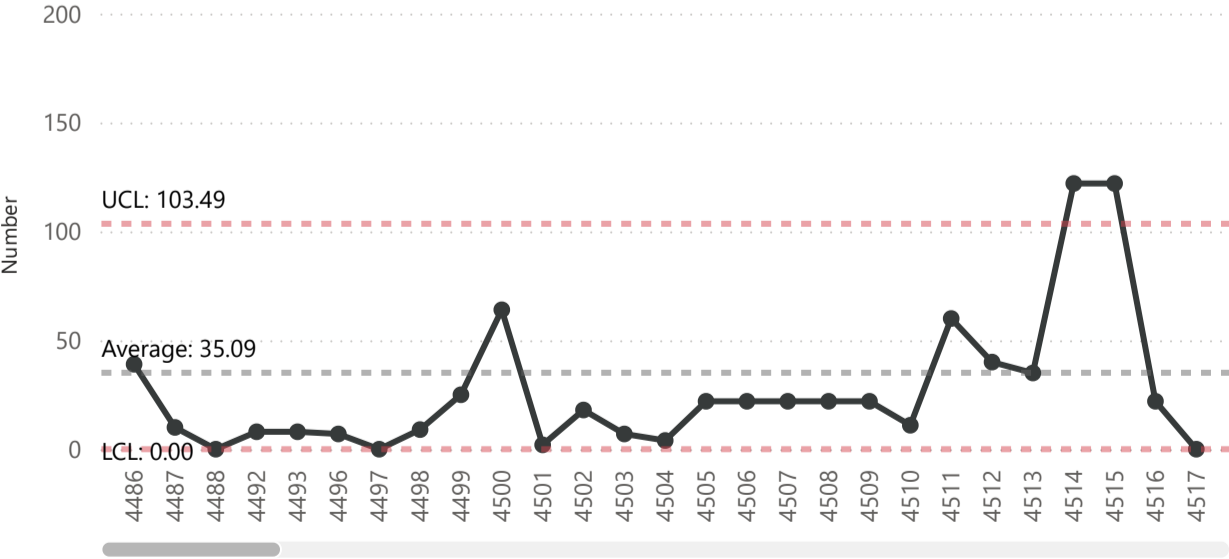


Comment

4 grievances were issued by staff during the first three months of the financial year. 2 of those remain open. In addition, one grievance from 2024/25 remains open.

AD04 - Completion of Job Appraisals

Number of days to complete a job appraisal



Comment

This measure shows the average number of days it takes for the team to complete a job evaluation process on jobs. At the end of 2024/25, the average days were 49.04, but by the end of August this year the figure was 35.09 days. As previously noted, this information does reflect the teams performance in this area, but that performance also depends on the number of applications received and also what are the team's wider priorities.

AD99 - Other Activity by the Service

Comment

We are awaiting detailed guidance from the Equality and Human Rights Commission, further to the legal decision in relation to For Women Scotland vs The Scottish Ministers. Whilst that decision was effective immediately upon its announcement in April 2025, it does mean that organisations will need to consider how they can fully comply with all of the relevant legislation. Publishing the anticipated guidance will be key to the response.