



 [gwynedd.llyw.cymru](http://gwynedd.llyw.cymru)

 [CyngorGwyneddCouncil](https://www.facebook.com/CyngorGwyneddCouncil)

 [CyngorGwynedd](https://twitter.com/CyngorGwynedd)

 [cyngorgwyneddcouncil](https://www.instagram.com/cyngorgwyneddcouncil)

# Economy and Community Department Performance Report

## 2025/26

Leisure and Country Parks Service

Country Park users' satisfaction level

88%

Leisure and Country Parks Service

Leisure Centres' customer satisfaction level

84.51%

Leisure and Country Parks Service

Total number of visits to Leisure Centres (Cumulative)

964,980

Maritime Service

Management and Servicing in accordance with the requirements of the Coast Guard Agency and the Marine Safety Code

96%

Maritime Service

Moorings contracts at Porthmadog, Barmouth and Aberdyfi harbours

273

(an increase of 9% since 2024)

Maritime Service

CUSTOMER SATISFACTION

Beaches – 70%  
Harbours – 88%

Hafan and Pwllheli Harbour Service

Percentage of annual moorings at Hafan Pwllheli and Victoria Dock

96% Hafan  
100% Doc Fictoria

Hafan and Pwllheli Harbour Service

Customer satisfaction percentage at Hafan Pwllheli

91%  
(up from 89%)

Hafan and Pwllheli Harbour Service

Victoria Dock customer satisfaction

98%  
(up from 69%)

Archives Service

Archives Service Customer Satisfaction

91%

Museums and Arts Service

Total number of visitors and people who engage digitally with the museums and galleries

1,212,877

Museums and Arts Service

Museums and Galleries Service Customer Satisfaction %

95%

**Museums and Arts Service**

Percentage of participants benefiting through a Community Arts project

**99%**

**Libraries Service**

Number of loans from Libraries 2025/26

**452,845**

**Libraries Service**

Libraries Customer Satisfaction 2025/26

**98%**

**Libraries Service**

Neuadd Dwyfor customer satisfaction 2025/26

**95%**

Neuadd Dwyfor Ticket Sales and Income 2025/26

**19,602** tickets sold

**£201,565** income from the sale of tickets and Food and Drink

**Tourism, Marketing and Events Service**

74.1% of Gwynedd residents surveyed say that tourism in their area has a positive outcome

**Tourism, Marketing and Events Service**

311% increase from 2024/5 baseline in businesses and enterprises successfully receiving the Gwynedd and Eryri 35 Business Pledge

**Economic Development Service**

Businesses committed to pay their employees a real living wage and to use more of the Welsh language

**97**

**Economic Development Service**

Businesses that have engaged monthly (2025/26 Average)

**4,326**

**Economic Development Service**

Businesses supported to save money and/or increase their income

**185**

**Economic Development Service**

People supported into work

**255**

**Economic Development Service**

People increasing their ability to earn a good salary

**130**

**Regeneration Programmes Service**

Investment in Town Centre  
Regeneration Programmes

**£3,398,526**

**Regeneration Programmes Service**

Number of Commercial Units  
that have returned to use

Support has led to 4  
properties in a town centre  
coming back into use and  
improved the image of 6

**Community Support Service**

Number of Local Groups  
receiving advice or support

**335**

**Community Support Service**

Number of projects that have  
received support for their  
development

**337**

**Economy and Community  
Department**

Percentage of department  
staff who have completed  
Mandatory Training

Safeguarding – 90.1%  
VAWDASV – 92.8%

**Head:** Sioned Williams, **Assistant Head:** Llyr Jones

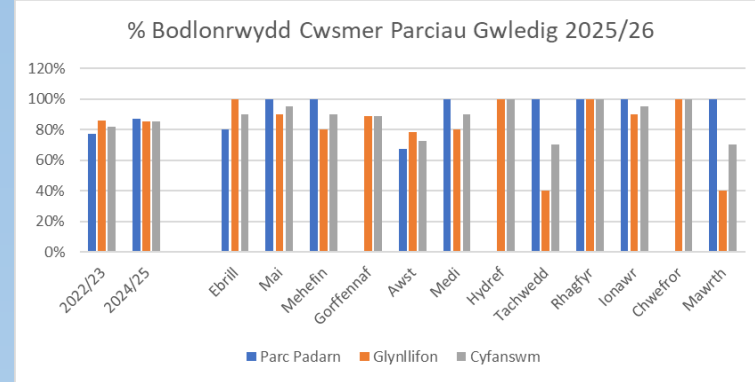
**Responsible Manager:** Carwyn Williams

**Purpose:** Ensure a high-quality safe environment in our Country Parks which will allow local people and tourists to appreciate and enjoy them.

**Performance Indicator:** % Country Parks Customer Satisfaction

**Performance overview:**

Positive	Improvements
<ul style="list-style-type: none"> <li>Fantastic day!! Beautiful gardens, lots of information around the park about the history of the house and gardens. Staff were all so friendly, food excellent. Park area right by cafe so kids could play whilst we had a paned. Great easter egg hunt that kept the kids engaged throughout the walk. Lovely little artisan shops in a little courtyard. We didn't manage to get around all of it so, will definitely be back soon. Really pleasantly surprised at how lovely it was and can't believe we have never heard of it before.</li> <li>Beautiful and almost hidden gem. So many areas to explore, perfect for dog walking or just exploring on your own. I call it my happy place.</li> <li>The activities set up in the courtyard were fab for all ages (bean bags in buckets, frisbees through holes, knocking tins down, eggs in the tube, etc) and everyone in our group from 8 to 80 enjoyed these.</li> </ul>	<ul style="list-style-type: none"> <li>Very interesting park with a huge potential, if somebody is willing to invest here....</li> <li>Streams are clogged up and water features abandoned or poorly preserved. Many plants who have signs attached are either dead or cut down ! The natural forests are lovely but the areas that require human consideration have been given none.</li> <li>Cafe was closed due to staffing issues, which is a great loss to visitors, I'm sure many will come because there is a cafe on site.</li> </ul>



- Admission Charge – 2025/26 was the busiest year in terms of the number of visitors to the parc since records began.
- Events – The Parc held the first ever Easter Egg Hunt in 2025. A successful event with more visiting over the Easter weekend 2025 than the total April visits in 2024. During the summer, we set up Fun Fair games with very positive feedback from the Parc visitors and tenants. The August income was 104% higher than the August 2024 income.
- Entry fee discount – An advert on the back of all Parc Padarn parking tickets now offers a 10% discount on any Parc Glynllifon day ticket if you visit within 7 days. Approximately 60,000 parking tickets a year are sold at Parc Padarn, and is therefore an opportunity to promote and market Parc Glynllifon.
- Grants – An Expression of Interest Application was submitted to the Lottery for £2.6m. The application was successful and we were invited to submit a bid for development money during 2026/27.
- Maintenance – The Wardens have been improving the accessibility of the site by laying 100 tonnes of slate waste on the paths. Although we have had many days with strong winds and trees have fallen within the Parc over the winter, the wardens have managed to keep the Parc open by being diligent and ensuring that the paths are safe and by clearing away any mess.



# Parc Padarn

Average customer satisfaction **94%** (Parks 88%)

[Back to the dashboard](#)

**Head:** Sioned Williams, **Assistant Head:** Llyr Jones

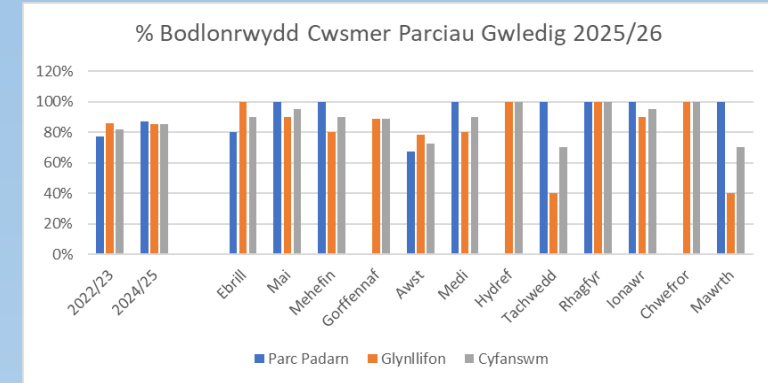
**Responsible Manager:** Carwyn Williams

**Purpose:** Ensure a high-quality safe environment in our Country Parks which will allow local people and tourists to appreciate and enjoy them.

**Performance Indicator:** % Country Parks Customer Satisfaction

## Performance overview:

Positive	Improvements
<ul style="list-style-type: none"> <li>• Good place for kids</li> <li>• Amazing views and amazing walk with the dog</li> </ul> <p>Beautiful place for a walk - wheelchair accessible</p> <ul style="list-style-type: none"> <li>• Good parking and then excellent walks.</li> <li>• I absolutely loved my walk around Lake Padarn — it's one of those places that perfectly captures the beauty of North Wales. The trail is well-marked and easy to follow, offering a mix of woodland paths, open lakeside stretches, and incredible mountain scenery, especially with Snowdon (Yr Wyddfa) in the background</li> </ul>	<ul style="list-style-type: none"> <li>• Basically, it is a beautiful park with lots to see and discover, but at the moment a lot of construction and renovation work is going on, so not everything is open.</li> <li>• Really disappointed that the museum was closed</li> <li>• It would be great if Parc Padarn itself was better maintained, there are so many invasive plants and it doesn't seem that any work to reduce them is done? Is there a management plan? Maybe share this with the community, why not have community volunteer days etc?</li> </ul>



- Invasive plants – During May 2025 Truxtor boats were on Llyn Padarn to commence the work of removing the invasive weeds. From September onwards there was an arrangement in place with BSAC for divers to come voluntarily to Llyn Padarn to continue with the work of removing the invasive weeds.
- Grants from the LUF, Brilliant Basics, Cadw and the National Grid – restoration work on the Incline completed as well as the new Welcome block. Most of the work in the car park has been completed. A tender package for the Fire Queen and Hafod Owen has been shared and contractors appointed to commence the restoration work during 2026/27. A tender had also been completed for the nature interpretation work in the Welcome Block and improvements to the interpretation work within the Quarry Hospital and the Fire Queen shed.
- National Grid and Slate Museum – The National Grid and the re-cabling work caused the Parc to lose ¼ of the Gilfach Ddu car park and the Railway was also closed occasionally. The Slate Museum had closed for the re-development which meant that some visitors to the Parc were disappointed with what was offered. Nevertheless, the Parc created a new Facebook page and made an effort to share information with visitors over the last year.



# Byw'n Iach

Average customer satisfaction **84.51%**

[Back to the dashboard](#)

**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Trystan Pritchard – Managing Director, Byw'n Iach,

**Purpose:** Support the Byw'n Iach Company to provide sports and leisure activities to improve the well-being of Gwynedd residents

**Performance Indicator:** % Byw'n Iach Customer Satisfaction

**Performance overview:**

The end of 2025/26 customer satisfaction figures show a small reduction from 84.51% to 84.26% with a general score of 4.21 out of 5.

Communication, Staff and Fitness Classes have all improved. 524 customers responded, with 119 different comments.

'Staff' continues to perform best (93.2%) with the Fitness Room (78.37%) and Facilities (77.17%) scoring lowest again.

'Facilities' also shows the biggest reduction – 2.5% while 'Fitness Classes' shows the biggest increase – 4.5%.



Positive	Improvements
----------	--------------

**Bro Dysynni** - "The staff are really knowledgeable & helpful. I have struggled over the last few years getting my confidence & fitness back up. They have all been really supportive. Thank you."

**Glaslyn** - "The leisure centre has made a real difference to my life! The Aquafit sessions and the circuits keep me moving and the staff are brilliant! The other customers are friendly and it's lovely to have the library and the bank and the excellent cafe in the building!!!"

**Plas Ffrancon** - "Staff at Plas Ffrancon are FANTASTIC. They make the place what it is, creating a feeling of community and family! "

**Arfon** - "The use of Welsh first by all members of staff add to the homely feeling that exists at the centre in Caernarfon."  
"Great facilities, great staff and very value for money! Very good all! "

**Pavillion** The quality of fitness classes have improved over the last 9 months,Jody,Paula and Meg's classes are fantastic."

**Penllyn** - Thank you very much for the excellent service.

**Arfon:** "Byw'n Iach Arfon desperately needs modernisation inside and out the pool changing rooms especially "

**Bro Dysynni:** "A range of fitness classes and more of them "

**Dwyfor:** "Changing rooms. The showers are old and weak. Not enough resources for a family (children change in the adults' rooms). The floors can be wet and slippery and the drains are dirty. "

**Glaslyn:** "More extensive equipment in the fitness and weights room - e.g. kettlebells"

**Pafiliwn:** " just need the equipment updating/replacing"

**Penllyn:** "I would get much better value for money if the gym opened earlier on more than one day a week it is not enough at present "

**Plas Ffrancon:** "More of the same fitness machines "

**Plas Silyn:** "Some classes are popular and fill up quickly, perhaps offer more classes".

# Byw'n Iach

Total number of visits 964,980 (>5.6% compared to 2024/25)

[Back to the dashboard](#)

**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Trystan Pritchard – Managing Director, Byw'n Iach,

**Purpose:** Supporting the Byw'n Iach Company to provide sports and leisure activities to improve the well-being of the community.

**Performance Indicator:** Total Number of Byw'n Iach Visits

## Performance overview:

Numbers on the Direct Debit Scheme (DU), April to August 2025, numbers consistent with the same period last year.

Then over 7 months, the numbers grew to 4,229 (March 24, 3,650) – an increase of 579.

- Number of Swimming Lessons – have stabilised following the COVID waiting lists. 1:1 programmes and specialist programmes are being delivered.

- Occasional income – impact of increase in DD customers but need more information following the report on month 13. A strong drive within the company to regain or ensure the continuation of the NERS customers.

- Cumulative visits down. Many reasons, a little less use by schools, more DD customers, but the main reason is the change in the club use 'multiplier' in the recording system. This has likely been too high historically, and by now the 'block hire' has gone, and different 'products' are used with a lower multiplier, but more correct, e.g. five-a-side football before was previously 50 as an user, but is now 15. Therefore, the current picture is more correct.

Centres generally report that there is a reduction in school and club use, and school swimming is decreasing mainly in terms of the duration of the course (often 10 weeks).

- Canolfan Dwyfor Projects/Grants – Special fitness space created and open from 30 April – potential for 150 new members and a prominent joint-working project with local GPs.

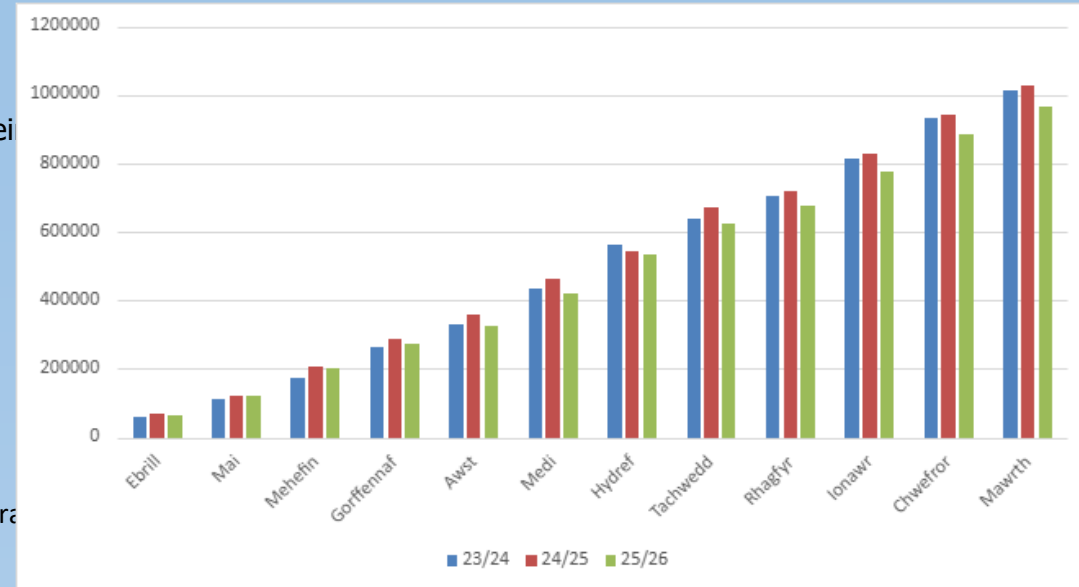
- 64 new members in Bangor having installed the Biocircuit equipment.

- Bro Dysynni all weather pitch about to open following a grant of £300,000 from Sports Wales.

- Arfon fitness area project about to commence to transform the existing gym and enable more health-referred training and classes – obvious emphasis on public health in the company's strategy.

- A pilot scheme with Ysbyty Eryri Stroke Team has significantly improved the key health indicators of 12 patients, therefore the scheme to be expanded across the county.

- Further developments with health concentrating on patients with diabetes, heart disease and those overweight but on lists awaiting surgery – waiting for the result of an application for £80k of NHS funding.



# Economy and Community Department: Maritime Service

[Back to the dashboard](#)

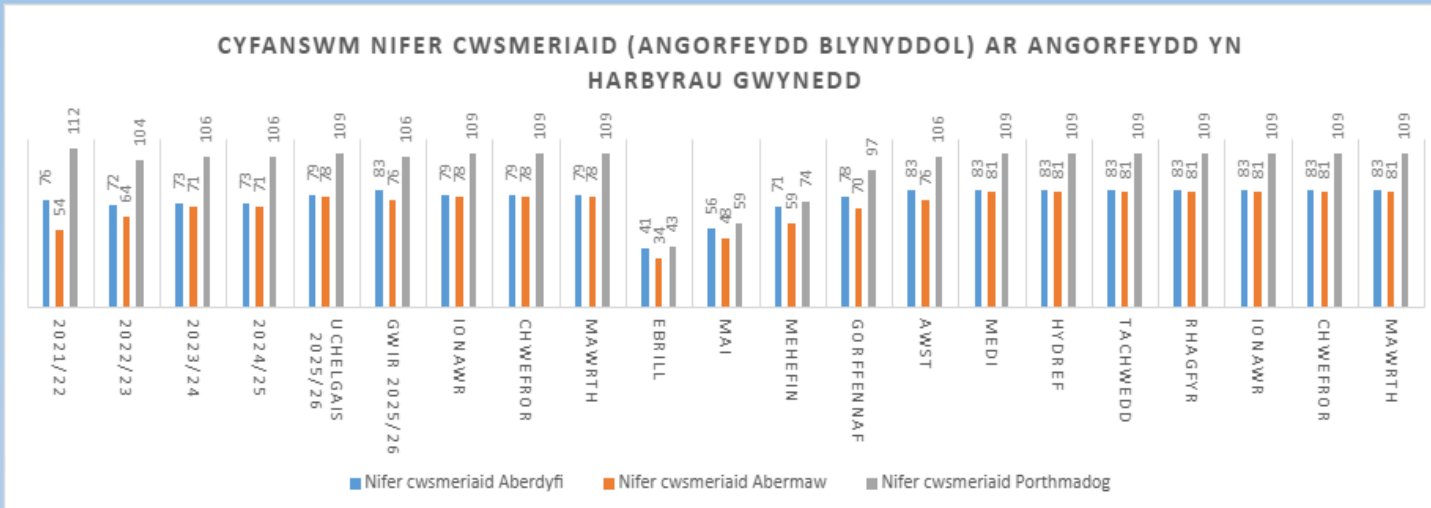
**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Bryn Pritchard-Jones

**Purpose:** Safely manage Gwynedd's beaches and harbours and retain the number of loyal customers in our harbours and attract new customers annually

**Performance Indicator:** Cyngor Gwynedd's total harbour moorings customers

## Performance Overview:



During the year, there were several storms and periods of strong winds which had a significant impact on the harbours. Some boats broke free from their moorings, others sank and several navigation aids were damaged. The Service's officers responded at short-notice, often outside normal working hours, to limit or prevent further damage and to ensure that no pollution discharged into harbour waters.

The total number of customers with a mooring agreement in our harbours for 2025 has increased by 9% compared to 2024, reflecting the increasing demand for harbour facilities and services. Continuous investment has improved users' experience and has made the harbours more attractive, enabling every harbour to attract new customers and increase the number of visitor boats that stay on temporary moorings. This boosts the local economy and is a vital source of income for the Service.

Dynamic navigation channels and silt continue to create significant challenges and has an impact on the service's ability to provide safe mooring areas and access into the harbour for customers. The service closely monitors the navigation channels and the silting levels and works to maintain and manage safe moorings and is inspecting ways of alleviating the impact of silting on the entrance.



Due to the volatile weather over the winter months, together with the lack of availability of a contractor to re-locate the equipment, the percentage of navigation aids on station have reduced to 81.5%. The service has invested in new equipment, and there are plans afoot to install these during April and May when the weather is more stable.

An independent individual was appointed to undertake an inspection to ensure that the Council complies with the requirements of the Port Marine Safety Code. The inspection was completed in February with a very positive result. A 'Statement of Compliance' has already been published on the Council's website, together with the Code's documentation – [Port Marine Safety Code and Maritime Facilities](#)

# Economy and Community Department: Maritime Service

[Back to the dashboard](#)

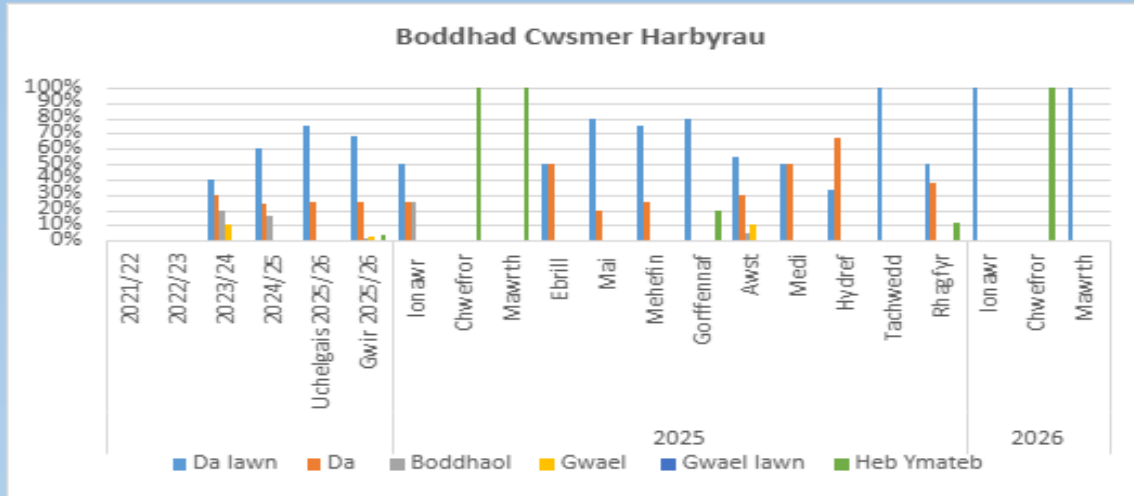
**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Bryn Pritchard-Jones

**Purpose:** Safely manage Gwynedd's beaches and harbours and retain the number of loyal customers in our harbours and attract new customers annually

**Performance Indicator:** Gwynedd Harbours Customer Satisfaction

## Performance Overview:



A high percentage of respondents (88%) noted that their experience of the harbours during the year was 'Very Good' or 'Good'. We received constant comments about the professionalism of our officers, with many drawing attention to the fact that they went 'above and beyond' to assist customers. This was particularly true when there were difficulties during harsh weather, or when advice was needed regarding navigation or mooring within the harbour. Many also noted how clean and tidy the harbours are. Positive comments about the customer care provided by the team regularly appear in our customer satisfaction surveys, and this is probably one of the main reasons we've been able to retain our customers year after year. Concerns were also raised by many about the silting within Barmouth harbour, with some customers having difficulties due to shallow depths.

**Offices:** The proposed plans and designs for the development of a new harbour office in Aberdyfi have been completed and have been submitted to the Eryri National Park Planning Department for observations. In addition, the work of improving the Porthmadog harbour office building has now been completed, this will ensure that there is suitable space and facilities for staff.

The scheme to improve the external compound in Porthmadog harbour was also completed during the last year. The improvements included laying a concrete surface, safety gates, together with a new periphery fence. We have received several positive comments about the appearance of the site, especially from residents who live near the harbour.



**Aberdyfi Jetty:** In March, the project to renew the wooden jetty at Aberdyfi was completed. The scheme, partly funded by SPF funding, has transformed the structure, and has restored and strengthened its construction, improved safety, accessibility and has also improved its general appearance.

**Support:** During the period of challenging weather at the start of January, the Maritime Service provided valuable support to Adults Service by transporting carers from across the county, enabling them to continue providing care to vulnerable residents.

**Staff:** One member of staff within the department completed a Harbour Master's Diploma, which was fully funded by the Council. The qualification strengthens the skills and technical knowledge within the team. Also, another member of staff completed a six weeks voyage across the Atlantic Ocean – the experience and skills gained during the voyage will contribute significantly to his personal development, and support and strengthen his day-to-day work.

# Economy and Community Department: Maritime Service

[Back to the dashboard](#)

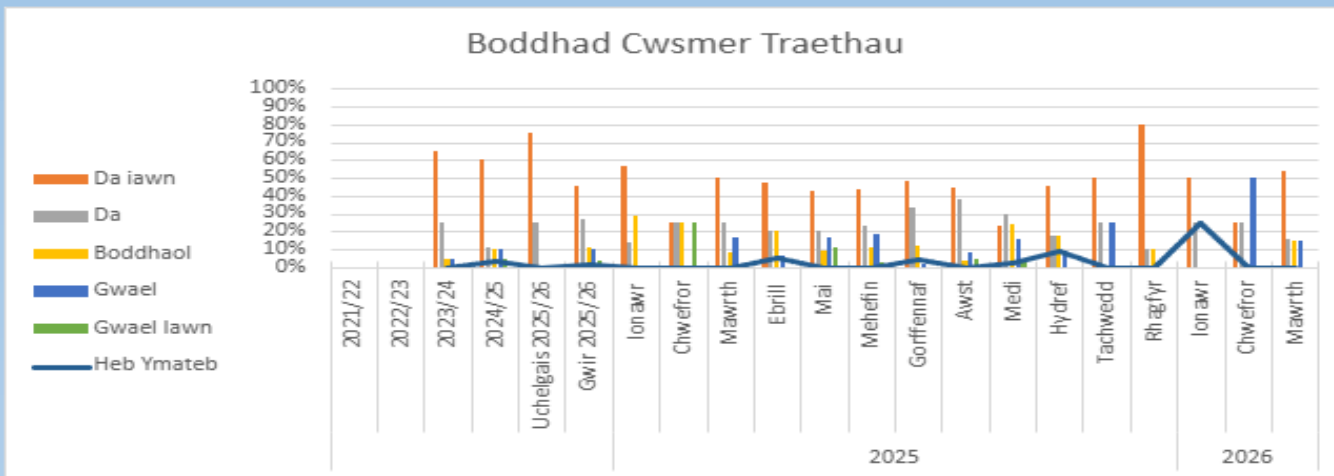
**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Bryn Pritchard-Jones

**Purpose:** Safely manage Gwynedd's beaches and harbours and retain the number of loyal customers in our harbours and attract new customers annually

**Performance Indicator:** Gwynedd Beaches Customer Satisfaction

## Performance Overview:



**Oil Pollution:** Following a report of oil pollution on Cricieth Promenade beach, service officers took action by carrying out a clean-up campaign at the site. The work was carried out in collaboration with Natural Resources Wales, to ensure a co-ordinated and effective response to the situation. The incident received considerable publicity in the press.



**Landslides:** Following periods of heavy rain there were two significant landslides on the cliffs on Nefyn beach. Proactive safety measures were implemented including closing part of the beach and installing clear safety signage. The situation continues to be closely monitored due to the risk of further deterioration if there is another period of heavy rainfall.



During the year, 70% of respondents said their experience of visiting the beaches was either 'Very Good' or 'Good'. There was praise for the quality and general cleanliness of the beaches. However, attention was drawn to some concerns, especially during the peak summer season, including litter on beaches, a lack of bins and the presence of dog faeces. Mixed feedback was received on the performance of seasonal officers on the main beaches, drawing attention to the lack of enforcement of bye-laws and rules in some cases. There was also frustration about overnight parking on beaches and the level of fees. There were unruly dogs and dogs present in prohibited zones which was a concern to many.

These matters are considered within a wider environmental and coastal framework with the aim of improving users' experience. We have had productive discussions recently with the Council's Enforcement Team to ensure enforcement and a more prominent presence on beaches.

**Improvements:** The service has been very fortunate to secure funding to undertake improvements in some of our most popular destinations. Work has commenced at the main entrance to Morfa Bychan beach to improve access arrangements and to ensure that the entrance continues to be safe and suitable for users. Improvements are about to be completed on Golf Road, Abersoch to strengthen the infrastructure and improve the safety of users in an extremely busy and popular location. In addition, work has commenced to improve access to Marian-y-De beach, Pwllheli. It is expected that all the projects will be completed by the end of May, improving the visitor experience and safety across these key sites.

# Economy and Community Department: Pwllheli Hafan and Harbour Service

**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Sarah Hattle

**Purpose:** Provide a quality service at Hafan Pwllheli that meets market requirements, ensuring the safe management of Pwllheli harbour.

**Performance Indicator: Percentage of annual moorings in Pwllheli Hafan and Harbour**

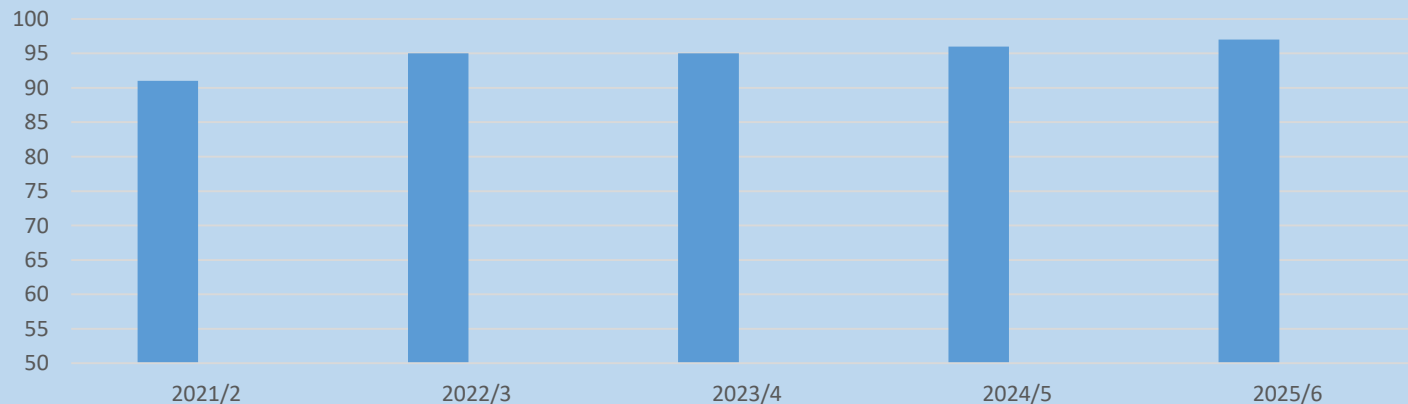
**Performance Overview: 96%**

Over the 2025/26 year, the moorings of Hafan Pwllheli have been 96% full and 86% in the outer harbour. This is not a change from 2024-25 for the Hafan. For the outer harbour, while this actually looks like a 10% increase (77% last year), there is no change in the number of mooring/anchoring contracts. What has changed is that 5 outer harbour moorings from 24-25 are now inaccessible due to mud, silt and lack of water. The requirement for dredging and increased sedimentation remains the biggest threat to the Hafan.

Over the year we have continued to work with YGC to prepare applications for Marine Licences to complete capital dredging and maintenance dredging. We are continuing with this work. Applications are due to be submitted by summer 2026.

As part of the work, we have also commissioned a report considering possible sites within the harbour boundary for reclaiming land – and in doing so disposing of harbour silt. An extraordinary meeting of the Harbour Committee took place in March to offer an update on the proposed dredging schemes, working closely with stakeholders and local organisations.

Percentage of annual moorings at Hafan and Pwllheli Harbour



[Back to the dashboard](#)

# Economy and Community Department: Pwllheli Hafan and Harbour Service

**Head of Department:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Sarah Hattle

**Purpose:** Provide a quality service at Hafan Pwllheli that meets market requirements, ensuring the safe management of Pwllheli harbour.

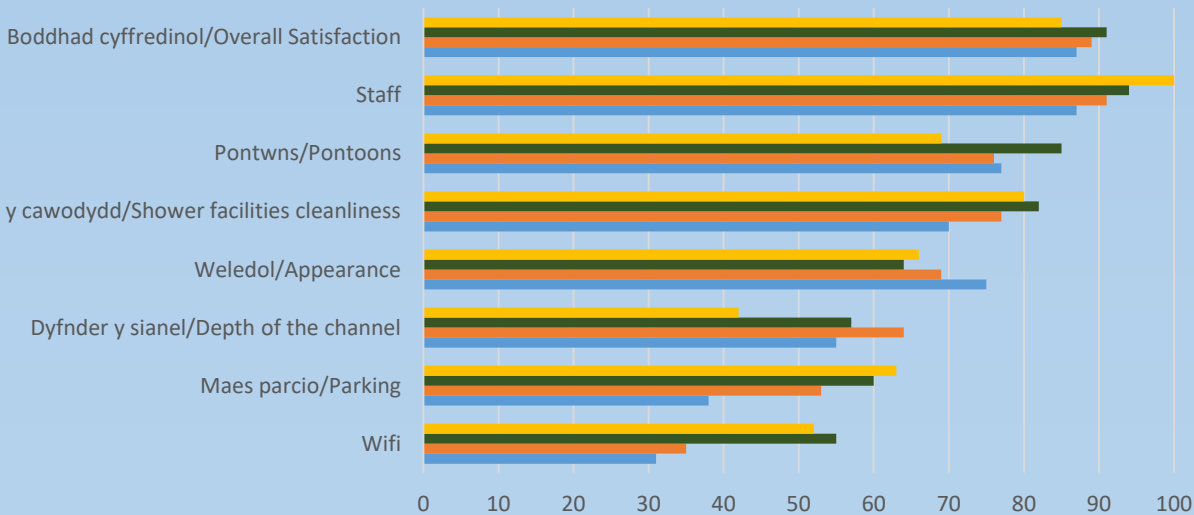
**Performance Indicator:** % Customer Satisfaction

### Performance Overview:

The annual customer satisfaction survey was undertaken in November. For the 2025 period, an increase was seen in satisfaction in terms of aspects such as staff attitude and parking facilities. However, a reduction was seen in aspects such as general appearance which reflects the fact that infrastructure and facilities are ageing (including pontoons and showers). We also find that water depth is getting worse with increased silting, although the channel depth is maintained.

After listening to our customers' feedback we have now started to work on preparing a customers lounge provision that will be available prior to the season peak in 2026.

Customer satisfaction %



Our application for a grant through the Welsh Government’s Marine and Fisheries Division has been successful. We have received a grant offer of £67,688 for the reinstallation of the commercial fishing pontoon and tender racks. The work has commenced since the end of February 2026.

As part of this project, new pontoons were installed in February and they are very popular with the fishing community.

[Back to the dashboard](#)

# Economy and Community Department: Victoria Dock (Pwllheli Hafan and Harbour)

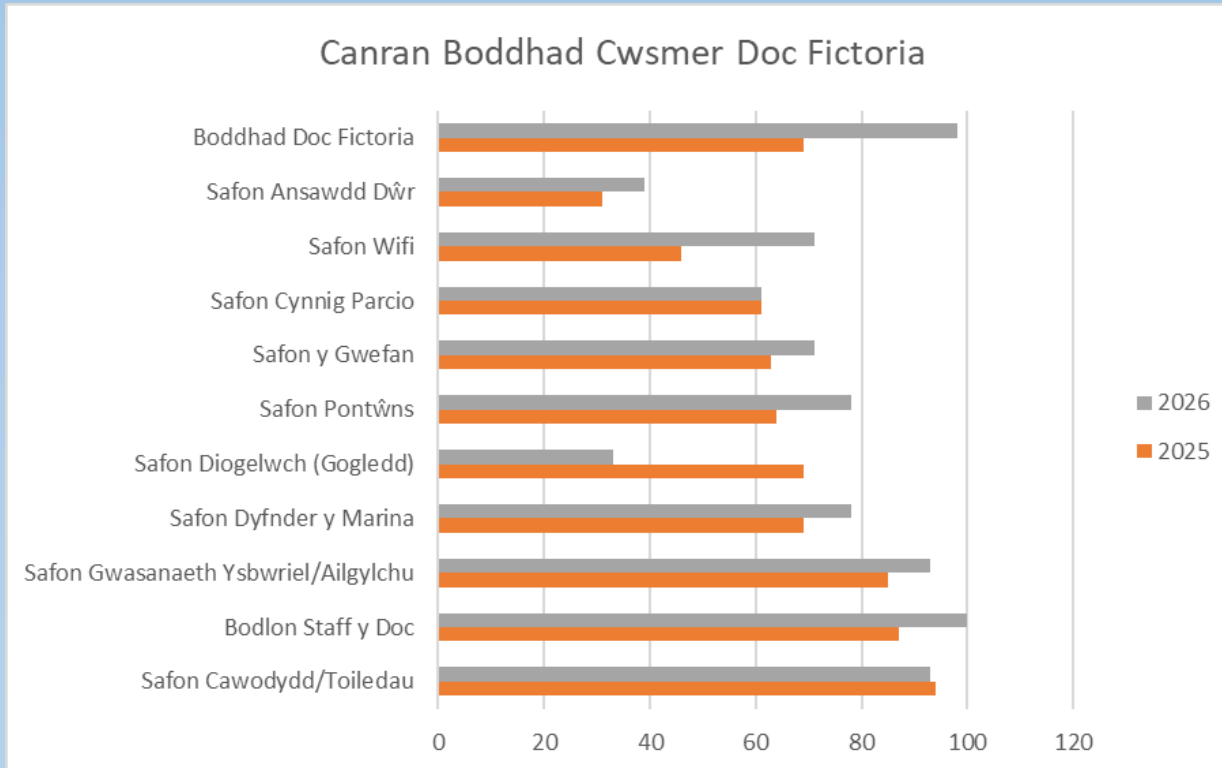
**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Sarah Hattle

**Purpose:** Ensure a quality service at Victoria Dock that meets market requirements, ensuring that the facilities are managed safely.

**Performance Indicator:** % Victoria Dock Customer Satisfaction

**Performance overview:**



Caernarfon Harbour Trust (YHCHT) continues to manage Victoria Dock on behalf of Cyngor Gwynedd. This means all the day-to-day operations, whilst Cyngor Gwynedd retains responsibility for the infrastructure.

YHCHT has continued to operate the Dock at its full capacity and through collaboration with YHCHT we have agreed to a full review of the historic management agreement with a view to ensuring it is appropriate for years to come.

During 2025/6 there was a rise in customer satisfaction to 98%. This increase can be seen across all aspects, except security. It appears that positive feedback regarding the Doc Master has been a contributing factor in this increase.

[Back to the dashboard](#)

# Economy and Community Department: Archives Service

**Head:** Sioned Williams; **Assistant Head:** Roland Evans

**Responsible Manager:** Lynn Francis

**Purpose:** Protect the County's Archives by collecting, preserving, granting access and promoting the use of the archives so that everyone can discover, learn and understand more about themselves and their area.

**Performance Indicator:** % of users who are very satisfied with the Service

## Performance Overview:

Between April 2025 and March 2026, 1,321 users completed the customer satisfaction questionnaire. On average, 91% of users were very satisfied with the service, 3% were satisfied, 1% of users indicated that they were neither satisfied nor dissatisfied, and 5% were not satisfied.

Most comments received during the year were positive, such as:

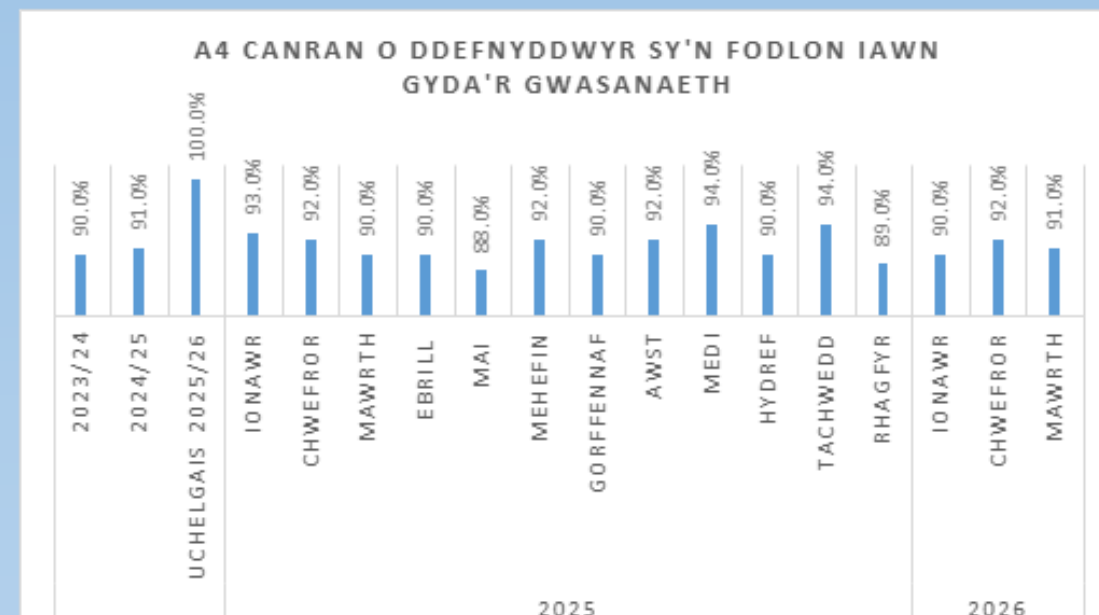
Everyone very keen to help The staff behind the desk were of invaluable help to me, "Very helpful – was a bit anxious about coming in, but staff friendly and approachable".

Of those who were not satisfied, most of the comments indicated their dissatisfaction with the opening hours, the website and the lack of material available on-line.

"More opening hours are needed", "When using the online system, it's not very clear which archive / record office the information is held", "I find it difficult to visit the Record Office it would be good if some documents were available on-line".

Opening hours were reduced to the minimum allowed by the National Archives due to cuts back in 2016. During the last two years the service was fortunate to receive SPF grant monies to employ an officer to focus on the digitisation of collections. The work will set a foundation for creating a new website where people can access material that has been digitised and also provide more information about the collections in our care.

Also, during the year the Service received a grant from the Welsh Government to improve the public areas and the sustainability of the buildings. These improvements will improve accessibility and the experience of our users.



[Back to the dashboard](#)

# Economy and Community Department: Museums and Arts Service

[Back to the dashboard](#)

**Head:** Sioned Williams; **Assistant Head:** Roland Evans

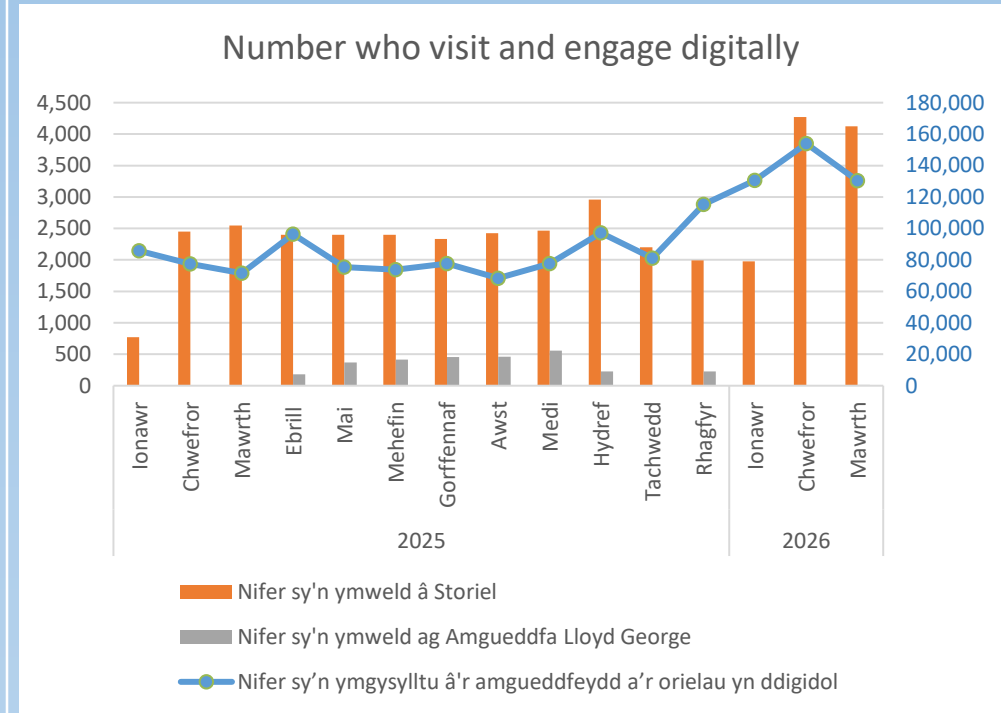
**Responsible Manager:** Nêst Thomas

**Purpose of the Museums and Galleries service:** Promote an appreciation of our unique heritage and culture by running the Lloyd George Museum in Llanystumdwy and Storiel in Bangor.

**Performance Indicator: Number of visitors and people who engage digitally with the Museums and Galleries**

## Performance overview:

- Lloyd George Museum: Re-opened Easter 2025 with a new exhibition in place. The 2025/6 priority was to look at developing the audience and marketing with grant support from the UK Government. An action plan is in place and during 2026 the leaflets, signage and other investments will bear fruit to promote opportunities on the site for our communities, schools and visitors.
- Storiel: As a result of a CELF (National Contemporary Art Gallery for Wales Network) grant, an Audience Development and Marketing Plan has been completed with an action plan in place. A UK Government grant pays for an officer to support marketing and engagement activities to increase visitor numbers and engagement. This had led to an increase of 14.8% in the number of visits to Storiel. Also, Cyfuno activities, with a Welsh Government grant having provided opportunities for our communities by supporting and creating partnerships with others throughout the county.
- Engagement activities through grants have attracted over 2,000 people to Storiel and provided opportunities to nearly 1,000 throughout the county. Dependency on grants is challenging for planning for the future. The role of the Service is very important to facilitate and direct people to each other leading to new partnerships, e.g. Tywyn Cinema and Menter Iaith Gwynedd.
- Cumulative total visits only between April 2025 – March 2026 was 34,859
- Cumulative total of visits and digital engagement April 2025 – March 2026 was 1,212,877 including social media such as Tripadvisor, Instagram and Google.
- To respond to the deficiency in the service, Caffi Siabod has now opened in February 2026.



# Economy and Community Department: Museums and Arts Service

[Back to the dashboard](#)

**Head:** Sioned Williams; **Assistant Head:** Roland Evans

**Responsible Manager:** Nêst Thomas

**Purpose of the Museums and Galleries service:** Promote an appreciation of our unique heritage and culture by running the Lloyd George Museum in Llanystumdwy and Storiel in Bangor.

**Performance Indicator:** % Museum and Gallery Service Customer Satisfaction

**Performance overview:**

## Lloyd George Museum Feedback

Since re-opening with a new exhibition, most people praise the experience and the staff. The Sequoia Report (Audience Development and Marketing Plan) states that the majority have an interest in Lloyd George and Welsh history. 22% lived locally (LL53). It needs to be promoted better.

*"Need more for children" (this has now been added) / "My GCSE history grade is gonna thank me for coming here" / "far more interesting than anticipated" / "(Speeches) ...please bring them back." (this is afoot) / "I liked that we are encouraged to form our own opinion" / "I've learnt a great deal that I was not familiar with before. The exhibition is well worth a visit and visiting the home and street where he was brought up was a bonus. Thank you for re-opening to the public".*

## Storiel Feedback

The Audience Development and Marketing Plan confirms that there is a need to raise the Storiel profile; that 48% regularly visit and 24% annually. Many see it as an important contribution to Bangor and to Gwynedd's heritage and culture.

*"Very interesting. The children and myself really enjoyed this" / "We are so fortunate to have such a facility.." / "What a coup for STORIEL Iwanowski & Piech" / "Really good exhibitions of modern Welsh artists in the galleries when we visited." / "We travelled some distance to see this ..... we learnt so much more about the background of promoting Welsh language culture to the youth (Celebrating 50 years of Gwaed ar y Sêr jointly with Pontio) / Some see that there is a need to invest in the history galleries, and many praise the activities for children and families but more of these are needed.*

% customer satisfaction Museums and Galleries Service



# Economy and Community Department: Museums and Arts Service

[Back to the dashboard](#)

**Head:** Sioned Williams; **Assistant Head:** Roland Evans

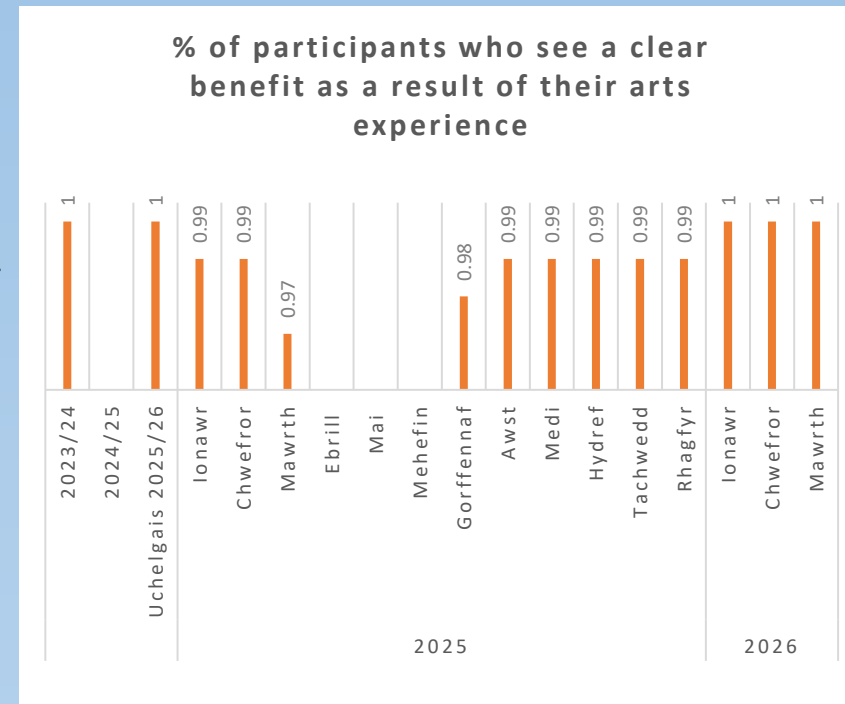
**Responsible Manager:** Nêst Thomas

**Purpose:** Promote the arts for all as a medium to improve the well-being of Gwynedd residents

**Performance Indicator:** % of Participants benefiting through a Community Arts project

## Performance overview:

- A variety of projects were provided throughout Gwynedd for various ages either directly or via grants focusing on the well-being, learning and enjoyment elements, and supported many in the sector by providing work.
- Positive feedback was obtained, between 97-100%, based on projects such as Porthi Dre, Criw Celf for 7–11-year-old children. Stiwdio Lles to support young people aged 18-30 years (an art on prescription scheme with a grant from the Arts Council, in partnership with Cwmni'r Frân Wen and Bangor University); Craft for Adult Well-being; Sgwrs a Chân (*Song and a Chat*) for those in care flats in conjunction with Canolfan William Mathias.
- Community Arts; Night Out and Supporting the Arts grants were provided to ensure that there are opportunities available across Gwynedd, e.g. Croesor, Bangor, Nefyn, Bala and Llanbedr.
- An important role of the service is to provide advice and support for individuals and organisations to encourage working in partnership. We collaborated with many organisations such as the Youth Service, Cell B, Canolfan Gerdd William Mathias, Theatr Derek Williams, Dawns i Bawb, Theatr y Ddraig, the Age Friendly Team, Arts and Health Steering Group, Ysbyty Gwynedd Gallery, etc.
- Please note that it is a challenge to get responses and observations for an appraisal by many.
- With the UK Government grant, workshops and a Culture Conference were held, bringing the sector together to identify future priorities. By now there is a commission in the pipeline to undertake a socio-economic assessment of the value of culture for Gwynedd. .
- Stiwdio Lles Feedback – *The confidence I got through Stiwdio Lles allowed me to be more confident when managing other aspects of my life that I had difficulty with them previously.*



# Economy and Community Department: Libraries Service

**Head:** Sioned Williams; **Assistant Head:** Roland Evans

**Responsible Manager:** Rhian Evans

**Purpose:** Help me to find the books I want to read in the library, at home or on-line, give me access to computers and IT equipment, help me to use IT, provide activities to help me learn or socialise and help me to find up-to-date information about things that matter to me.

**Performance Indicator: Number of Gwynedd Libraries Loans**

## Performance Overview:

The established pattern in loans and active membership continued during 2025-26, with a small reduction in physical borrowing compared to the previous year. At the same time, digital loans continued to increase every month.

A campaign to promote the BorrowBox service was held for Gwynedd primary schools, including presentations in area meetings of the Literacy and Numeracy Network (Primary).

As part of the 'Sêr y Silffoedd' programme, visits by authors and a broad programme of creative activities for children were organised, funded via the SPF Fund – Diwylliesiant project. 999 children in Gwynedd took part in the Summer Reading Challenge - 'Gardd o Straeon' 2025.

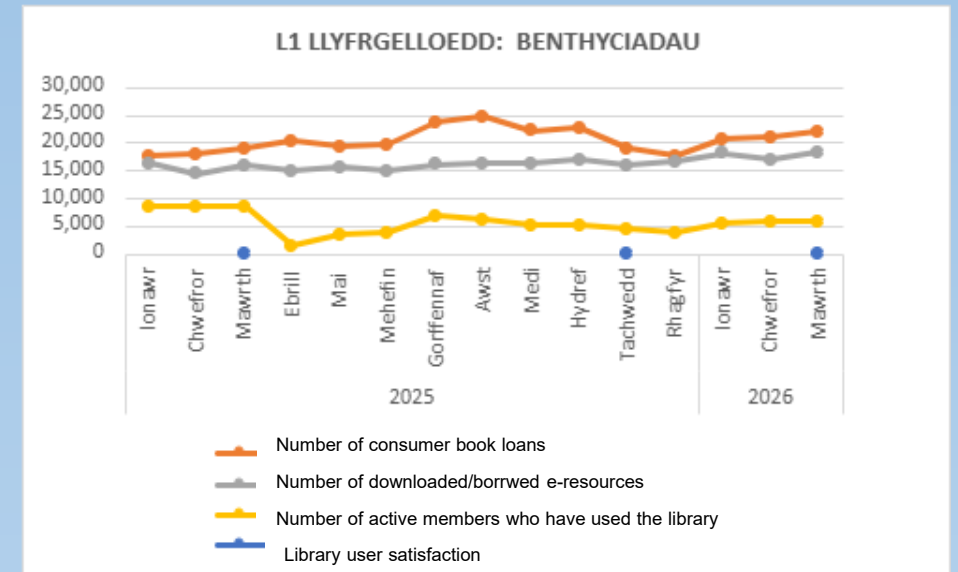
As a new development during 2025-26 a number of events for adults took place in libraries, including sessions such as Jukebox Memories, musical evenings, meet the author events and craft sessions. SPF funding – Diwylliesiant was key to enable these activities.

The Warm Welcome campaign is now active in all of Gwynedd's Libraries with the opportunity to join in activities such as playing chess, making jigsaw puzzles and a dementia choir.

We also continued to distribute SIM cards and data vouchers to individuals facing a digital emergency through the National Databank scheme.

Our 1:1 Digital Support sessions have remained stable, despite losing the AbilityNet sessions that came to an end in March 2026. In addition, many front-line staff commenced on-line Money Guiders training.

During the year, the service also collaborated on the Taith Tywyn pilot, namely a community transport service in the Tywyn area.



[Back to the dashboard](#)

# Economy and Community Department: Libraries Service

**Head:** Sioned Williams; **Assistant Head:** Roland Evans

**Responsible Manager:** Rhian Evans

**Purpose:** Help me to find the books I want to read in the library, at home or on-line, give me access to computers and IT equipment, help me to use IT, provide activities to help me learn or socialise and help me to find up-to-date information about things that matter to me.

## Performance Indicator: % Customer Satisfaction

**Performance Overview:** To coincide with the 7th Library Standards Framework, we conducted a comprehensive survey during November 2025 which included a general survey in all Libraries as well as a specific survey for children and young people. We received 610 responses

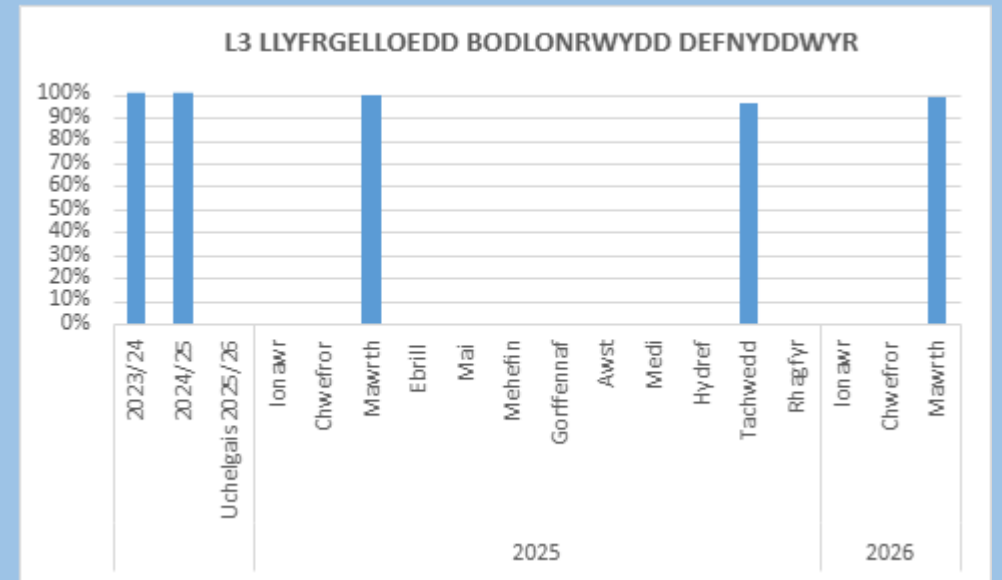
They included the following:

- 96% were completely satisfied with the service they receive from the library
- 90% believed that using the local library had helped them to learn something or develop new skills.
- 69% believed that using the library had helped them with their health and well-being
- 98% believed that the library was a safe and welcoming space to visit
- 90% believed that using this library had made a difference to their lives
- 79% believed that the Information Technology facilities were good or very good.
- 88% believed that the choice of books was good or very good
- 98% believed that the standard of customer care was good or very good
- 51% had visited the Library to borrow a book or read
- 22% had visited to use the computer, print or use Wi-Fi
- 34% had visited to attend an event or for a social reason
- 12% had visited to get support or to look for information

Most of the comments received were positive but where constructive comments were received, we try to give them consideration as part of the service's improvement process.

- "I can read books and play and eat biscuits"
- "How homely it is here and everyone so willing to help" "A useful and important part of the community"
- "my favourite place to go to feel calm" "The jigsaws! It makes a world of difference and calms the mind."
- "This library seems to be very child orientated. No groups for adults which is a shame i.e. Talking groups, Reading groups"
- "My life would be so much poorer without the library home delivery service. Thank you!"

"I use the library regularly for a variety of reasons - homeschooling, poetry group, writing group, children's activities, health and well-being sources. The library has been an essential place for my and my children's socialising, education and wellbeing"



[Back to the dashboard](#)

# Economy and Community Department: Neuadd Dwyfor, Pwllheli

**Head:** Sioned Williams; **Assistant Head:** Roland Evans

**Responsible Manager:** Rhian Evans

**Purpose:** *To provide a social space that inspires, educates and supports the well-being of the people of Gwynedd through the arts and culture.*

**Performance Indicator:** % Neuadd Dwyfor Customer Satisfaction

## Performance Overview:

During the year, 1,191 users completed the customer satisfaction questionnaire. On average, 95% of users were very satisfied with the Service.

Since January, we have presented a new customer satisfaction questionnaire and this will give us an insight into points such as how our customers reach Neuadd Dwyfor, and whether they visit any other business in Pwllheli before or after the performance.

Most of the comments received during the period were positive, such as:

*"Nice to see something different here"*

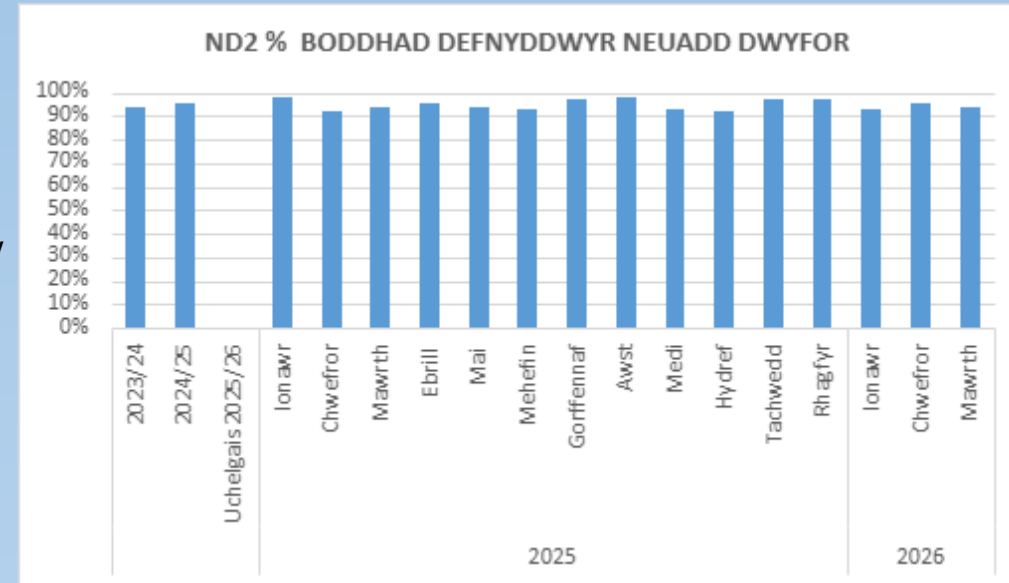
*"It was a fantastic evening!" Perhaps next time you can stage two nights?! It was nice to see Neuadd Dwyfor so full! Thank you for organising x."*

The negative comments are often about other users disrupting enjoyment by talking during the film, or the temperature being too hot/too cold, the lack of food and drink on offer and deficiencies in our technical equipment especially the sound system. However, where there are constructive comments, we try to give them consideration, as part of our ongoing performance improvement processes.

Neuadd Dwyfor was nominated for the independent cinema of the year award and although we did not come out top, positive comments were received about what we offer.

*"A wonderful local community atmosphere. Something for everyone. Friendly helpful staff always welcoming "*

We are currently planning to re-establish the user group which will provide valuable feedback and suggestions for future programme planning.



[Back to the dashboard](#)

# Economy and Community Department: Neuadd Dwyfor, Pwllheli

[Back to the dashboard](#)

**Head :** Sioned Williams; **Assistant Head:** Roland Evans

**Responsible Manager:** Rhian Evans

**Purpose:** *To provide a social space that inspires, educates and supports the well-being of the people of Gwynedd through the arts and culture.*

## Performance Indicator: Neuadd Dwyfor Ticket Sales and Income

### Performance Overview:

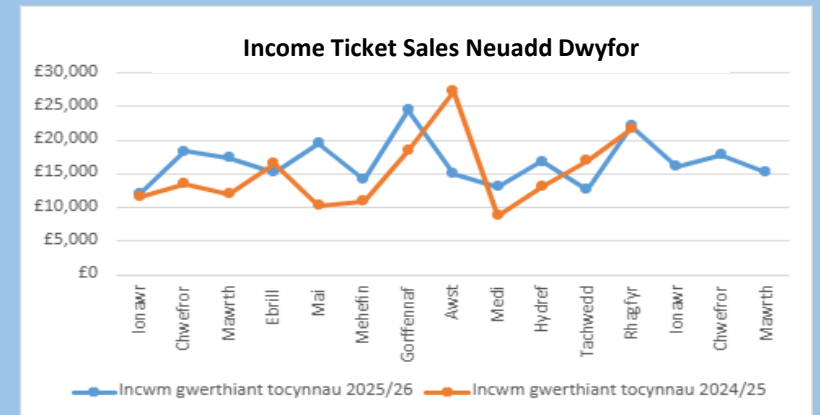
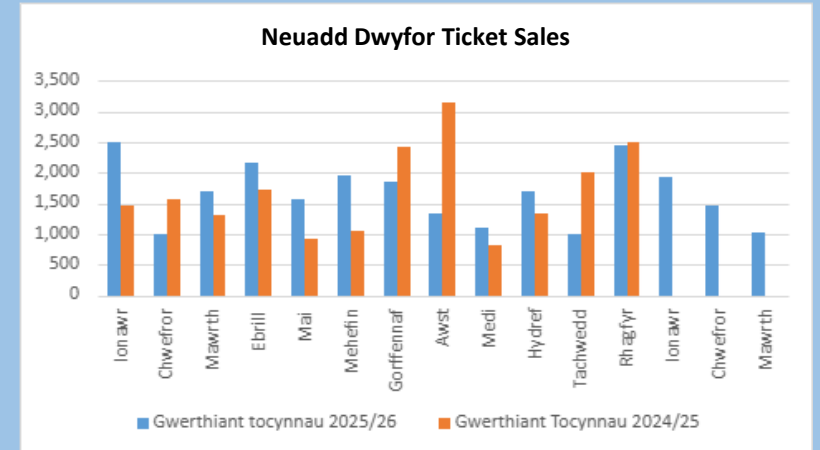
One of our strategic priorities was to enhance the variety of the programme by offering more live music events, in addition to the usual film and theatre show offerings. The popularity of these events shows that this priority is working and that we are responding positively to our users' visiting pattern and the expectations of our audiences.

A number of successful evenings were held during the year, including performance by Al Lewis, Cabarela, Welsh of the West End, and also comedy nights where the hall was full. As a result of the success of the Welsh of the West End performance in May 2025, the group has been confirmed for two additional performances in 2026.

Following feedback from users, craft events for adults were introduced as a new addition to the programme, together with establishing a Reading Club – From Book to Film, thus extending the cultural and social offer.

During the year, the costs associated with staging productions increased significantly. Consequently, although income is increasing, we must recognise that we need to be vigilant of increasing costs. We have started offering insurance when selling tickets which means an additional Income stream.

All these developments are a means of renewing the Neuadd Dwyfor offer and support the aim of appealing to new audiences while also retaining the support of existing audiences.



Total Cumulative Ticket Sales & Income	April	May	June	July	August	September	October	November	December	January	February	March
Cumulative Ticket Sales 2025/26	2,178	3,753	5,726	7,586	8,918	10,019	11,723	12,731	15,172	17,115	18,578	19,602
Cumulative Income of ticket sales and food & drink 2025/26	£15,176	£34,636	£48,809	£73,200	£88,207	£101,176	£118,002	£130,634	£152,650	£168,634	£186,369	£201,565
Cumulative Ticket Sales 2024/25	1,737	2,656	3,721	6,136	9,296	10,131	11,476	13,481	15,989	17,002	18,449	19,924
Cumulative Income of ticket sales and food & drink 2024/25	£16,449	£26,682	£37,630	£56,059	£83,288	£92,001	£105,113	£121,986	£143,679	£155,568	£173,891	£191,266

# Economy and Community Department: Tourism, Marketing and Events Service

[Back to the dashboard](#)

**Head:** Sioned Williams; **Assistant Head:** Roland Evans

**Responsible Manager:** Sian Jones

**Purpose:** To support a sustainable visitor economy for the benefit and well-being of the people of Gwynedd; its environment, language and culture

**Performance Indicator:** Percentage of Gwynedd residents surveyed saying that tourism in their area has a positive outcome

## Performance Overview:

### Percentage of Gwynedd residents surveyed saying that tourism in their area has a positive outcome

The data is collected in an annual survey which is completed by the residents of the county by completing a questionnaire on the Council's website. The survey will be live on-line from the end of October 2025 and will run until mid-November 2025. A period that coincides with the timing of similar research conducted in the county in 2023 and 2024.

In 2025, 996 county residents responded to an on-line survey on the Council's website to find out residents' views on the impact of tourism on their area of Gwynedd. Respondents are asked to state if they generally believe that tourism has a positive, negative, or neutral impact on their community. 74.1% stated positive, 14.3% stated neutral and 10.8% stated negative.

In 2024 – 74.3% stated positive, 12.1% neutral and 12.7% negative

In 2023 – 75.8% stated positive, 10.8% neutral and 13.4 % negative

To those who noted that tourism had negative consequences in their area there will be an opportunity for them to note what issues come up and to what extent they were a problem (more feedback to be seen in the table).

Specific questions are asked in the 2025 survey about the UNESCO Slate designation, the Overnight Stay Scheme (Cynllun Arosfan), events, holiday homes, the Welsh language and the tourism levy and the results can be filtered down to the level of the 13 Regeneration Areas, the AONB Area, the Eryri National Park Authority Area within Gwynedd and the 6 Zones within the UNESCO Slate designation.

The results will be an important medium to shape the sustainable tourism vision, work plans and bids for future funding. The questionnaire format is based on international research models into the area of resident views on tourism and pilot research in which the Council participated through Visit Wales in 2023.



# Economy and Community Department: Tourism, Marketing and Events Service



**Head:** Sioned Williams; **Assistant Head:** Roland Evans

**Responsible Manager:** Sian Jones

**Purpose:** To support a sustainable visitor economy for the benefit and well-being of the people of Gwynedd; its environment, language and culture

**Performance Indicator: Percentage increase in the businesses and enterprises managing to receive the Gwynedd and Eryri 35 Business Pledge**

## Performance Overview:

70 signed up to the Gwynedd and Eryri 35 Sustainable Business Pledge between April and March 2025/26, a percentage increase of 311% from the baseline number established in 2024-25.

The business is required to sign up to seven principles before it can apply to sign up for the pledge:

- Support local
- Celebrate local traditions and culture
- Promote sustainable travel
- Reduce the environmental impacts of your business
- Protect your local communities
- Promote the Safety of our mountains and coast
- Lead on a positive culture of digital communication

By committing to this Pledge, the business will play an important role in preserving the natural beauty and cultural importance of Gwynedd and Eryri – and contributing to a sustainable visitor economy.

The **Gwynedd and Eryri 35 Business Pledge** is part of a package of resources to raise awareness and embed the principles of the sustainable visitor economy of the Gwynedd and Eryri 2035 Plan which includes:

- **Principles of sustainable tourism in Gwynedd and Eryri module** which has been newly included on **the Gwynedd and Eryri Ambassadors Scheme Platform**. 511 have registered on the County Ambassador scheme. (259 have passed three Bronze level modules, 172 have passed 6 modules to Silver level and 152 have passed 9 or more modules to reach Gold level)
- Code of good practice for visitors to the area - **Gwynedd and Eryri 35 Visitor Pledge** [Gwynedd and Eryri Visitor Pledge](#)
- **Gwynedd and Eryri 2035 Sustainable Business Pledge / Accreditation** [Gwynedd and Eryri Business Pledge](#)
- **Gwynedd and Eryri 35 Information Bulletin**

Back to the  
dashboard

# Economy and Community Department: Economic Development Service

**Head of Department:** Sioned Williams

**Responsible Manager:** Dylan Griffiths

**Purpose:** To improve the conditions for businesses to thrive in Gwynedd, supporting them to establish, compete and grow and help the people of Gwynedd to take advantage of the opportunities.

**Performance Indicator: BUSINESSES COMMITTED TO PAYING THEIR EMPLOYEES A REAL LIVING WAGE AND TO USING MORE OF THE WELSH LANGUAGE**

(Indicator of the impact of the Council providing support – every business that receives funding must commit to pay a real living wage and use more Welsh)

## Performance overview:

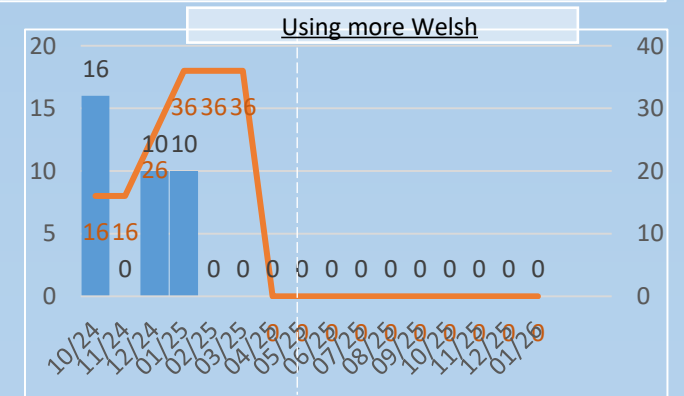
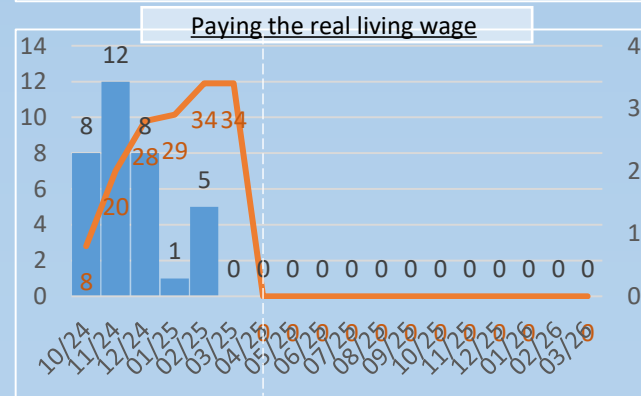
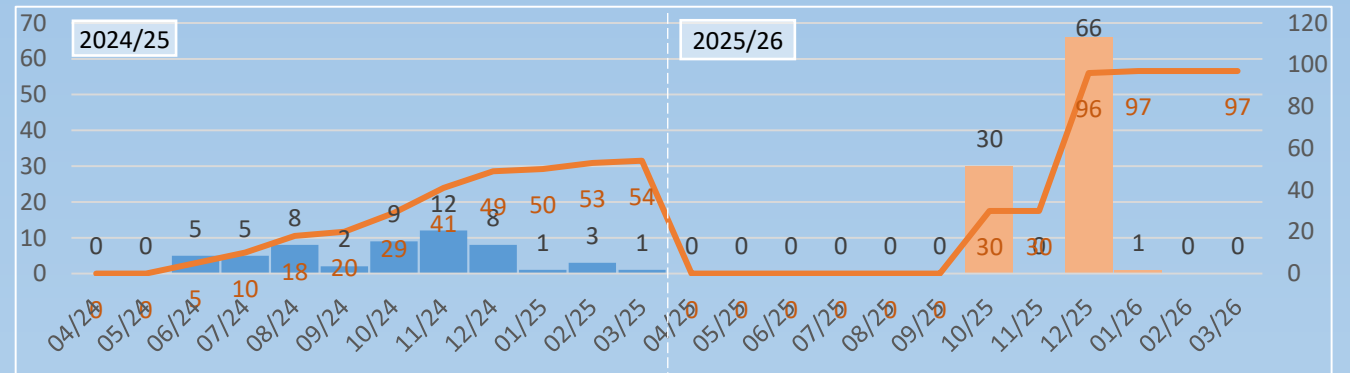
The Service makes a continual effort to promote the benefits that enterprises gain from using the Welsh language and paying a real living wage.

The Service also requires any business that receives an offer of financial assistance from the Council to commit to increasing their use of the Welsh language and to work towards paying the real living wage (minimum of £13.45) to their employees. 54 businesses have committed to our requirements in 2024/25.

More funding was secured to provide support to businesses at the start of the summer, and a grant offer has been released to 118 local enterprises this year.

The number appears in the indicator when the business claims their grant. Thus far, 97 claims have been received.

The number of businesses which pay the real living wage and who use more Welsh are monitored following completion of the work funded by the Council.



**Key:** Bars show the performance of the indicator per month and the line shows the cumulative total for the year (starting again in April annually). The previous year (blue) and the current year (orange) are shown to allow comparisons.

[Back to the dashboard](#)

# Economy and Community Department: Economic Development Service

**Head of Department:** Sioned Williams

**Responsible Manager:** Dylan Griffiths

**Purpose:** To improve the conditions for businesses to thrive in Gwynedd, supporting them to establish, compete and grow and help the people of Gwynedd to take advantage of the opportunities.

**Performance Indicator: BUSINESSES THAT HAVE ENGAGED AND BUSINESSES THAT HAVE RECEIVED SUPPORT**

(Management Data that counts the Service's work encouraging businesses to engage with business support and the number receiving support from the Council).

## Performance Overview:

An average of 4,326 enterprises have engaged monthly with the Service during 2025/26.

Businesses have come into contact as they have received information via our regular information bulletins or by attending an activity organised by the Council. During the year, a successful Business Week was held together with a series of drop-in sessions for businesses, and a series of events in response to important matters to local businesses.

The Council has developed a Strategy to develop the Gwynedd economy that will lead their work over the next decade to support Gwynedd enterprises and ensure an economy that delivers for our people and local communities.

During 2025/26 the Service provided support to 185 businesses, including providing £1.3 million in financial assistance to businesses to reduce their costs or increase their income.

Examples of schemes supported this year included:

- A local food company starting to sell frozen meals
- A local garage started to repair electric/hybrid cars
- Help to buy laser cutting equipment to change the production method of a long-established company in the county.

Financial assistance was provided to 56 businesses in Arfon, 24 in Dwyfor and 36 in Meirionnydd.

This is the feedback from one business that has received support:

*'Many thanks for all your help, and for the support of Cyngor Gwynedd to develop my business and increase resilience. It is deeply appreciated. The project is progressing well. Only yesterday I had a cold enquiry via my online course trailer on YouTube from Brazil! The international market is opening up, little by little.'* Ruani Higson from Dyffryn Nantlle ([www.raunihigson.co.uk/](http://www.raunihigson.co.uk/)) who has received £5k for a new enterprise to offer on-line jewellery training.



This is a photo of Mirain Glyn from Llangybi who has received a contribution of £4.5k towards a new kiln that will extend her business's product range. [www.prydferthflwch.com](http://www.prydferthflwch.com).

Back to the  
dashboard

# Economy and Community Department: Economic Development Service

**Head of Department:** Sioned Williams

**Responsible Manager:** Dylan Griffiths

**Purpose:** To improve the conditions for businesses to thrive in Gwynedd, supporting them to establish, compete and grow and help the people of Gwynedd to take advantage of the opportunities.

## Performance Indicator: PEOPLE SUPPORTED INTO WORK

(Indicator of the impact of the Council's support to help working-age residents who are economically inactive to secure a job)

### Performance Overview:

Our Gwaith Gwynedd team focuses on supporting individuals who have been out of work for a long time for reasons such as illness or disability. The individuals require intensive support to help them be ready for work. The cost of the work is paid for by the Welsh Government.

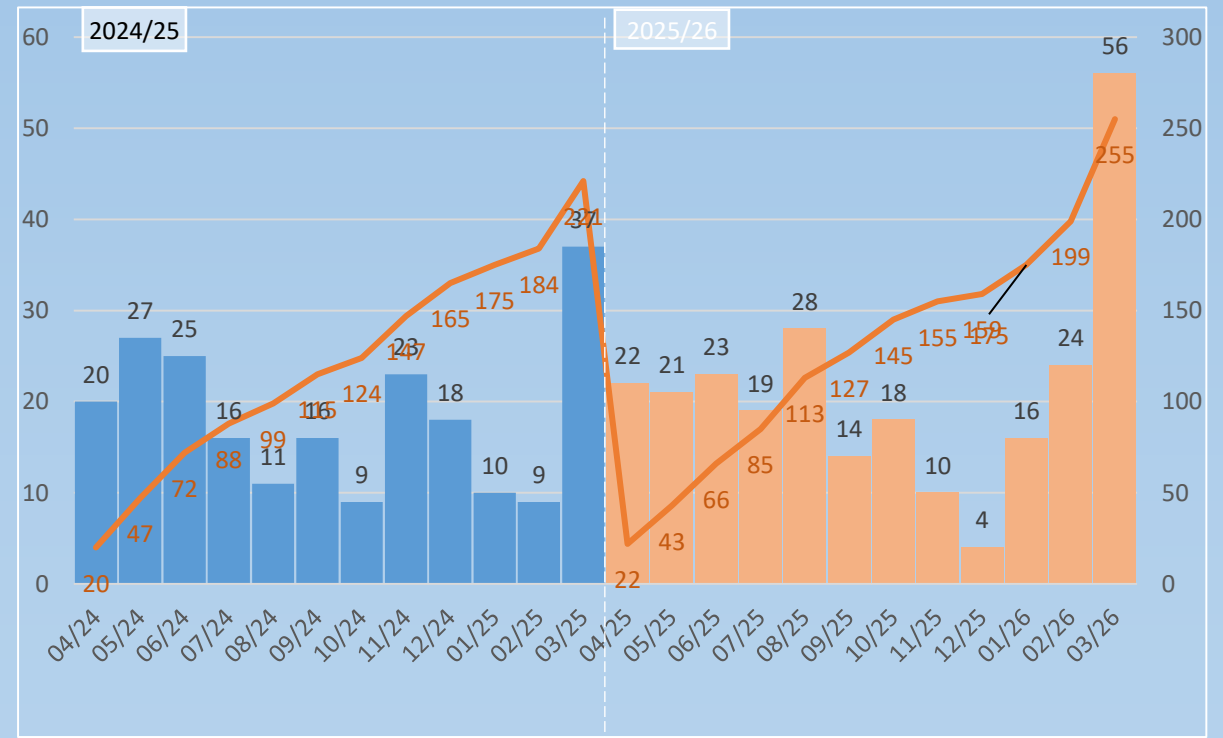
In 2025/26, 255 local people secured a job as a result of the help they have received from Gwaith Gwynedd. The number was 34 more than in 2024/25.

This is the story of one of the beneficiaries of Gwaith Gwynedd in 2025/26:

Seimon was homeless, sleeping rough, without any income when he self-referred to Gwaith Gwynedd at the advice of Job Centre Plus.

Seimon was supported to get urgent access to the local homelessness team, once he had gained access to temporary accommodation, Gwaith Gwynedd helped him to apply for jobs locally and to prepare him for an interview.

As a result, within a month Seimon moved from sleeping rough to temporary accommodation and to securing a job. To ensure that his success was sustainable, Gwaith Gwynedd also provided him with a bus pass so that he could travel to work until he received his first pay packet.



**Key:** Bars show the performance of the indicator per month and the line shows the cumulative total for the year (starting again in April annually). The previous year (blue) and the current year (orange) are shown to allow comparisons.

[Back to the dashboard](#)

# Economy and Community Department: Economic Development Service

**Head:** Sioned Williams

**Responsible Manager:** Dylan Griffiths

**Purpose:** To improve the conditions for businesses to thrive in Gwynedd, supporting them to establish, compete and grow and help the people of Gwynedd to take advantage of the opportunities.

## Performance Indicator: PEOPLE INCREASING THEIR ABILITY TO EARN A GOOD SALARY

(Indicator of the impact of the Council's support to help residents in work to gain the required skills for a better job or to resolve an issue that prevents them from increasing their hours).

### Performance Overview:

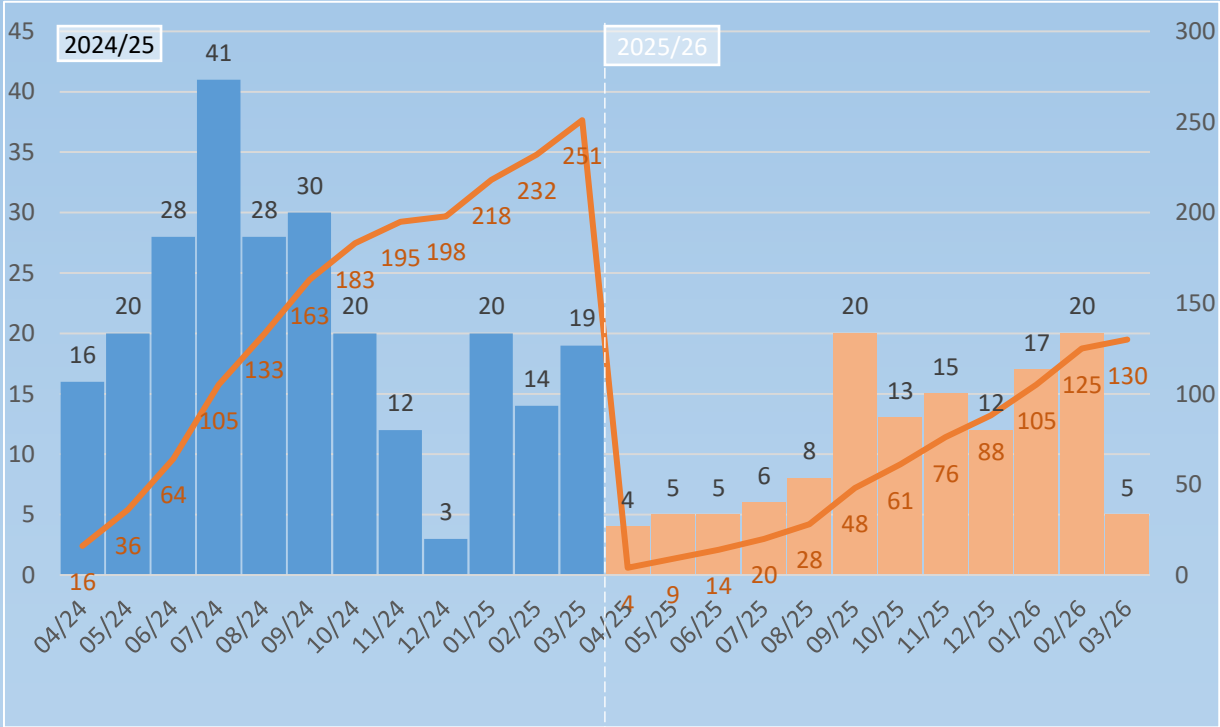
Residents who work fewer hours than they could are a feature of the labour market in the county. There are also many residents who do not earn a salary that is enough to meet their needs.

The Council has extended the scope of Gwaith Gwynedd to include help for residents who are already working to overcome a problem that prevents them from working more hours or acquiring the skills they need to get a job that pays better.

As a result of the success of the work, further resources to continue our activity in this important area have been secured.

There were 130 people in Gwynedd with an improved ability to earn a good salary as a result of the Service's support in 2025/26. It was the beginning of the summer before we received confirmation of funding from the SPF; as a result, there was a decrease in our activity at the start of the year, but the momentum of the work has now returned.

The change from revenue funding in the Local Growth Fund endangers the future of this work.



**Key:** Bars show the performance of the indicator per month and the line shows the cumulative total for the year (starting again in April annually). The previous year (blue) and the current year (orange) are shown to allow comparisons.

[Back to the dashboard](#)

# Economy and Community Department: Regeneration Programmes Service

**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Eyllt Rhys Jones

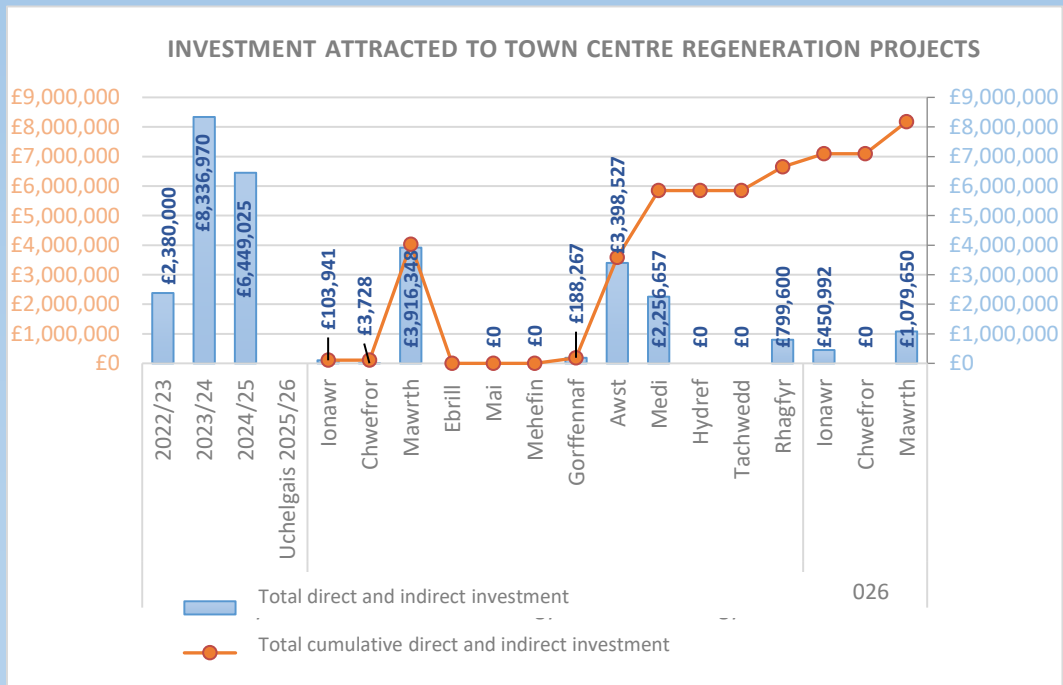
**Purpose:** Develop and manage regeneration programmes to bring life back into town centres, to make Gwynedd a better place to live.

**Performance Measure: Investment in Town Centre Regeneration Programmes**

## Performance Overview:

The Regeneration Programmes Service is responsible for targeting financial support from funding sources to invest in the regeneration schemes in commercial centres. The Service is responsible for bringing key officers/partners together to develop and form any plan. This measurement is based on the offer letters received from a funding stream which makes it possible to move from a developmental phase to an implementation phase and the Service's ability to formally follow the Project Management steps. The sums secured annually vary and depend on funders and the regeneration programmes of external bodies.

[Back to the dashboard](#)



The Regeneration Programmes Service has managed to:

- Ensure a budget of up to £1M to work with property owners in Bangor to improve the appearance and bring empty properties back into use in the City;
- Work jointly with partnerships to develop schemes in town centres in response to the Placemaking Plans for Bangor, Caernarfon, Pwllheli, Porthmadog, Dolgellau and Bala. The outcome to this included ensuring full use of Placemaking and Transforming Towns funding by supporting the work of upgrading Y Ganolfan and Cob Crwn in Porthmadog, Llety Arall, Caernarfon along with preparatory work for the external space at Cei Llechi Caernarfon and the Roman Camp, Bangor.
- Complete the implementation and closure of Gwynedd Ni Shared Prosperity Fund schemes (including 64 schemes by Local Councils) which included schemes such as work to upgrade playing fields, toilets and bus stations across the County, together with a wide cross-section of schemes via Diwylliesiant2 (Diwylliesiant Project – Shared Prosperity Fund) for the benefit of Gwynedd communities, maximising the anticipated outputs and outcomes.
- Ensure governance arrangements for a comprehensive package of projects to be implemented via the Pride in Place Impact Fund (UK Government), to include a second round of the Fund to the Local Councils.
- Continue to implement the Llewyrch o'r Llechi scheme, monitoring the progress of external partner schemes whilst implementing a series of town centre interventions. Several projects were seen such as Yr Aelwyd building in Blaenau Ffestiniog, signage work in Bethesda and the Welcome block in Parc Padarn being completed.
- Support in implementing a package of schemes in the coastal area, via the Brilliant Basics Fund, Visit Wales, such as improvements to Morfa Bychan entrance, Upgrading the Aberdyfi Jetty and improvements to the road to the beach at Abersoch.
- Co-ordinate the work of arranging and undertaking the ballot for the Bangor Business Improvement Area and Hwb Caernarfon.

# Economy and Community Department: Regeneration Programmes Service

**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Esyllt Rhys Jones

**Purpose:** To develop and manage regeneration programmes to bring life back into town centres, to make Gwynedd a better place to live.

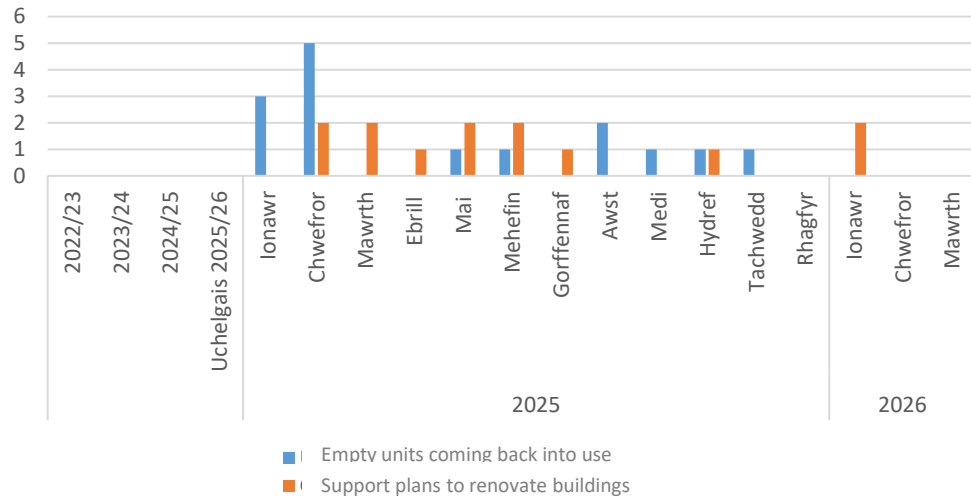
**Performance Measure: Upgrade and Renovate Empty Buildings**

## Performance Overview:

The Regeneration Programmes Service is responsible for installing the infrastructure to stimulate economic growth and regeneration of Gwynedd's town centres. Upgrading and bringing empty buildings, some of which have been vacant for a long period of time, back into use lays the infrastructure for regeneration and economic growth.

[Back to the dashboard](#)

UPGRADING AND RENOVATING VACANT BUILDINGS



The Regeneration Programmes Service has managed to:

- Work on coordinating the cross-departmental Empty Properties Group, identifying interventions and support, and advancing to respond to the Action Plan has progressed significantly;
- As part of the Pilot Scheme for Empty Properties in Bangor, secured a budget for working with property owners in Bangor to improve the appearance and bring empty properties back into use in the City. Working with 6 owners to develop and implement plans;
- Support to bring 15 properties in town centres back into use, including properties that received financial support through Transforming Towns, the Shared Prosperity Fund, Arfor and Town Centre Loans. Examples included Y Maes, Cricieth, Aelwyd yr Urdd Blaenau Ffestiniog and Lle Da, Caernarfon.
- Enforcement arrangements are in place with various properties to move the agenda forward. Supporting building refurbishment schemes;
- 13 buildings in Gwynedd's town centres have received financial support to renovate them and improve their image as a result of Cyngor Gwynedd's support through the Transforming Towns and the Shared Prosperity Fund. Examples included Y Tŵr, Pwllheli, 4 properties in Caernarfon purchased (with support) by Galeri Caernarfon, and Eifion Stores, Blaenau Ffestiniog.

# Economy and Community Department: Community Support Service

**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Lindsey Ellis

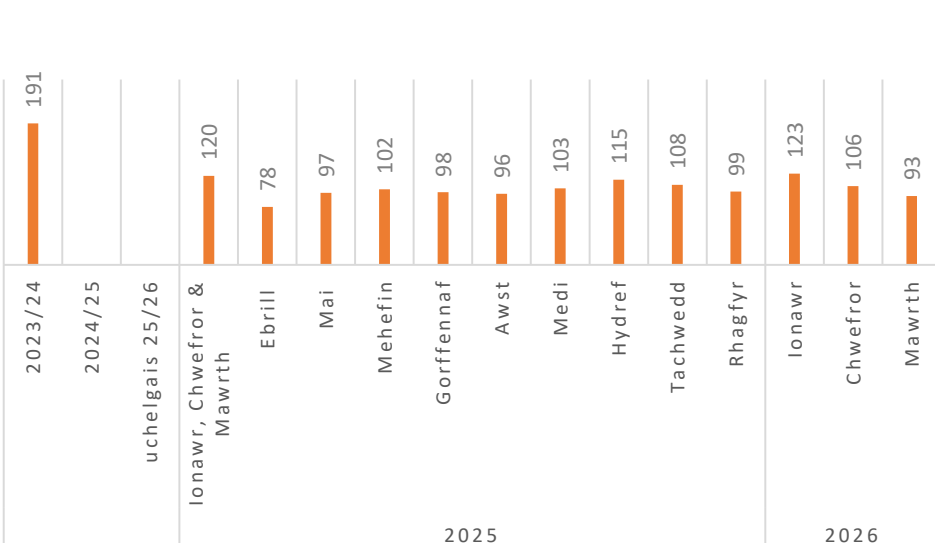
**Purpose:** To support local groups to play a key role in the regeneration process to improve communities.

**Performance Indicator: Number of groups that have received advice or support – 335**

## Performance Overview:

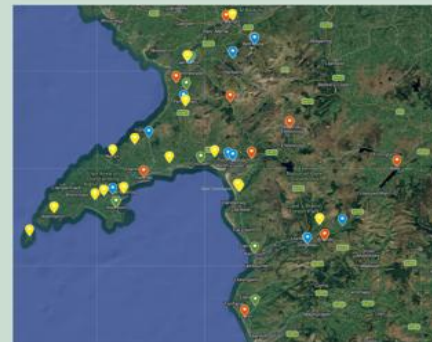
205/2026 has been a busy year of investment and supporting community hubs to realise projects via the Shared Prosperity Fund (SPF), developing 'Ardal Ni' schemes across the county, and allocating over £1.6m of grants. The integration of Supporting People work has been a key step towards strengthening more resilient and sustainable communities.

No. of groups who received advice or support



**£976,299.68**  
o fuddsodiad i gymunedau Gwynedd

**£4,013,995.46** o gyllid cyfatebol



**46**  
o brosiectau wedi derbyn grantiau





**CEFNOGI CYMUNEDAU**

**£976,299.68**

o fuddsodiad i gymunedau Gwynedd

---

**CRONFA CEFNOGI CYMUNEDAU**

<b>£84,348.77</b> o fuddsodiad i 12 prosiect Refeniw	<b>£50,034.40</b> o fuddsodiad i 7 prosiect Cyfalaf	<b>7</b> gwelliant i adelladau cymunedol	<b>11</b> prosiect i wella cynladwyedd	<b>2</b> swydd wedi ei greu
---	--	---	---	--------------------------------

---

**CRONFA'R DEGWM**

<b>£48,999.99</b> o fuddsodiad i 16 prosiect	<b>£4,200.00</b> cyfraniad i 14 Eisteddfodau lleol	<b>5</b> prosiect a arddangosodd hanes a threfladaeth	<b>9</b> prosiect i wella lleoliadau cymunedol pwysig
---	---	--	--

---

**CRONFA CEFNOGI ADYFYWIO CYMUNEDAU (CCFG)**

Wedi ei ariennu gan Lywodraeth y DU / Funded by UK Government

<b>£792,916.52</b> o fuddsodiad i prosiect	<b>£3,973,927.92</b> o gyllid cyfatebol i prosiectau	<b>16</b> prosiect i wella cynladwyedd	<b>15</b> grwpiau cymunedol a gafodd eu cefnogi
---	---	---	--

---



[Back to the dashboard](#)

# Economy and Community Department: Community Support Service

**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Lindsey Ellis

**Purpose:** To support local groups to play a key role in the regeneration process to improve communities.

**Performance Indicator: Number of projects that have received support for development – 337**

## Annual Overview

Support from the service has enabled investment, safeguarding assets and developing community projects, with a focus on long-term sustainability.

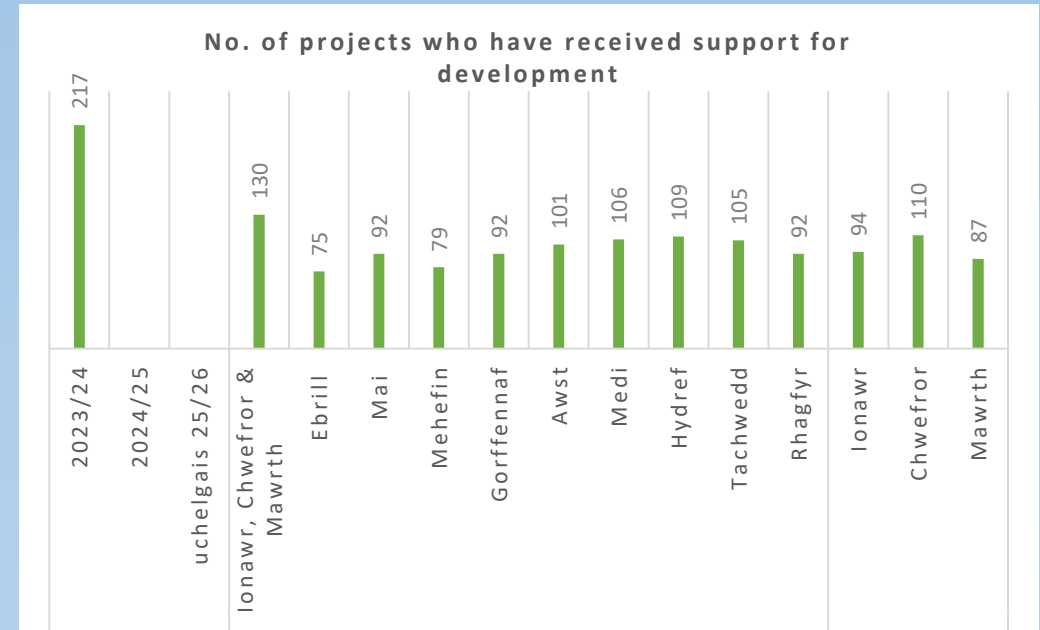
The team have assisted 337 community projects across a wide range of activities – from capital projects to enterprises that strengthen community resilience via local activities, governance and developing sustainable models and job creation.

This has included enabling 22 capital projects, supporting 11 to develop plans, and working on 7 plans to ensure community use of Council assets.

## Examples of projects completed this year:

- ✓ Menter Rabar (Abersoch) and Menter y Tŵr (Pwllheli)
- ✓ 2 sustainable community transport schemes in Meirionnydd.
- ✓ Improvements to 7 village halls
- ✓ Upgrading Rhyd Ddu Outdoor Centre and Lle'r Llan (Llan Ffestiniog)
- ✓ Extension to Seren Fach Nursery, Brithdir
- ✓ Garndolbenmaen play park
- ✓ Purchase of the former Deiniolen library with £300k of funding

The work of the 'Ardal Ni' Regeneration Framework has developed strongly with 13 live local action plans, development frameworks in 9 areas, and a continuous conversation with communities to inform priorities.



[Back to the dashboard](#)

# Economy and Community Department: Supporting People

**Head:** Sioned Williams; **Assistant Head:** Llyr Jones

**Responsible Manager:** Lindsey Ellis

**Purpose:** Helping the people of Gwynedd to cope with cost-of-living challenges. Help people to get support, information and access to a service and advice that ensures fairness for all.

**Charis Emergency Vouchers**  
101 vouchers created, the majority of these were food vouchers.  
Financial total of vouchers: £5,011.80

**Well-being Champions** have helped 498 people to maximise income and have organised 4 cost-of-living events throughout the county

**Pension Credit Campaign**  
Households targeted: 162  
Households claimed: 21  
Total annual: £ 62,118.54  
Total lifetime: £ 604,859.51

**Community Hubs Network**  
A scheme to transfer the Community Hubs Network to a more integrated and sustainable model, using libraries as the main access point and draft an area-by-area model based on local needs and assets.

[Back to the dashboard](#)

## Summary 25/26

- Community Resilience Programme worth £820k supporting vulnerable people across Gwynedd
- A focus on prevention: cost of living, loneliness, digital skills
- Work through a wide network of partners and community hubs
- Direct impact on well-being, independence and preventative services and activities.

## Strengths

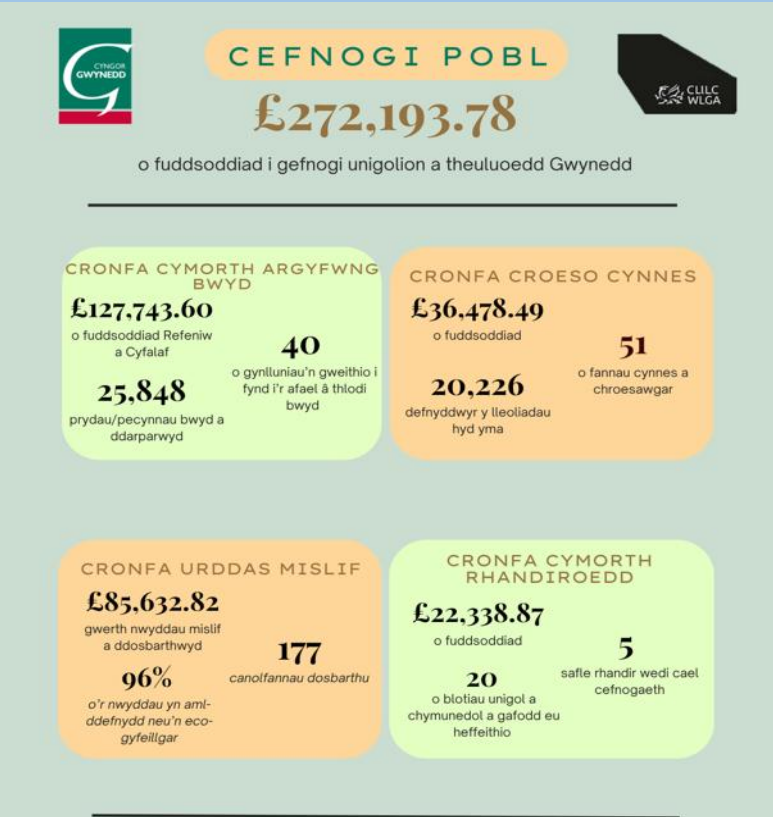
- Stronger joint working between partners (CAB, Ability Net, Age Cymru, Mantell Gwynedd, Adra, community transport schemes)
- Reaching remote communities
- Personal help (1:1) making a real difference

## Challenges

- The demand and complexity of needs are increasing
- Pressure on resources and the sustainability of some schemes
- Variety in quality and provision across areas

## Key Message

The programme has a clear positive impact but the provider models need to be strengthened and the long-term sustainability ensured, which has led to a Community Hubs Network transformation scheme



# Economy and Community Department

**Head:** Sioned Williams; **Assistant Head:** Llyr Jones and Roland Evans

**Responsible Manager:** All department managers

**Purpose:** Ensure that department staff complete mandatory 'Safeguarding' and 'VAWDASV' training in accordance with their contract of employment.

**Performance Measure: Percentage of department staff who have completed mandatory Safeguarding and VAWDASV (Violence Against Women, Domestic Abuse and Sexual Violence) training.**

% Economy and Community Department Staff who have completed Safeguarding training

**90.1%**

% Economy and Community Department Staff who have completed VAWDASV training

**92.8%**

[Back to the dashboard](#)