

Corporate Services Performance Report

Newid i
Gymraeg

Quantitative Measures Summary

Departmental

Procurement

**Communication and
Engagement**

**Customer Contact and
Registration**

**Learning and Organisational
Development**

Support Services

Democracy and Language

Health, Safety and Welfare

Research and Information

Human Resources Advisory



Choose Year
2025-2026

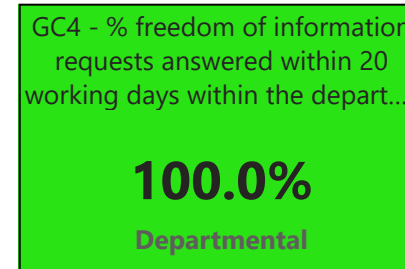
Choose Quarter
Qtr 4

Choose Month
March

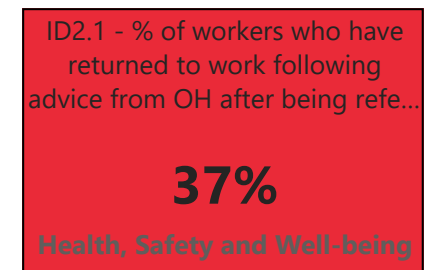
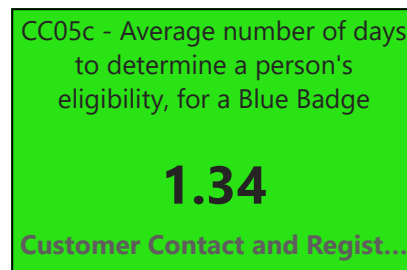
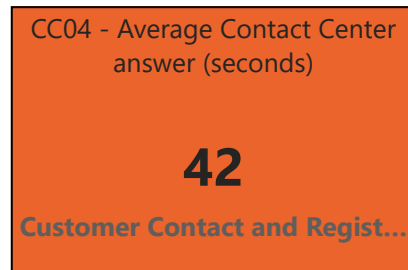
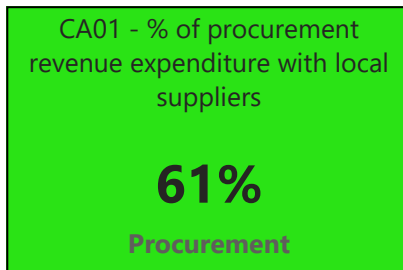
Measures

Newid i
Gymraeg

Departmental Measures



Service Measures



Choose Year
2025-2026

Choose Quarter
Qtr 4

Choose Month
March

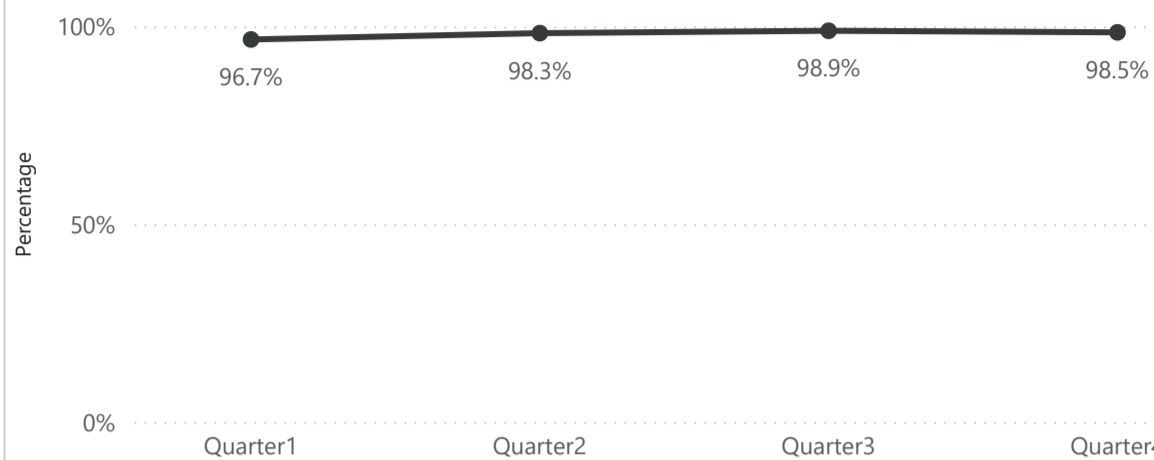
Purpose

Newid i
Gymraeg

GC1 - Mandatory Title - Domestic Violence (Quarterly)

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

Year ● 2025-2026



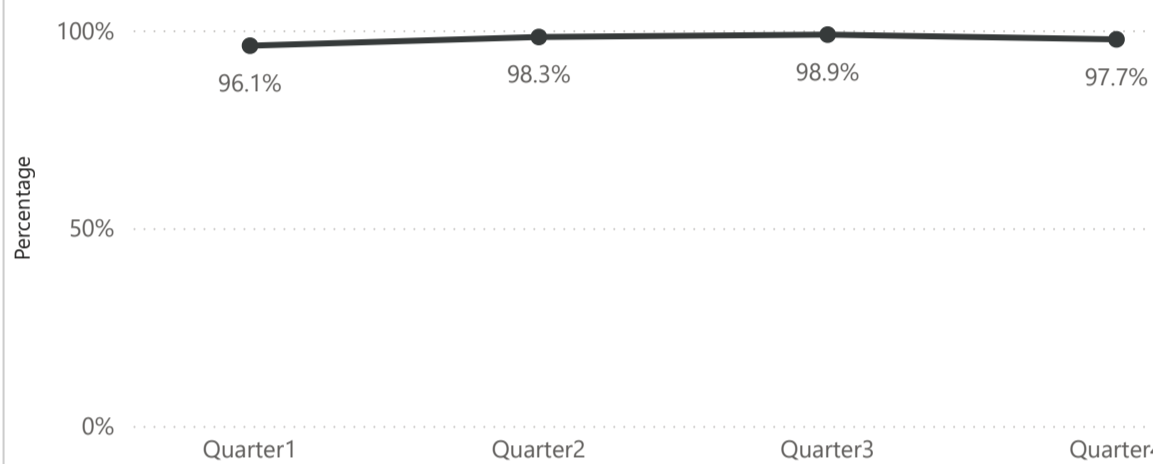
Comment

98.5% of the Department's staff have completed mandatory Domestic Abuse training. This figure is slightly lower than in Quarter 3, as a result of staff turnover. Ongoing work is taking place to encourage staff 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



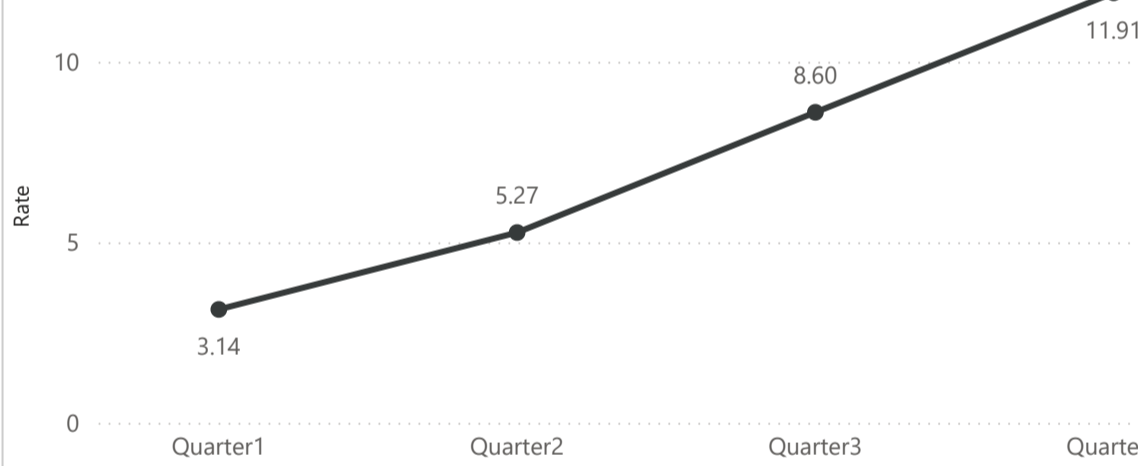
Comment

97.7% of the Department's staff have completed mandatory Safeguarding training. This figure is slightly lower than in Quarter 3, as a result of staff turnover. Ongoing work is taking place to encourage staff 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



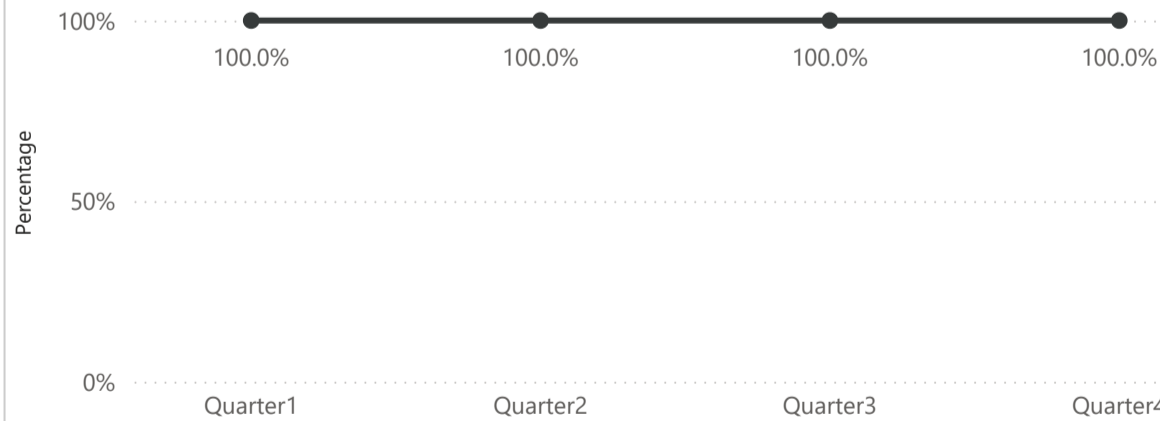
Comment

Over the four quarters of this year, there has been a gradual increase in the department's sickness figures. The data shows a consistent pattern of quarter-on-quarter increases. As a department, we are aware of the factors contributing to this trend and continue to monitor the situation in order to understand the underlying causes and identify appropriate actions to manage it.

GC4 - Freedom of Information Requests (Quarterly)

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

Year ● 2025-2026



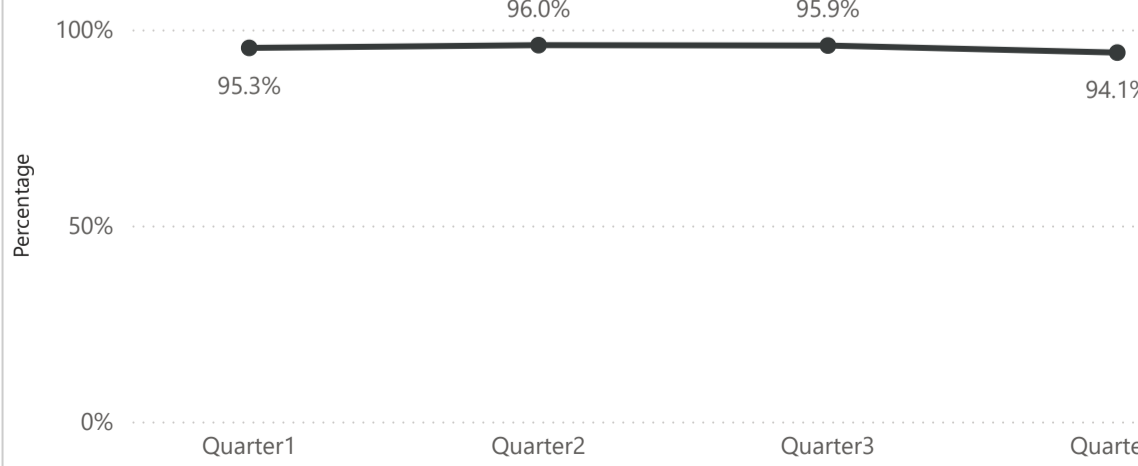
Comment

The Department received 81 freedom of information requests during 2005/26. All requests were answered within the 20 working days.

GC5 - Language Assessments (Quarterly)

Percentage of department staff who have completed the Language Assessment

Year ● 2025-2026



Comment

There has been a very slight decrease in the number who have completed the language assessment this quarter compared with Quarter 3. This is because new members of staff have joined the Department during the quarter and have not yet completed the assessment.

Ongoing work is taking place to encourage those members of staff who have not completed the assessment to do so as soon as possible.



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Forward



Choose Year
2025-2026

Choose Quarter
Qtr 4

Choose Month
March

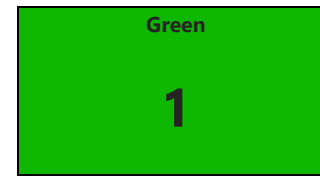
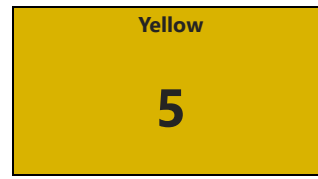
Procurement - Arwel Evans

Purpose

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

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Current Risks

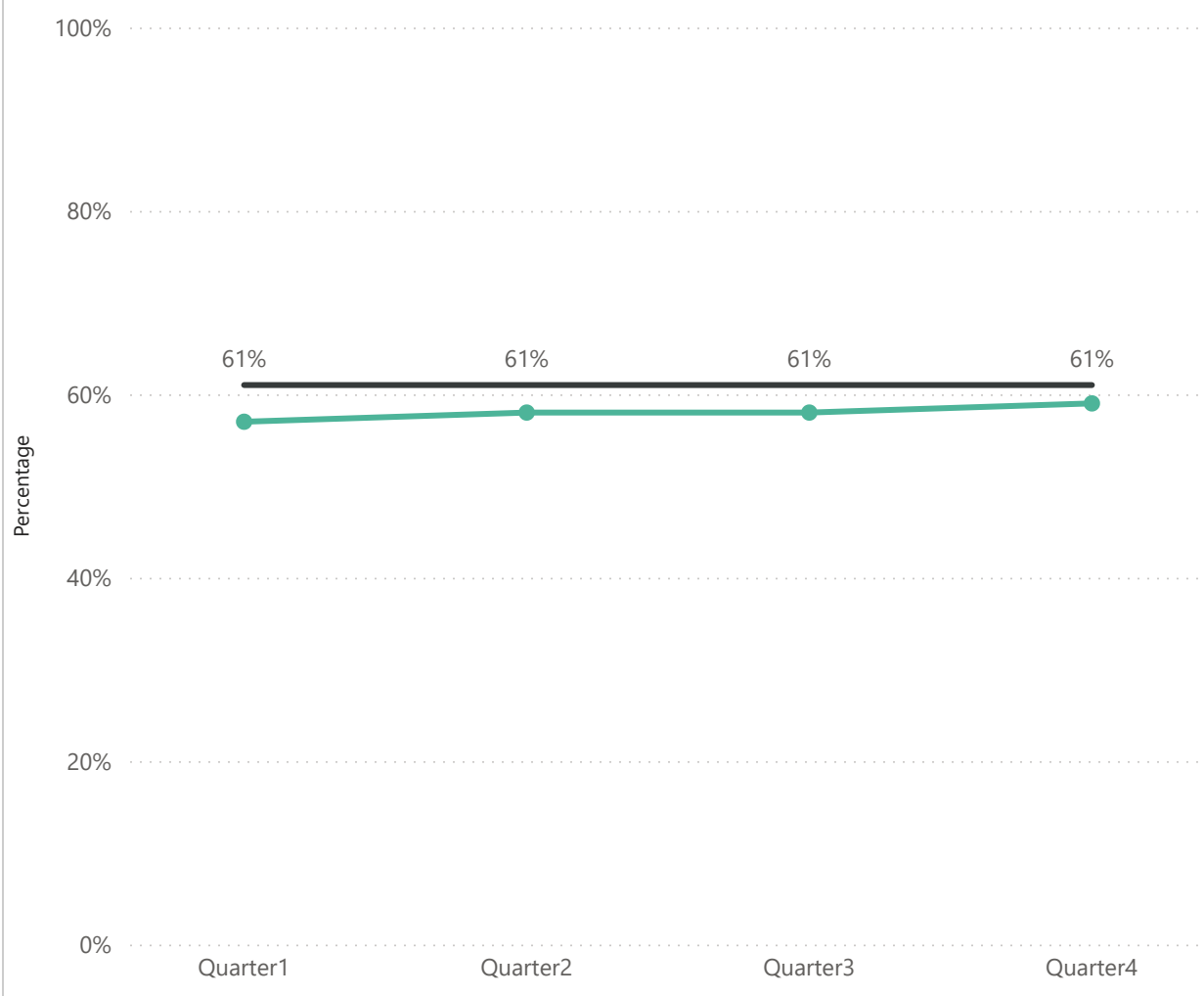


[Click here to see the risks](#)

CA01 - Local Suppliers (Quarterly)

Percentage of procurement revenue expenditure with local suppliers

Year ● 2024-2025 ● 2025-2026



Comment

The local percentage has increased 2% to 61% compared to last year's Quarter 4.

The main reasons for the increase include:

- Further expenditure from Shared Prosperity Fund with Local Colleges of £1.2m
- Further expenditure on flood control of £1.7m
- Rising costs of Care provision with existing local providers.

Total revenue expenditure for 2025/26 is £191m with £116.5m being spent in Gwynedd.

The main areas where expenditure leaves the County over the year continue to be Specialist Construction, IT Systems and Adult and Children's Residential Care. With purchases in areas such as Domiciliary Care, Housing and Support, School Transport, Equipment Hire and Recycling being provided by local companies.

CA02 - Procurement Self-Assessment (Yearly)

Procurement Development (Score 0-5)

Year ● 2023-2024 ● 2024-2025



Comment

We have begun drafting an Implementation Plan for the new Procurement Strategy. The plan focuses on the seven improvement priorities we have identified namely, local benefit, carbon zero, value for money, social value, technology, governance arrangements and the Welsh language.

The final draft of the new Procurement Policy has been circulated among the Category Teams and Corporate Services Managers for comment. We are seeking to develop Procurement Measures and an Annual Report in line with the needs of the Social Partnership and Public Procurement Act, we will need to consult on the final performance measures we will publish. These will most likely include Local Spend, Value for Money, Social Value, Reducing Carbon, Promoting the use of the Welsh language and the use of technology.

We have conducted the exercise to complete the procurement self-assessment during the month and asked the Category and Procurement Team Officers to complete the questionnaire.

The training sessions are ongoing, with a Procurement and Contracts Training session taking place during March.



Back



Forward



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

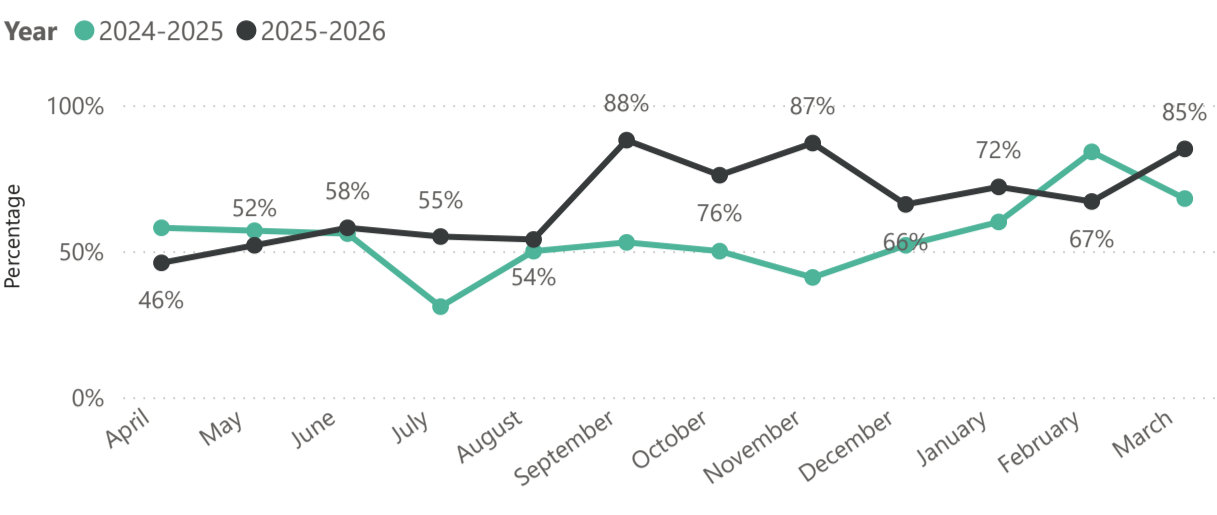
Current Risks



[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

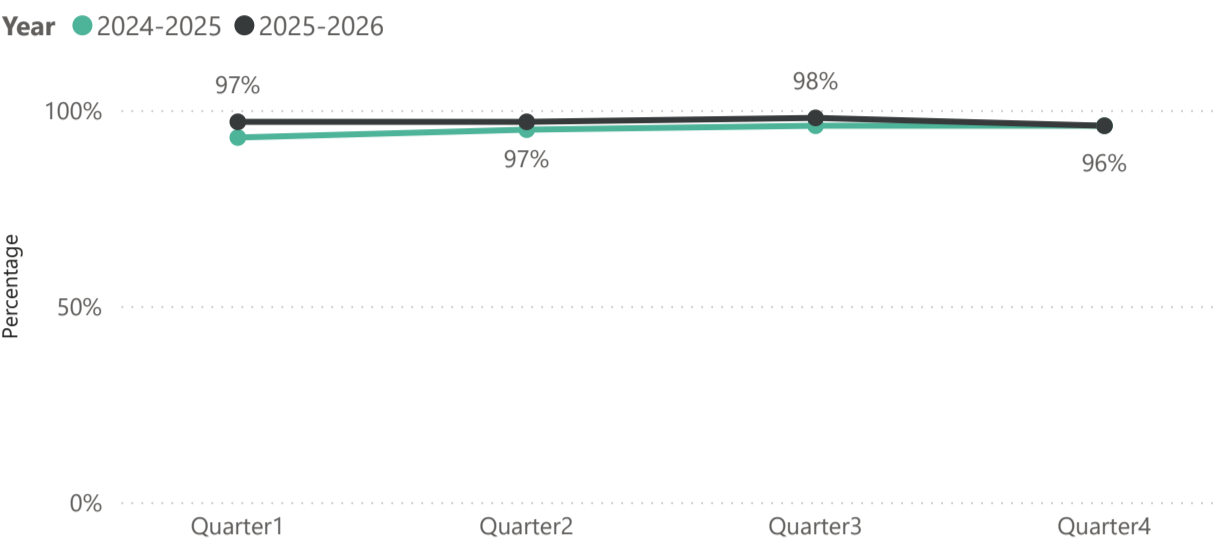


Comment

The Departments continue to send information late (15%). A procedure has been established to contact managers and team leaders after interviews have been arranged through Staff Self-Service. The purpose of this is to clarify the recruitment and appointment procedure that must be followed, as well as to emphasise the need to submit the details of the successful candidate promptly. This is to ensure that an employment contract is sent to candidates in a timely manner, and that the necessary safeguarding checks are carried out without delay.

CE02 - Candidate Satisfaction (Quarterly)

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



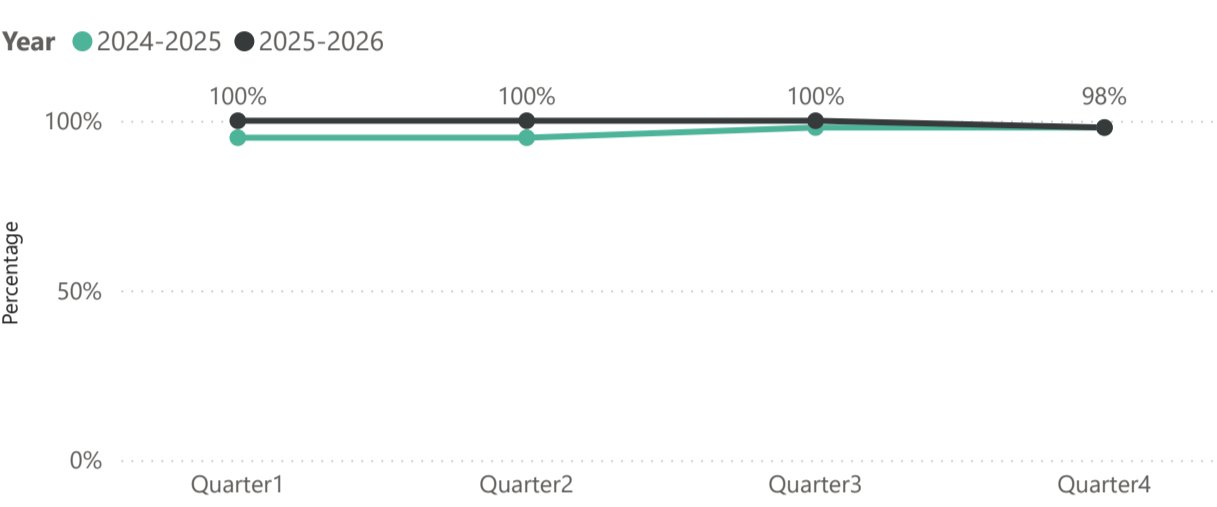
Comment

1,088 job applications were submitted during Quarter 4, and 73% of applicants completed feedback on their satisfaction with the job application process. Of this feedback, 94% were completely satisfied with the process. Of the remaining 6%, the comments noted are ones that we will not be taking forward at present, for example difficulties uploading a CV and dissatisfaction with the section for entering qualifications, as no further resources will be allocated to improve the current system. The new system that will be introduced at the end of the year will address some of these comments.

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

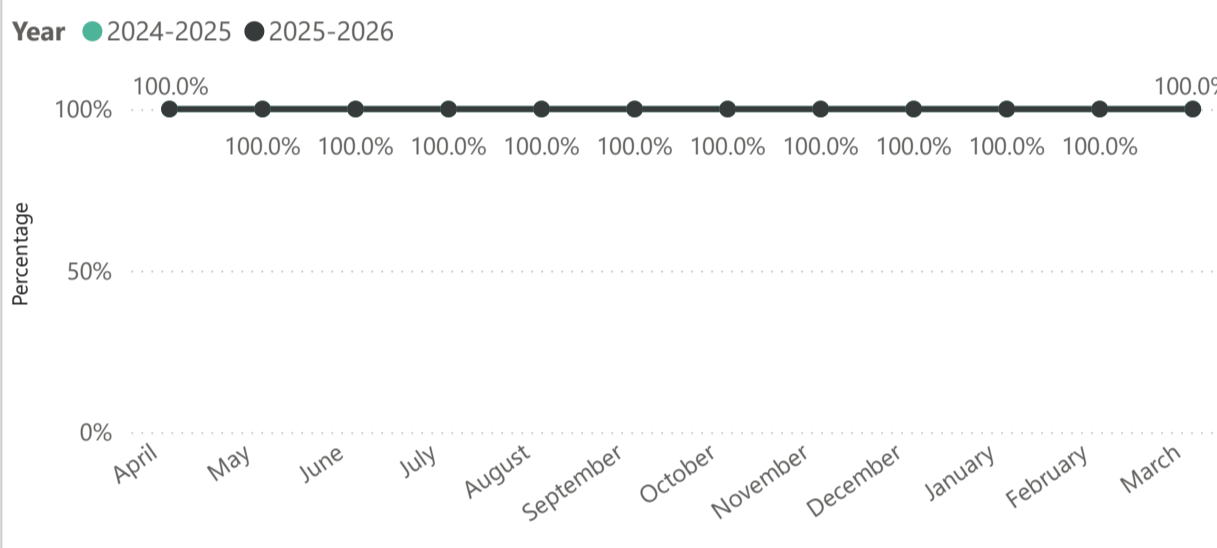


Comment

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. Attention is given to improve any service when a negative feedback is received.

CE04 - Finance and Administrative Team - Timesheets

Process "Timesheets" within the set deadline

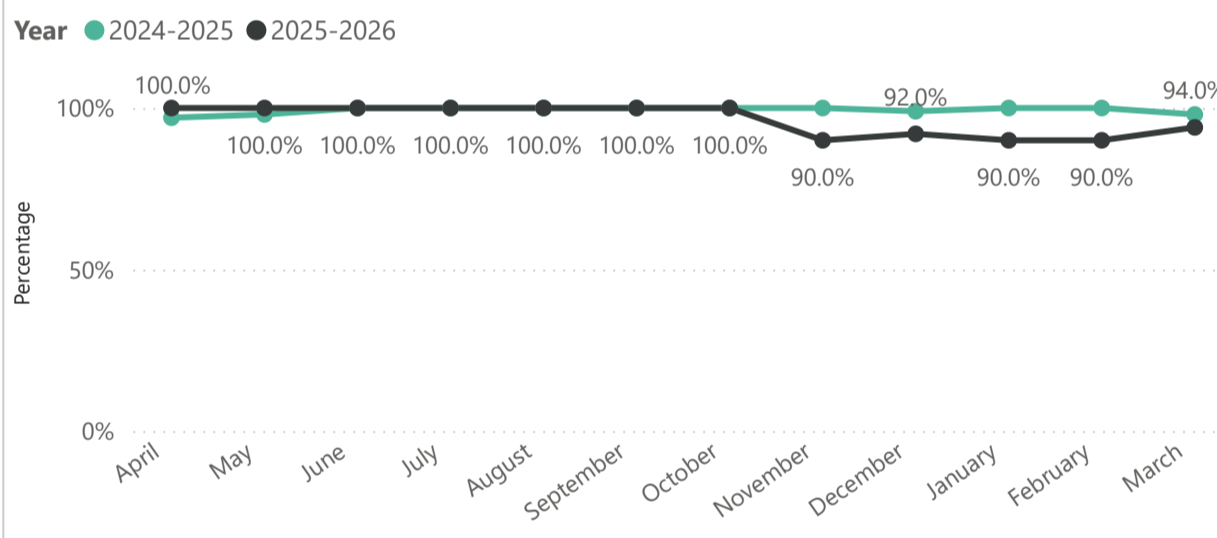


Comment

The timetables have been processed by the payroll deadline

CE08 - Finance and Administrative Team - HS11

Process "HS11" within the set deadline



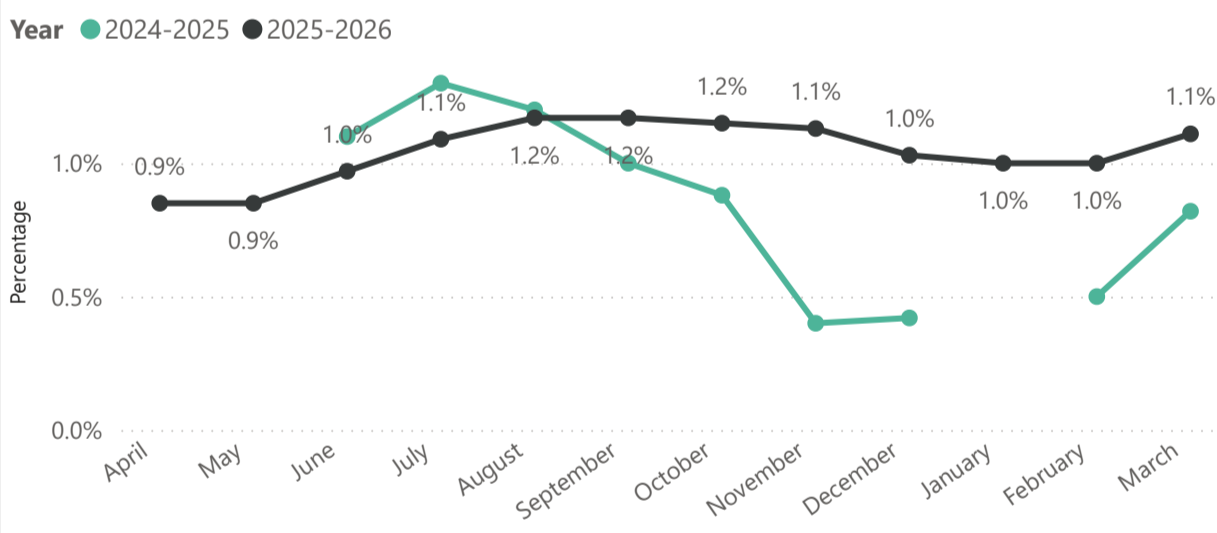
Comment

There has been a decline in performance due to a lack of resources to input the forms in a timely manner, as a result of a post being terminated due to savings. Attention is being given to ensure that priority forms are entered.

With the HS11 module becoming fully operational from 1 April 2026, the number of paper forms will decrease significantly over the following month, with the intention that they will eventually disappear completely.

CE09 - DBS

Percentage of staff who have not renewed DBS on time

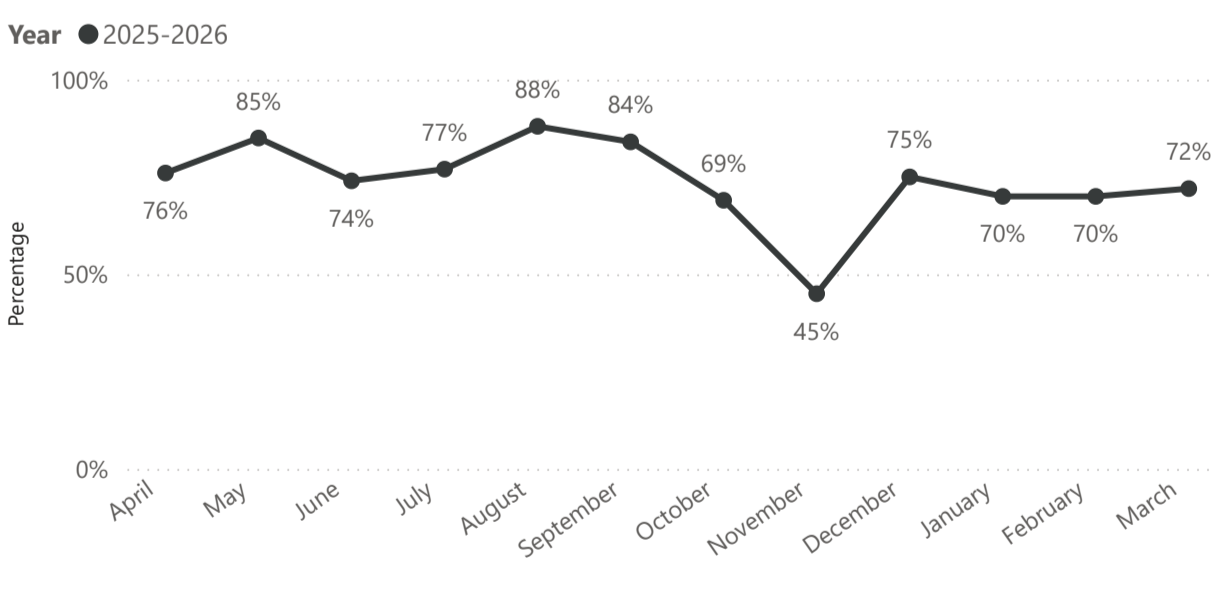


Comment

The current situation today is that 55 staff members have not renewed their DBS on time. There are 10 applications sitting in the DBS in Liverpool waiting to be processed. Another 45 applications are waiting for a staff member or manager to check the documents in order to release them for processing. The system generates an email to the staff member 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 DBS performance of the Departments. Following this Group, a sub-group was established to discuss DBS data. The figure changes daily because staff complete the forms and more other staff enter the renewal period 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



Comment

When Complaints and Concerns reach the Service, the Service Improvement Officer (SIO) records Formal Valid and Invalid Complaints as well as Informal Valid and Invalid Complaints on an Excel spreadsheet and forwards those complaints via email to the relevant Officers within the Services for attention. Concerns and Service Requests received are not recorded here. In accordance with the relevant Policy, the Service has 20 working days to investigate and respond to a complaint. The SIO monitors the response time and reminds the Services of the deadline as needed. At times, Departments fail to respond within the 20-day period, which can be due to various reasons, e.g. officers being unavailable to respond in time, the need for legal advice, the need for more information, or an internal investigation within the Service taking longer than 20 days. A report is presented to the Cabinet every six months on Complaint and Service Improvement performance. At that time, only Formal Valid Complaints and Ombudsman Complaints are included. Work is ongoing to ensure that Services strive to improve their performance in responding to complainants in a timely manner. It is hoped that the new Customer Charter will support this.

CE12 - Staff Well-being - Benefits (Quarterly)

Comment

With the changes that have been made to the Cycle to Work Scheme where the maximum amount has been increased to £5,000 and the hire period has been extended to 3 years, this has allowed staff to purchase electric bikes as well as traditional bikes. Since April 2025, 52 staff members have taken advantage of the Scheme compared to 37 staff in 2024/25 and 58 in 2023/24.

Council staff are able to pay Additional Voluntary Pension Contributions ("AVCs"), which provide a tax advantage to them. Approximately 11% of the workforce contributes annually and benefits from the Scheme. There will be a delay to the programme timetable that was due to be implemented over the coming months to promote the benefits of the Scheme and ensure that all staff are aware of the opportunity available through pension contributions, as the post is now vacant following the officer's departure from the Council.

CE99 - Other Activity by Support Service

Comment

We have received confirmation that the Council's new Human Resources and Payroll system is ITrent. Identifying our requirements and migrating data to the new system over the coming weeks will involve a significant amount of work and additional pressure on Service staff. We will be looking to familiarise ourselves with the system and to work in collaboration with the company and the internal IT service to mitigate the impact of the transition on staff. We have begun to be introduced to elements of the system, and work will continue for months to come, alongside the continued provision of normal services to external job applicants, and to Council staff and managers.

There will be a period of delay with the work to promote the Benefits to staff while we review the arrangements following the post becoming vacant at the end of month as a result of the officer leaving the Council's employment.



Back



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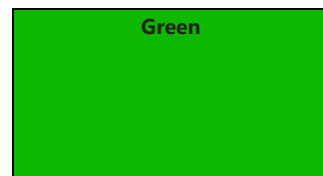
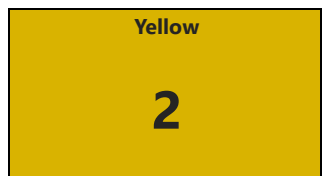


Purpose

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.

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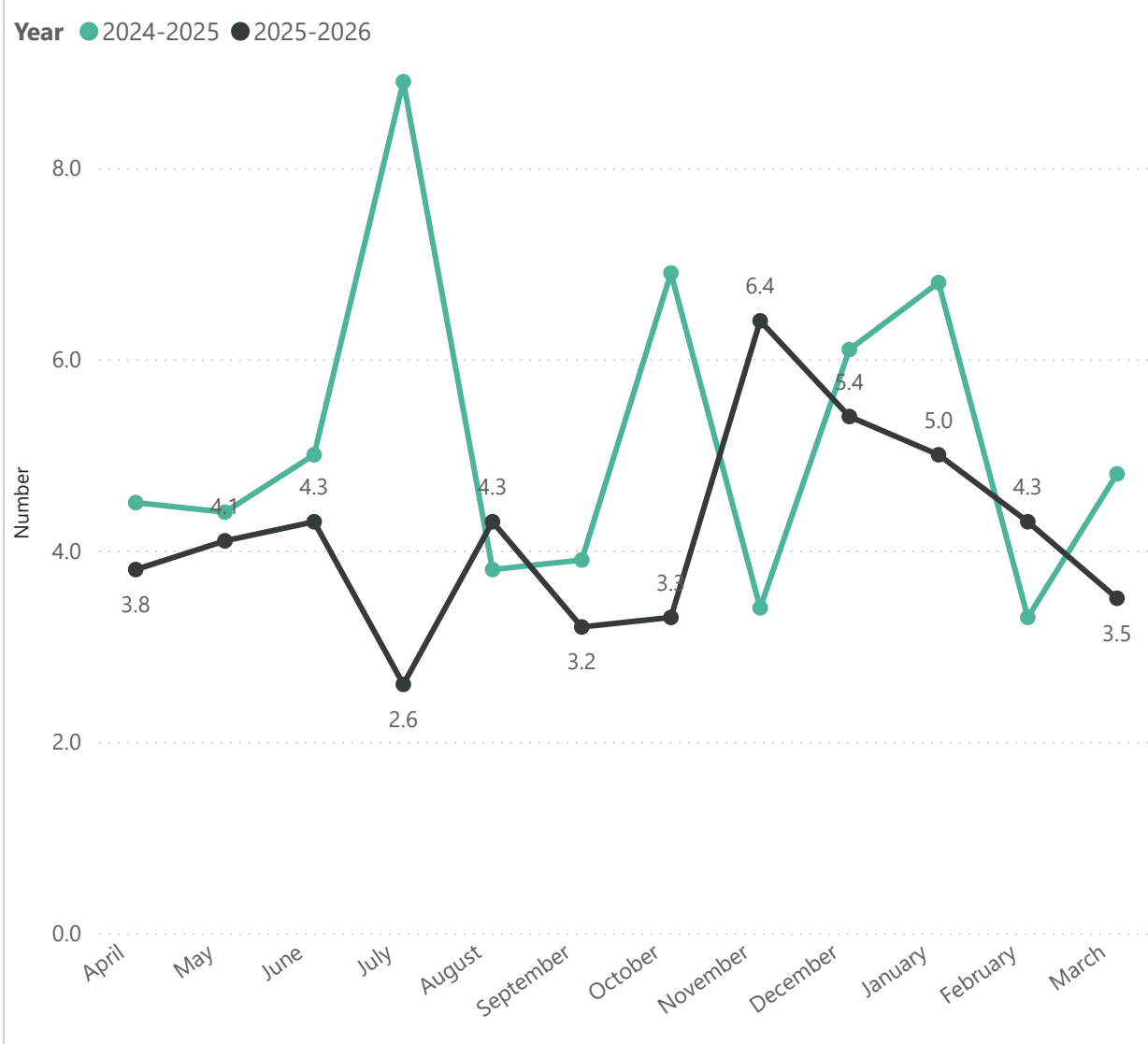
Current Risks



[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



Comment

Proactive press releases:

Over the past year, 101 press releases were issued which led to 416 news items in the press and media. This is a rate of 4.1 news item for each press release published.

During 2025-26, matters arising from the Council's Response Plan following the crimes committed by a former headteacher and the subsequent publication of the Child Practice Review (CPR) report "Our Bravery Brought Justice" attracted significant attention. This tragic case required a detailed communications plan and close working between officers, elected members and partners from other organisations. The press release issued following the publication of the CPR report (in November 2025) attracted the most attention during the year – 23 news items. A further press release, published in May 2025, outlining the progress being made by the Response Plan, also had significant traction, leading to 9 news items.

Other press release issued during the year, unrelated to this topic, which led to positive coverage were: information about the re-opening of the Lloyd George Museum in June 2025 following investment and refurbishment work (11 news items); the Cabinet's discussion on the Budget in February (9 news items); the launch of an app aimed at helping Neurodivergent people and their families (8 news items).

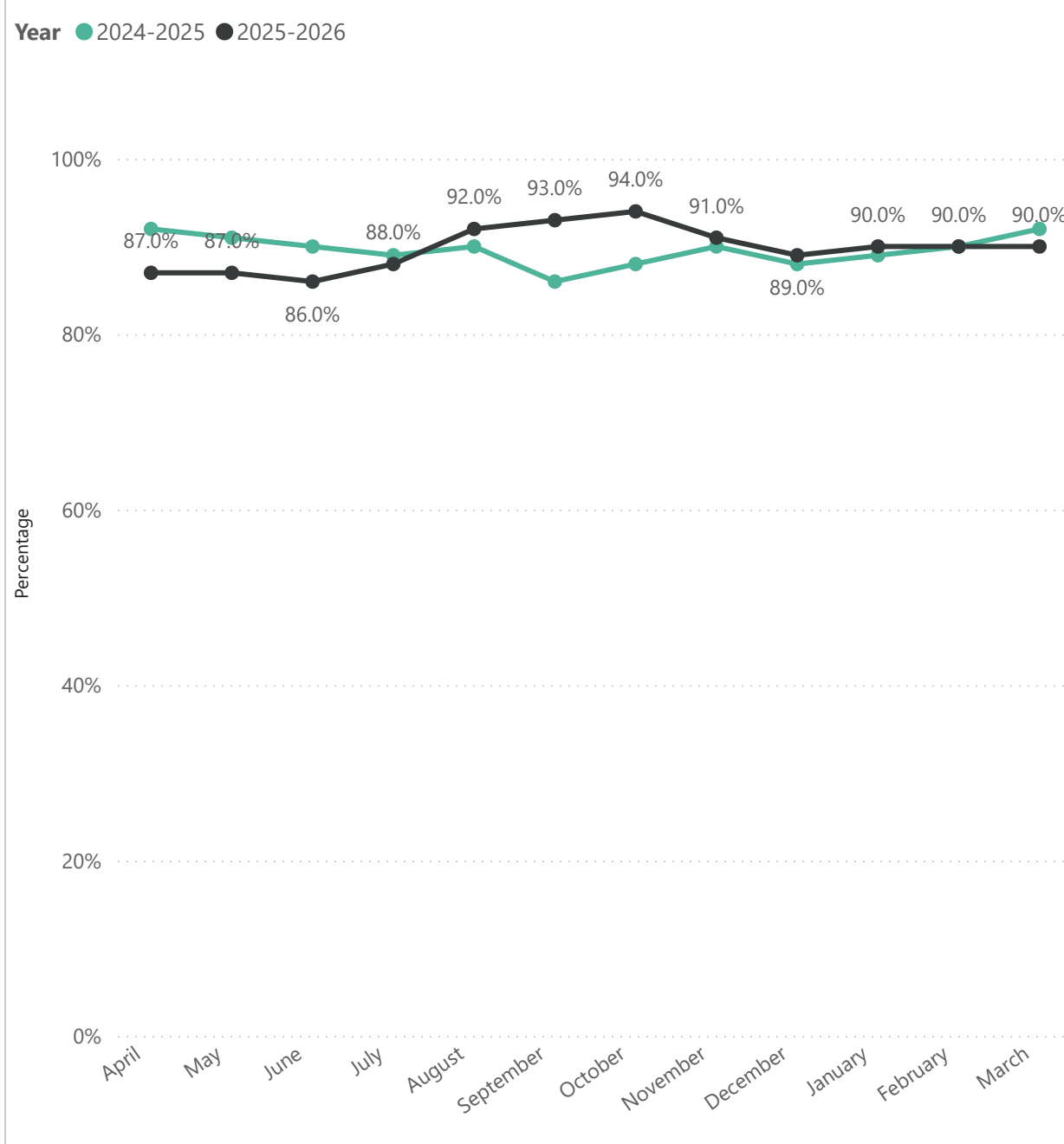
Reactive press work:

Over the past year, the Council responded to 534 media/press enquiries. Some of the matters which led to multiple enquiries were:

- The legal challenge made against the Council's decision to adopt the Article 4 direction and the subsequent refusal to appeal;
- Severe weather, including several storms which have affected the county over the last 12 months;
- Matters arising from Cyngor Gwynedd committees, including the Planning Committee;
- Operational matters, including projects to tackle homelessness; work arising from the situation at the Corbett Arms in Tywyn; problems arising from problematic parking.

CY02 - Website Satisfaction

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



Comment

Total visits to the website in 2025-26: 2,950,552

Total number of responses to the satisfaction survey in 2025-26: 1,474

Total number who gave a score of 5 out of 5 in 2025-26: 1,320 = 90%

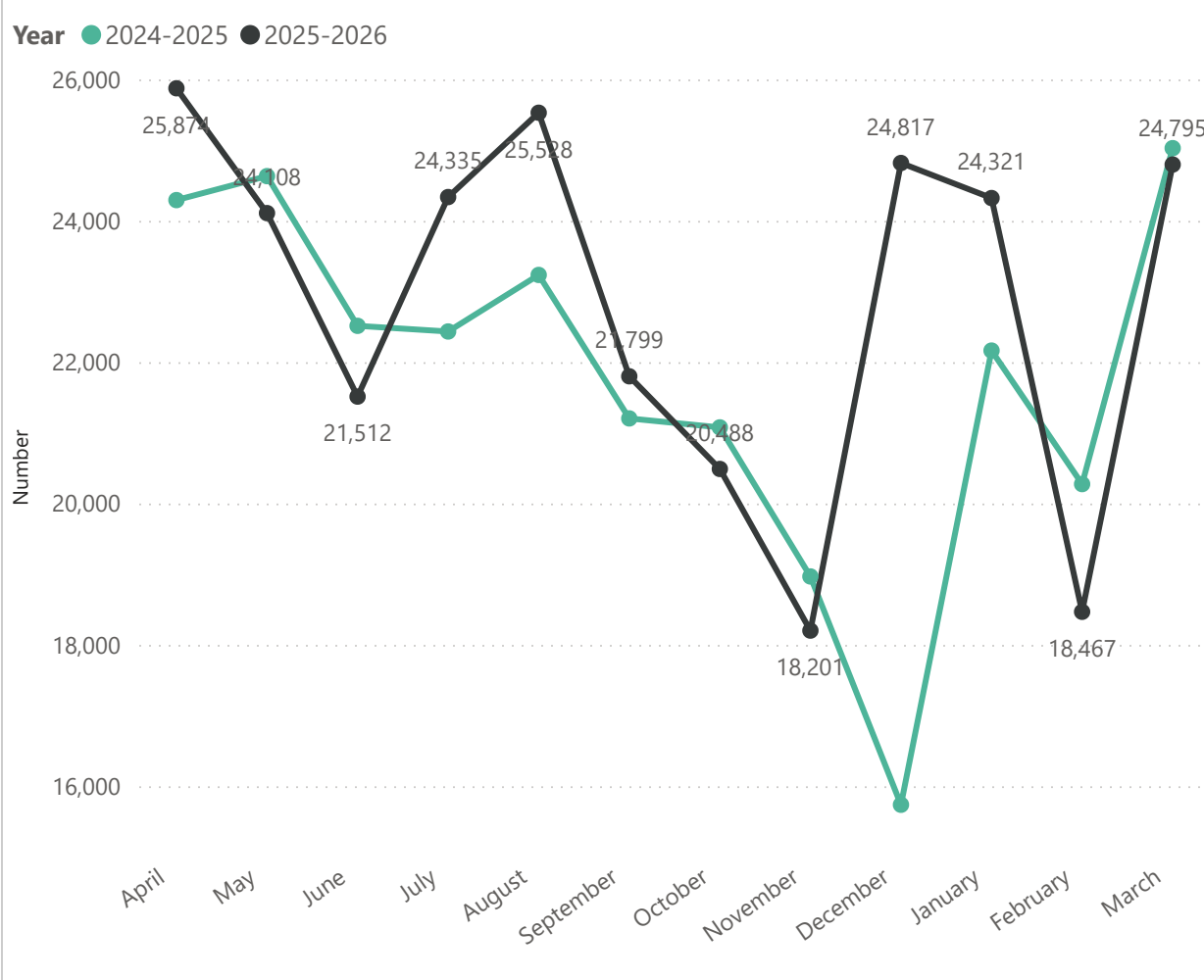
Details of respondents who gave a score of 4 or below in 2025-26:

- Complaint about the website (responsibility of the Communication and Engagement Service) = 42. Mainly from users unable to find information when using the search function. The Information Technology Service have been commissioned to create a new search tool using Artificial Intelligence to replace the current system.
- Complaint about the website (responsibility of a specific Service) = 34. These complaints vary from month to month, e.g. individuals wanting to receive a waste and recycling calendar by post, information on the website not being updated or being incorrect.
- Complaint about a specific Service = 48. These complaints vary from month to month, e.g. staff not answering the phone, the cost of the garden waste service, car parking charges, Article 4.
- Complaint about a third-party system = 30. These complaints mainly relate to being unable to find a planning application (Tascomi) or being unable to find committee papers (Moderngov).

We resolve the complaints that fall within Communications and Engagement's responsibility as quickly as possible. All other complaints are referred to the relevant Services, and we support them to resolve the issues where we can.

CY05 - Service Requests

Number of service requests submitted online



Comment

A total of 274,378 service requests were submitted in 2025-26, which is 12,829 more than in 2024-25.

Some services saw a decrease in the number of requests submitted, e.g. School admission applications: 162 fewer, Reporting a missed waste and recycling collection: 676 fewer and Booking a garden waste collection: 606 fewer than the previous year.

A number of services saw an increase in the number of requests, e.g. 16+ travel pass applications: 726 more than the previous year, Requests for waste and recycling equipment: 418 more, Reporting a pothole: 249 more and Reporting flooding: 152 more. One service — Booking a Recycling Centre Slot — saw a significant increase again this year, with 12,520 more requests than in 2024-25. This was partly because booking a slot was required over Christmas and the New Year in 2025-26, unlike the previous year.

In September 2025, a new online Housing Enquiry Form was introduced, used by the Housing One-Stop Shop, and 515 online enquiries were received up to the end of March 2026.

During 2026-27, a number of projects will receive attention, including: A new form for reporting a missed waste/recycling collection (as a result of the Environment Service purchasing a new back office system to manage work) and a new form for school admission applications integrated with My Account – Cyngor Gwynedd (as a result of the Education Service purchasing a new back office system to manage applications).

CY99 - Other Activity by the Service

Comment

Council website:

- Significant progress has been made to upgrade the content of the Council website to comply with the Public Sector Bodies (Websites and Mobile Apps) (No. 2) Accessibility Regulations 2018 and the Equality Act 2010 and to develop a new corporate website.

Social Websites / Digital Communications:

- During 2025/26, there has been an increase of 2,549 in the number of people following the Council on Facebook, along with 190 new followers on Instagram. Facebook's average reach (the average number of times a day different people have viewed your content) increased to 17,661, an increase from 5,223 from the previous year. The most popular messages during the year were messages about gritting networks and severe weather with messages about the tourism advisory.
- 5 episodes of the Teulu Gwynedd podcast were produced and can be viewed and listened to on Spotify, Apple Music and Amazon.

Public Engagement:

- Support was provided for a number of engagement exercises including the Climate and Nature Emergency Plan, Waste and Recycling Strategy, Ageing Well and the Gwynedd Local Development Plan consultation.

Communication in an Emergency:

- Communications Plans were delivered for Storm Amy, Storm Bram, Conwy Tunnel Closure, Borth Bridge Closure and extended periods of ice and snow.

Celebrating Staff Success:

- A new initiative has been established to celebrate and recognise the success of Council staff. To date, visits have taken place to Bangor Crematorium, Bangor Flood Prevention Scheme, Cwm y Glo Depot, Goed Glynllifon Nursery and Afon Wen Depot.



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Choose Year
2025-2026

Choose Quarter
Qtr 4

Choose Month
March

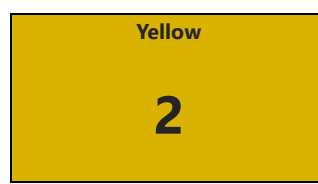
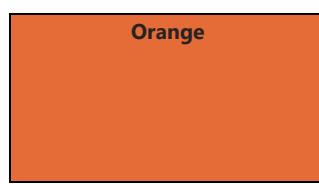
Customer Contact and Registration - Joanne Parry

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: Registration - "To hold ceremonies and enable the public to register events and provide copies of certificate in accordance with the requirements of the act"

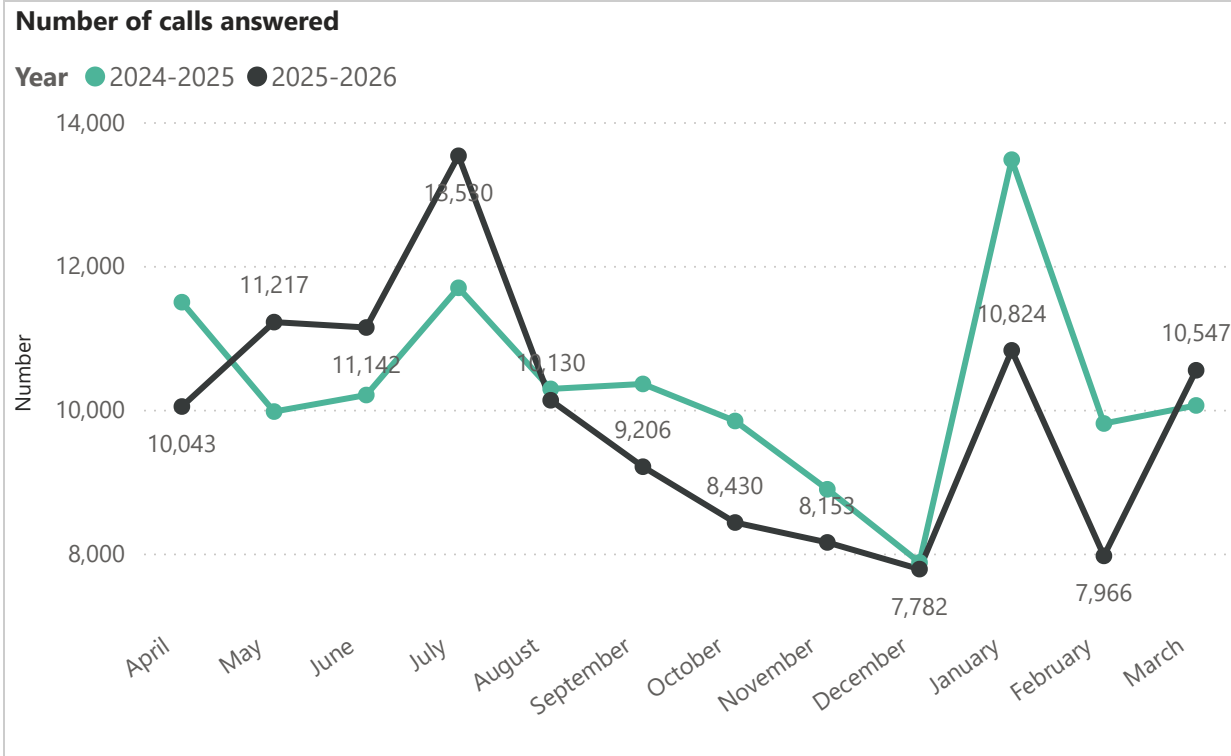
Newid i Gymraeg

Current Risks



[Click here to see the risks](#)

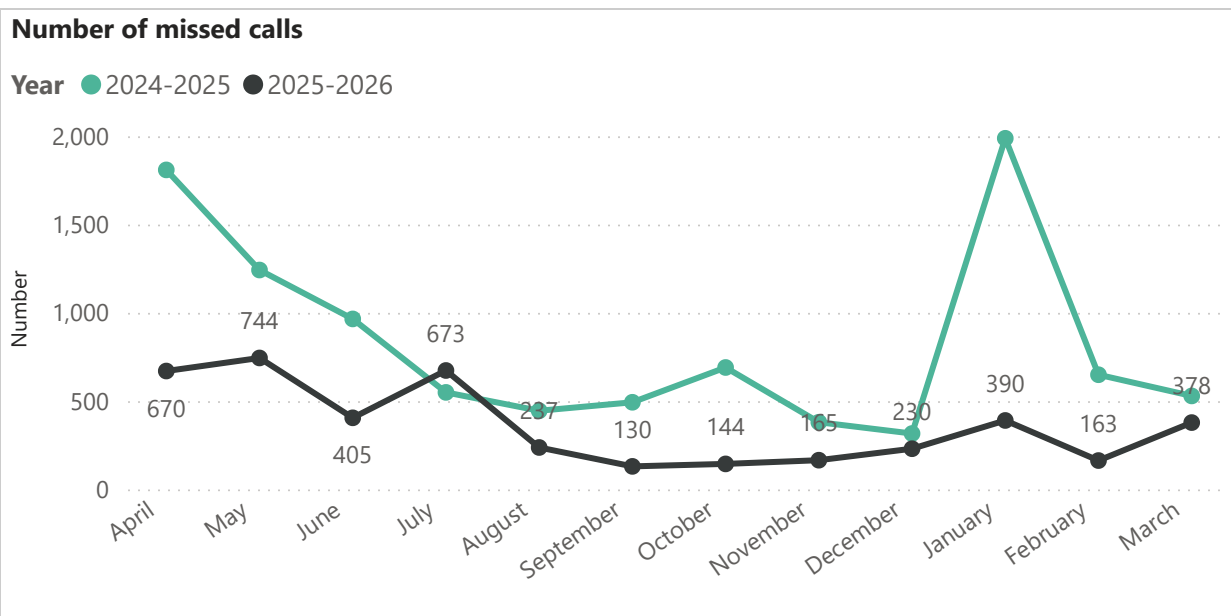
CC03 - Contact Centre Calls



Comment

Over the past year, Galw Gwynedd has received 125,173 phone calls, answered 120,805 and missed 4,368, meaning that we answered 3.61% of all phone calls that came into Galw Gwynedd. The number of calls answered is 5,929 fewer compared with the number answered during 2024-25, but the number of calls missed during 2025-26 has decreased (see indicator CC03a) compared to 9,603 calls missed during 2024-25 (a difference of 5,235). This suggests that customers have not had to phone back, as they were answered the first they called by Galw Gwynedd. In October 2025, the Housing and Homelessness One Stop Shop changed their working arrangements and the majority of their customers now go directly to the Housing phone number rather than Galw Gwynedd transferring calls to them. This follows the introduction of a new phone system, Webex, in May 2025, where the technology now enables us to work more efficiently when distributing incoming calls. This has led to an improvement in our performance, as shown in the graph. Of the 120,805 calls answered by Galw Gwynedd during 2025/26, approximately 72,000 of these were either logged as an enquiry in our CRM system or processed as a payment by Galw Gwynedd staff. This means that we deal with approximately 60% of phone traffic within the Contact Centre, without transferring the call to another Service. In addition to this, Galw Gwynedd staff also deal with administrative work generated through digital channels, as well as handling live chat enquiries.

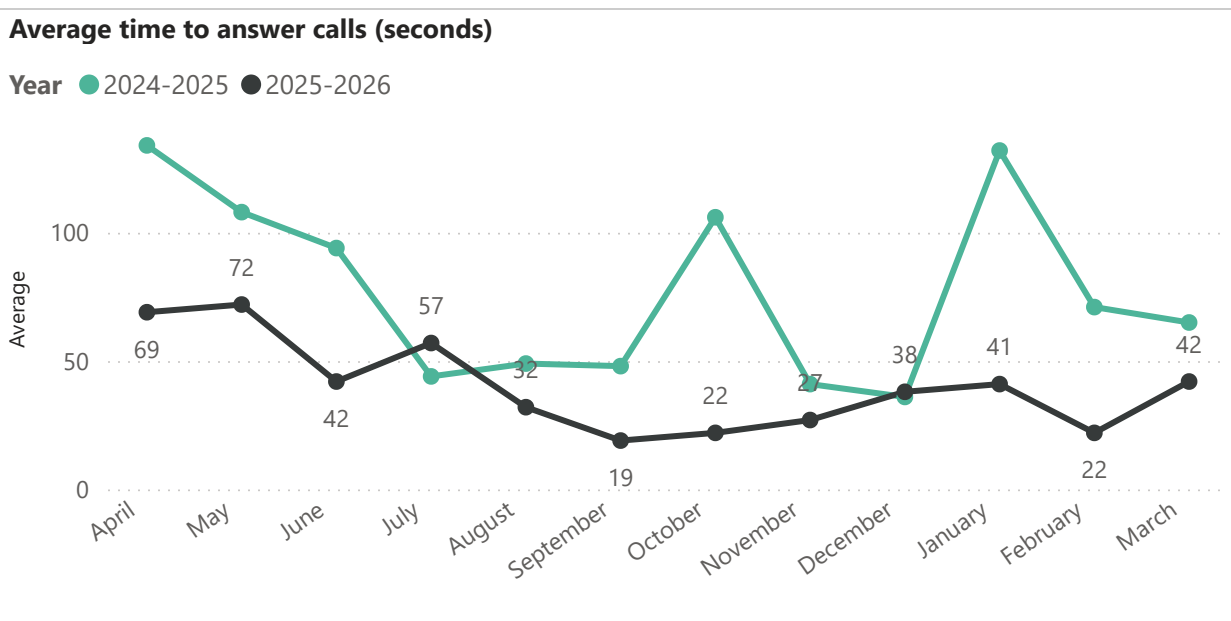
CC03a - Contact Centre Calls



Comment

As noted in indicator CC03, the number of calls missed this year is lower than the figure missed during 2024/25. The graph shows that our performance is more stable due to our improved ability to manage performance, following the introduction of our new telephony system during the past year. We are also working closely with frontline Services to try to avoid significant increases in call volumes. For example, when opening applications for garden waste for the coming year, we avoided launching during busy periods in order to cope with the volume of incoming calls. However, when Services introduce changes without communicating with us in advance, this has a negative impact on customers and leads to unexpected increase in call volumes, resulting in more missed calls. Digital system failures can also have the same effect.

CC04 - Contact Centre Calls

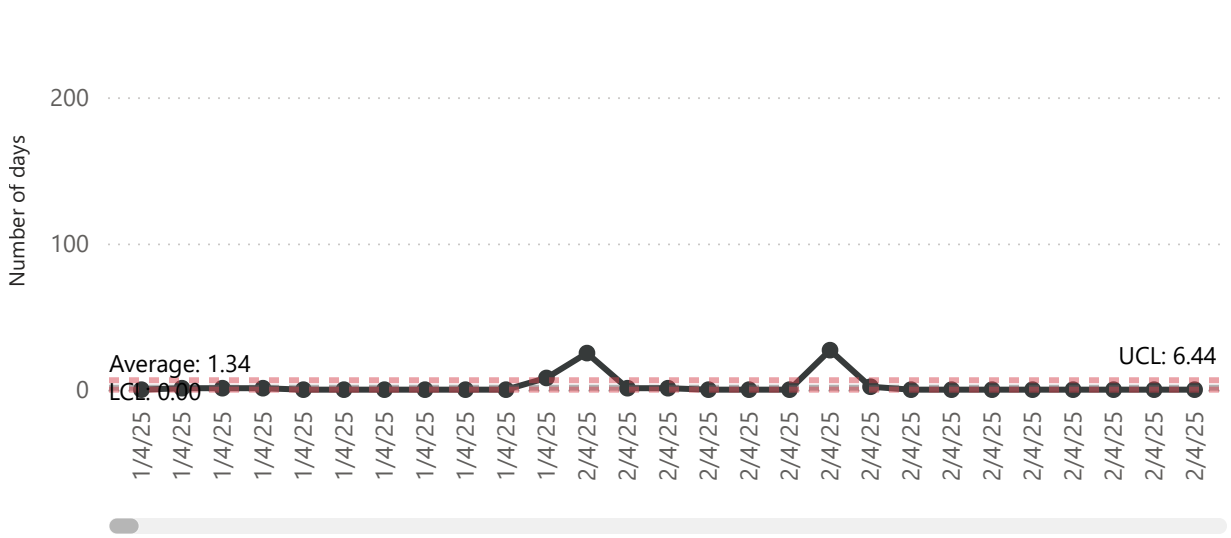


Comment

Performance has been stable over the past year and has met the new Customer Care standard, which is to answer phone calls as quickly as possible and within 1 minute. 42 seconds is an average figure, which means that some customers wait more than 1 minute before their call is answered. This will be the challenge for 2026/27: to reduce the number of residents waiting longer than 1 minute. Since the introduction of the Webex phone system in May, we have access to data that was not previously available. The "call distribution" report shows that Galw Gwynedd answered 87629 calls within 1 minute, which is 81% of all calls answered since May 2025.

CC05c - Blue Badges

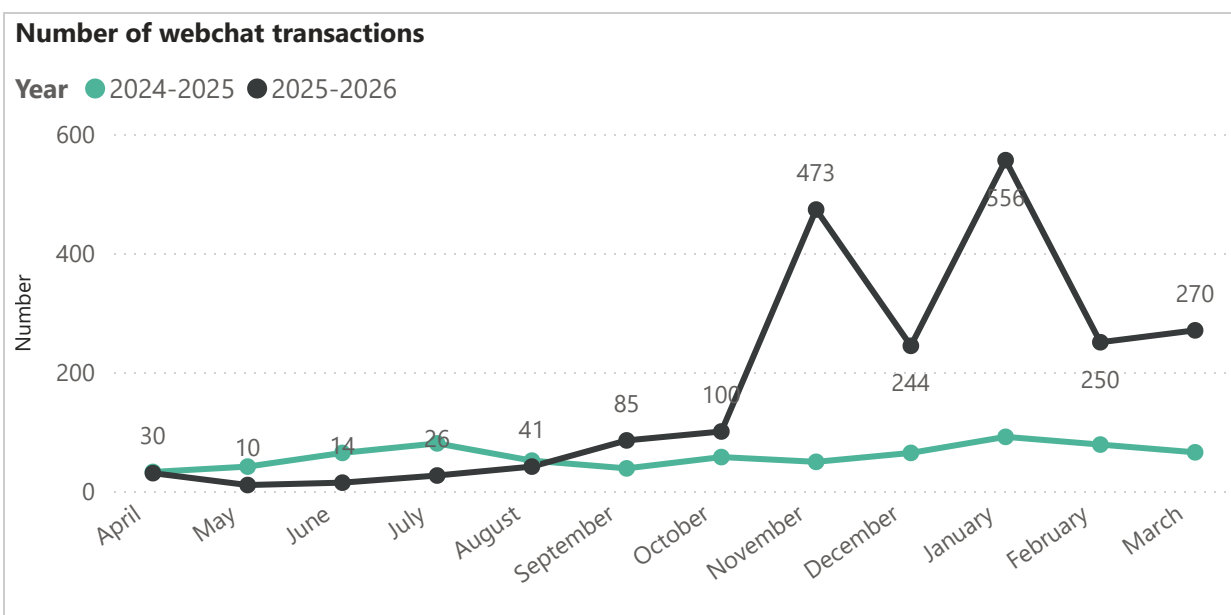
Number of days to reach a decision on an individual's eligibility, for a Blue Badge (applications for one year)



Comment

The past year has been challenging for the Blue Badge team, following an announcement by the independent assessment company Able 2 that they were stopping the assessment of applications with just one week's notice. This has resulted in a small number of customers waiting much longer for a decision on their application, as we did not have access to an independent mobility assessment service. A new company has now been appointed by the Welsh Government to carry out this work, and applications that we are unable to come to a decision on are being referred onward for further assessment. As outcomes begin to be received for individuals who have been waiting some time for a decision, we expect the number of processing days to increase initially, before stabilising again once the backlog of applications has been completed.

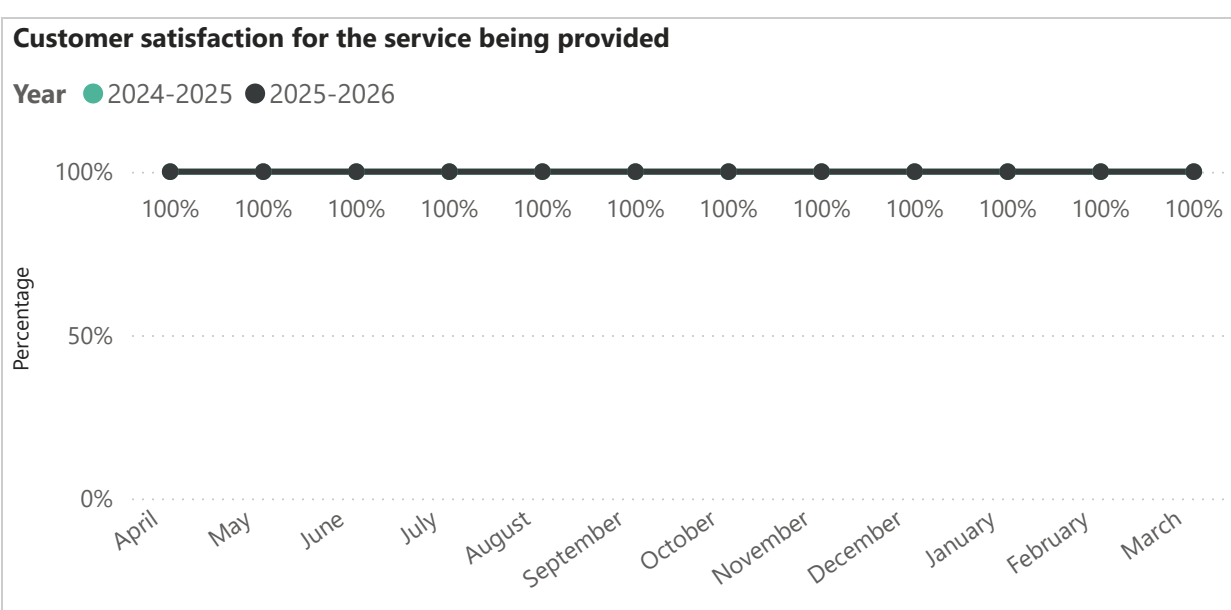
CC06 - Webchat



Comment

The number of webchat interactions has been at its highest this year, with 2,099 live chat transactions handled during 2025/26, compared with 710 during 2024/25. A significant increase is evident in November and again in January due to PSBA issues, during which time we lost the Self-Service system on the Council's website for a period (1 day in November and 1.5 days in January). However, the number of people using live chat has remained higher than the previous year, after these two events. We have two members of staff monitoring live chat between 9am and 5pm, where staffing levels allow.

CC09 - Customer Satisfaction - Registration Service



Comment

No dissatisfaction has been reported with the Registration Service over the past year.



Back Forward

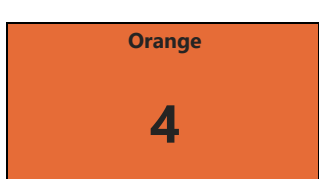


Purpose

- 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

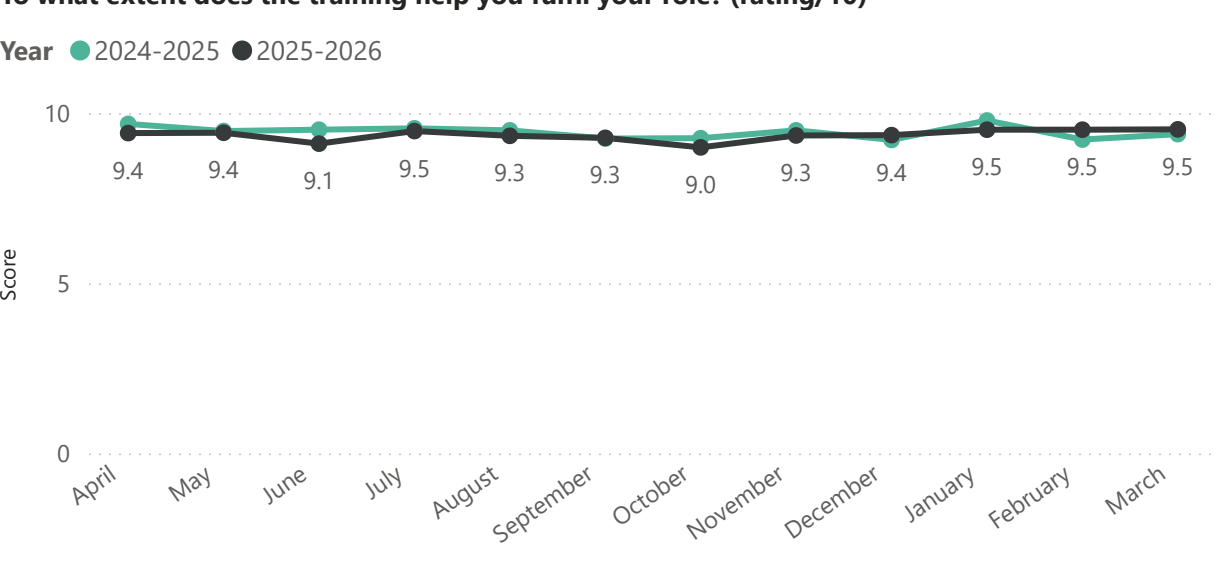
Current Risks



[Click here to see the risks](#)

DD1.1 - Training - Satisfaction

To what extent does the training help you fulfil your role? (rating/10)



Comment

When analysing monthly the score that attendees have given for the training they have attended, we see that many of the titles consistently receive 10 out of ten. These are courses that are mainly run by Council for Management staff.

The courses that receive the lowest score tend to be those run by external providers. The lowest score is 8 out of 10 – which isn't really low.

It is clear from this data that Council staff are mutually supportive and appreciate receiving training from experts in their field.

DD1.2 - Development Programmes

Comment

Apprenticeship Scheme and Cynllun Yfory – On the 16th of April, 20 apprenticeship and 6 Cynllun Yfory positions open. A promotion and engagement strategy is in place and hopefully a good response will have reached us by the end of May.

Staff Voice Survey – The survey ran for 5 weeks. Overall, the numbers who responded to the survey were a very similar figure to last year. On closer analysis, the numbers of responses from departments with high office staff increased e.g. Corporate Services and some departments failed to get many staff to commit to completion.

Welcome – A Project Group and Induction Document is in place to inform the Welcome Period Project to shape a consistent and fair structure for all new members of Council staff.

Managers' Network - Develop a more robust programme and organisation for the Managers' Networks including a first-time 'Paned with Managers' trial to encourage greater networking between Council Managers.

DD1.3 - Developments

Comment

- Learning**
- * Pilot sessions held
 - * Democracy for Managers Presentation (January 2026) – 'The course was brilliant, especially considering this was the first time it was delivered. It was completely practical, and the information presented at the right level'
 - * Having Difficult Conversations (February 2026) – 'I would recommend the training as I have learnt a lot of how to plan a difficult conversation, whatever the topic. It is information that can be transferred to a large number of situations'
 - * Procurement & Contracts (March 2026) – 'The training was adequate for my purpose, foundation and advanced sessions might be useful for those who need to get into the subject in more detail'
 - * IOSH Rheoli'n Ddiogo has been held entirely in Welsh for the first time, i.e. delivered in Welsh and with Welsh resources/materials (February 2026) – 'Welsh is my first language and Welsh is the council's internal language of operation so I think it is vital that all training materials are available in Welsh'
 - * Upcoming Pilot Sessions (all in-house trainers)

- Business**
- * Recently gone through the procurement process for 3 different titles (notice at Sell 2 Wales)
 - * An external provider commissioned to run the Conducting Difficult Conversations training (following a successful pilot starting in February). This training is specific to managers and team leaders.
 - * We have an external provider running a Disability training pilot session for us in May (this has been delayed due to unforeseen circumstances on the provider side)
 - * In discussions with an external provider who may be able to run Anti-Racism training for us.
 - * The intention is to go out and look for providers for the next Decisiveness training and Persuasion and Influence training.

- Digital Learning**
- * New e-modules live on the e-learning Portal – Information Management, Anti-Racism, Adverse Childhood Experiences (ACEs) and Trauma-Aware Practice in Wales
 - * Policies that have been accepted at The Center policy is fed to the Self-Service daily and automatically – technical development.
 - * Learning and Development Service 'Wordpress' page has been developed for frontline workers; The site is expected to go live in the coming months.
 - * MASTERCLASS - Delivering Effective Training on Microsoft Teams; piloted and run.

- Safeguarding**
- * Map out categories of posts covered for Protection and VAWDASV
 - * Discussions need to take place following this, with the Support and IT Team in terms of designating the category of each post, and ensuring that a filter is added on MODS where it shows the category of Safeguarding training
 - * A Safeguarding Page has been created which will give Council staff access to key safeguarding information
 - * Group A Safeguarding Training Video completed (English and Welsh) and piloted with the Department of Environment in the first instance
 - * The Corporate Protection Champion to go out to the Team Leaders of the frontline staff to go through the process (show the video, get the staff to sign an attendance register, and distribute promotional posters, record the staff on MODS)
 - * The other three Departments covered following the above (Education, Housing and Property, Highways and YGC)
 - * Sub Promotion Group meets 17/4 to discuss Safeguarding promotion plan

- Welsh**
- * Bilingual Teams Support Guide – draft completed and in the process of receiving feedback.
 - * Maes Gofal Project – expect to be able to continue for a year (not yet approved for funding). Mair Rees to continue as tutor. Over 80 have enquired about lessons and around 50 have received lessons so far (care home and domiciliary care staff).
 - * PowerBI Language Identifications Dashboard available to heads of department – message sent to all heads to point out.
 - * Cymraeg Clir – adapted two job descriptions of the field of care in conjunction with Nia Lewis from the Language Unit.
 - * A 10-session Language Refresher course scheduled from January-March 2026.
 - * Neurodiversity (April 2026)
 - * Good Decisions (April 2026)
 - * Technoleg Cymraeg (April 2026)

DD2 - Changing the Culture (contibution to Ffordd Gwynedd)

Comment

Work is underway to analyse the results of the recent Staff Voice Survey. This will assist us in creating focus groups and identifying a strategy as we move forward with this work.

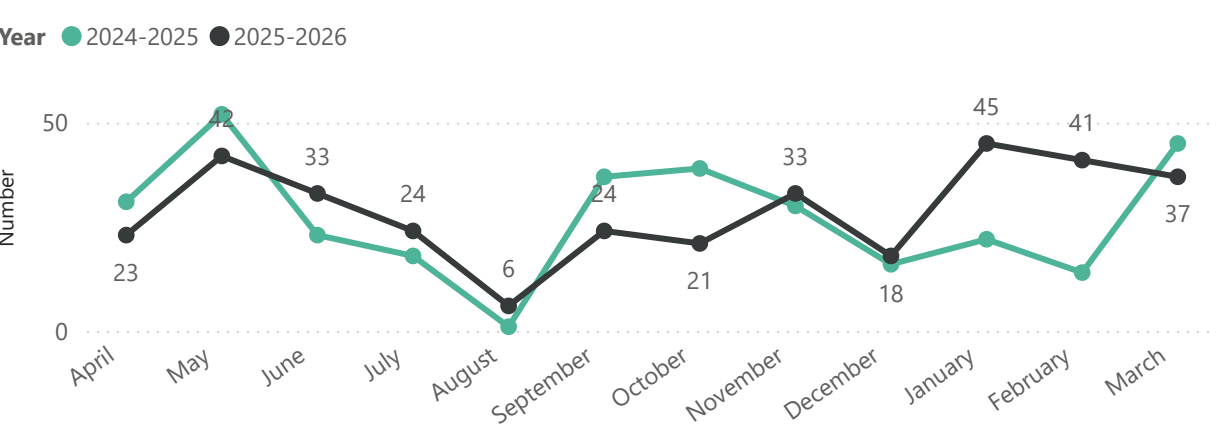
DD3 - Priorities

Comment

- Implement and develop on the Learning and Development Framework (2025/2026) ensuring quality, refining bespoke engagement and advancing the work.
- Develop a Framework for Senior Officers and Members.
- Expand on our training/support provision frameworks by addressing the needs of the job level range.
- Continue to develop and support the work of Workforce Planning and Talent Development.
- Continue to establish and set up Business and Commissioning arrangements in order to obtain concrete steps from the commissioning of work and to ensure the quality of the work of the service.

DD4 - Training

Number of training courses delivered per month



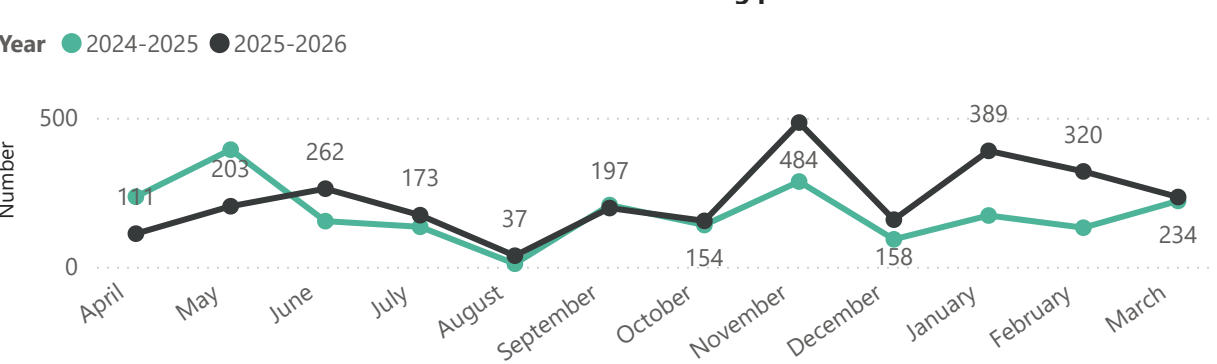
Comment

Higher numbers of training have been taking place since January than in the previous year. As the Learning and Development Programme continues to be unraveled and new titles arrive on the Panel, it is good to see that there is a greater variety of courses being run as well as more titles running.

January – Number of events 45; Number of Titles 23
 February - Number of Events: 41; Number of Titles: 21
 March - Number of Events: 37; Number of Titles: 28

DD5 - Staff and Councillors who have received Training

Number of staff and councillors who have attended training per month



Comment

The graph shows the numbers of unique individuals who have attended training courses. it is very encouraging to see more staff engaging with the Learning and Development Programme and benefiting from being able to attend the new courses being delivered.

DD6 - Feedback from Events

Comment

Does not include feedback from pilot sessions.

- January**
- DISC - Interesting to hear about the different types of employees. Be able to look at individuals' professional behaviour in a different way following the training. It will be a great help to me in my role to be able to communicate effectively with other team members.
 - An Introduction to Democracy for Managers - A great session that everyone should have, especially as managers/team leaders, in order to properly understand the Council. I've worked in the council for over 15 years but I've learnt things I've never heard/understood before.
 - Effective Presentations - Creative. Realistic exercises as good examples.

- February**
- Clear communication – Having enjoyed every aspect of the training in today, it was very helpful. My only suggestion is that we get a small message/update every 3-4 months so that the principles are still alive for us. The case studies were entertaining and the practice of trying sentence modifications. A practical and interesting session where I can use everything that has been discussed in work and real life. Thank you Llior – obviously an expert and explains the principles very well. Very practical - increase the size of the text on the slides. Explain technical terms earlier e.g. "Cystrawen" / "gylunu" - not everyone may know what all the terms mean.
 - Data Protection - Useful and practical training that was easy to follow and offered useful information for day to day work. A very interesting course, a refresher as I haven't been on a data protection course for several years now. A great deal of good practice to use from the course.

- March**
- Leading Change – Training triggers one's interest to undertake a process of change, whether small or large. A practical and valuable course.
 - *The fact that the course was very interesting and we got to do practical tasks that were really helpful to our team. The coach was very knowledgeable and obviously the interest of my new job as a team leader and it was extremely beneficial to join the rest of my team as we could work together.
 - *Extremely entertaining training which is going to help me immensely in my work to lead the changes we have in the pipeline. Managing the change is a clearer and more orderly floor after I attended yesterday. It has given me the confidence to Plan and deliver the change to the team. Kotter's 8 steps will be very useful. I wonder if you can get a copy of the presentation please. A big thank you to Nia Meleri for a fun, relevant training full of information and advice.
 - Procurement and Contracts - A clear session of the principles and purpose of procurement rules – a good starting point. A great help to understand when enquiries need to be made about the advice of those more experienced in the field and who the points of contact are. It might be beneficial to tailor short sessions to different levels within departments – so that there is a clear understanding at all levels of what the principles are, and what is 'right'. For a potentially confusing/heavy topic the session was clear and gave a comprehensive presentation... While I am not acquiring, rather following a framework, it is beneficial to understand what the principles are and the work that is going on 'behind the scenes'.
 - Equality – LGBTCR+ – The coach was very knowledgeable of the subject. We had important conversations in order to understand which vocabulary is appropriate to use.



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2025-2026

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March

Democracy and Language - Vera Jones

Purpose

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

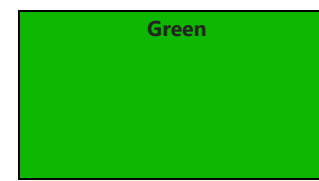
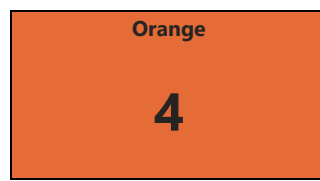
Translation - To provide a standard translation service into Welsh and English both in writing and orally for staff, members and Gwynedd's residents.

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

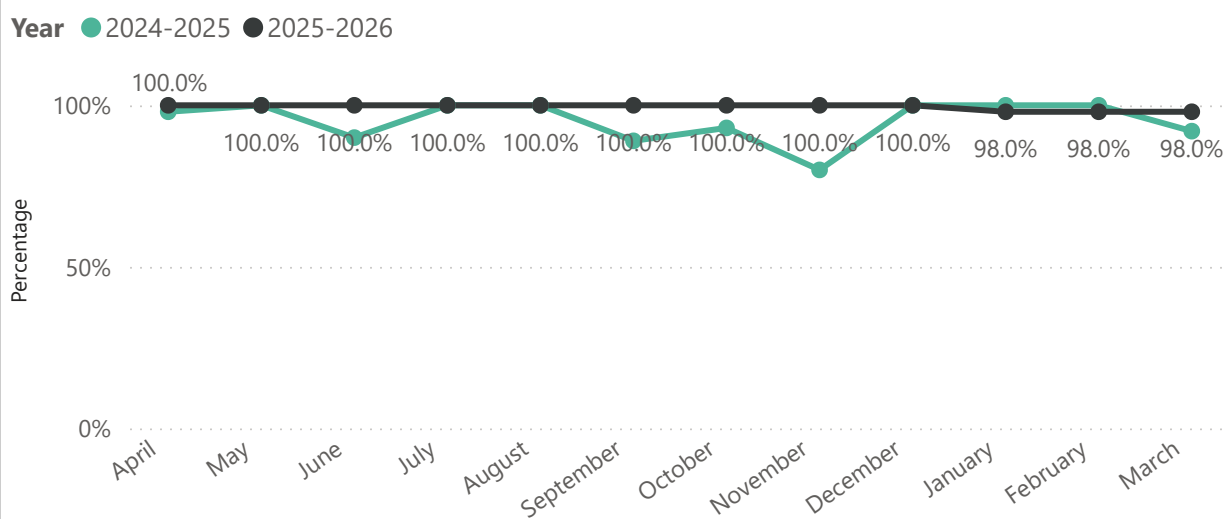
Newid i
Gymraeg

Current Risks



DI1 - Decision Notices

Percentage of decision notices published bilingually within 5 working days



Comment

109 decision notices were published during 2025/26, with 3 only published late. They were published the following day on all three occasions. The delay was due to waiting for comments and problems with the publishing system.

DI2 - Satisfaction - Elected Members (Yearly)

Comment

Very good - 88%, good - 11%

Elected Members were asked for their satisfaction with the service delivered from the Democratic Team. A full report on the results was presented to the Democratic Services Committee in February 2026. 27 Members responded, with 88% noting that the service was 'very good' and 11% noting that it was 'good', which is progress from the previous year when one Councillor noted the service was 'sufficient'. The teams quick responses and availability were noted as good support.

DI3 - Translation Service

Comment

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

This year, for the first time in years, the team has been complete in terms of staff numbers, following the transfer of a very experienced translator from GwE in April 2025. In addition, a Trainee Translator who has been a member of the team since 2023 has now qualified and is playing a full part in the team's work in terms of written translation and simultaneous translation.

Unfortunately, the team has faced the same challenges again this year:

- The fact that officers within Council Departments use AI to translate their own formal documents occasionally, but not proof-read them in sufficient detail. There is a real risk for the Council as a result of this that mistranslations will go public - indeed instances of this have happened, or at least almost happened. Whilst the Translation Team uses software that now incorporates machine translation, which greatly speeds up our translation processes, we ensure that these translations are carefully proofread to ensure accuracy and that the usual standards are maintained.

- As previously reported, the technology in the Council's informal meeting rooms is insufficient to be able to hold hybrid meetings with simultaneous translation successfully. In addition, the simultaneous translation element within Teams is still unreliable. We are still waiting for answers from IT regarding these two matters.

The team has received very favourable feedback from our customers both within and outside the Council, including:

"Thank you so much to the interpreter at last night's meeting, she was excellent."

"Just a word of thanks for your translation service at our meeting yesterday. We really appreciate your cooperation and support as a team."

"Great service, thank you very much!"

"Received the translations. Thank you very much for the prompt service."

"I am about to leave Gwynedd Council after two years on an interim contract. I wanted to write to say that the service you offer is incredible. I have been amazed at the proficiency and professionalism of the staff supporting the CJC. Thank you for all your support and best wishes to you all."

DI4 - Scrutiny and Language Service

Comment

It has been a busy year for the team in terms of the scrutiny committees and the projects underway to promote the use of the Welsh language.

We were able to hold and support the usual scrutiny meetings throughout the year looking at a variety of topics, including each department's performance challenge reports, and as a result of a request from members two extraordinary meetings were held to scrutinise the Our Bravery Brought Justice report response plan. For the first time, a request for scrutiny at committee was received from a member of the public, namely the climate plan. The work of the Investigation into safeguarding arrangements in schools continued, visiting 6 primary schools, 3 secondary schools, 1 special school and 1 all-through school as well as holding two task and finish groups prioritised by the Scrutiny Forum – one looking at the education language policy in schools and the other on complaints from departments providing social services. An annual scrutiny report was submitted to the Council for approval later than usual, at the beginning of October, which outlined the improvements that have taken place to the scrutiny arrangements over 24/25. It was published three months later than usual as the team's resources had been prioritised to the work of the investigation and holding the sessions to form the scrutiny committees' work programme.

There has been a great deal of collaboration with officers from various departments and from external organisations in order to promote the Welsh language. The work of Fforwm Iaith Gwynedd which involves over 20 different organisations was co-ordinated. The forum worked on creating a language strategy and setting up sub-groups to look in more detail at the challenges faced by young people in using the Welsh languages, as well as in our communities, in the early years and in business. The young people sub-group, following a consultation with young people aged 16-18 who highlighted that they did not see Welsh as a valuable skill, is planning interventions to promote the Welsh language as a valuable skill. Prosiect 15, which seeks to influence young people's social use of the language on social media, has also been further developed with a focus on trying to get more suitable content, use influencers and increase followers.

We have contributed to the work of the Welsh Language Sub-Group of the Gwynedd and Anglesey Public Services Board and the work of the Breaking the Myths about the Welsh language project which is a resource to assist organisations in recruiting Welsh-speakers in north Wales. Input was given to a group on increasing the internal use of the Welsh language by the Welsh Language Commissioner and also to a workshop held to create a language framework that intertwines with workplace education qualifications based on the latest CEFR framework. An officer provided input into the creation of the TUC Cymru's Welsh Language Growth Charter. A member of staff attended the launch at the National Eisteddfod and was a member of a panel discussing the importance of Welsh in the workplace and what others can do to increase the use of Welsh in the workplace. The Cabinet gave its approval for the adoption of the charter before Christmas.

Work has continued with the Welsh place-name protection project during the year with attention being paid to promoting place names in schools and increasing visibility through the installation of Welsh signage. The project ended at the end of March 26 but the work of installing Welsh language signs when they require updating will continue for some time. Comments were also made on 41 impact assessments submitted with planning applications. As usual, Cyngor Gwynedd's annual compliance report with the Welsh Language Standards was published and attention was paid to improving compliance in a number of areas including social media, website, impact assessments and complaints.

DI5 - Democracy Service

Comment

109 formal Committees were held during the year, with 48 of those meetings being hybrid meetings which were webcast. There were 22,052 views of the webcasts.

In the wake of the Our Bravery Brought Justice Report - 3 extraordinary meetings were held - of the Full Council, the Care Scrutiny Committee and the Education and Economy Scrutiny Committee.

Two new members were elected during the year and there was a period of induction for both.

The technology in the chambers has been challenging throughout the year with ongoing network, external systems and audio problems being the main challenges. However, due to the persistence of the team, it was possible to hold all the committees as well as webcast the meetings to the public.

Preparations for the 2027 election have begun, with workshops with members to be held early in the new year to get their views on the

draft plans.



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2025-2026

Choose Quarter
Qtr 4

Choose Month
March

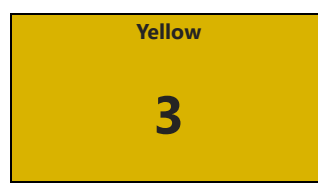
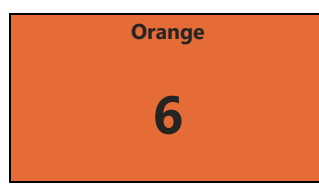
Health, Safety and Welfare - Gail Warrington

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

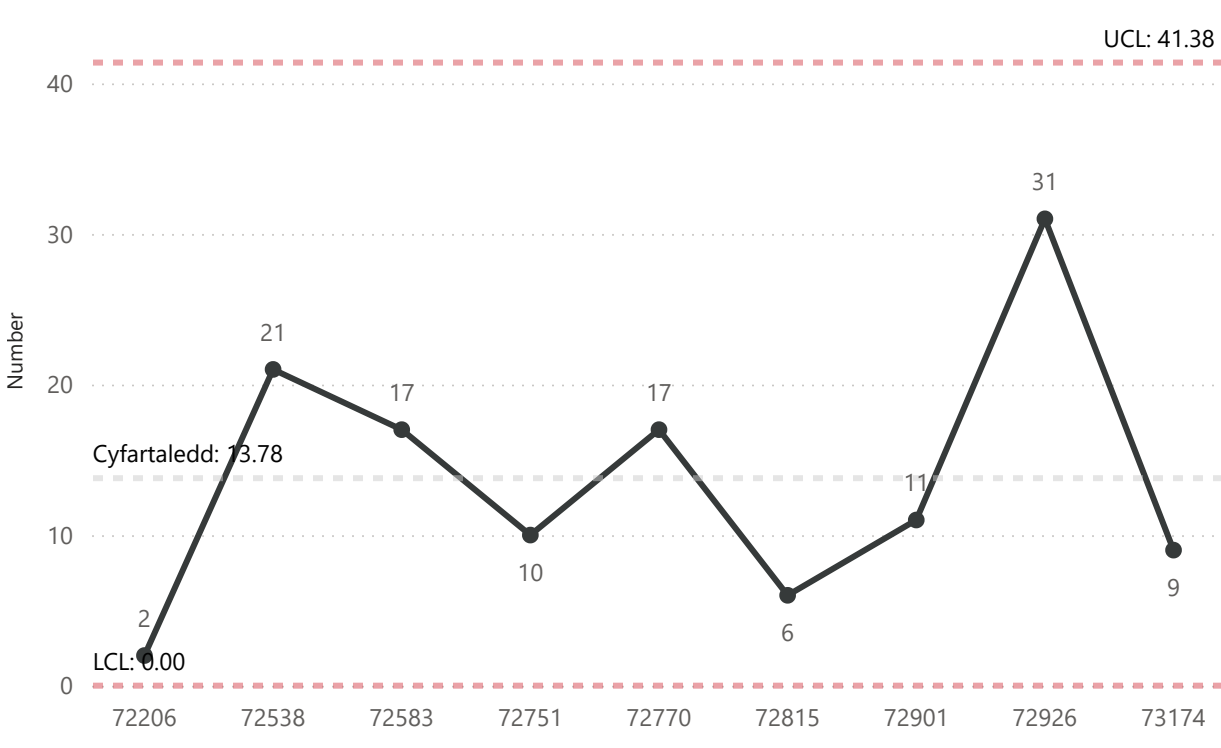
Current Risks



[Click here to see the risks](#)

ID1.1 - RIDDOR Reports (Quarterly)

Average time to complete RIDDOR reports during the last quarter

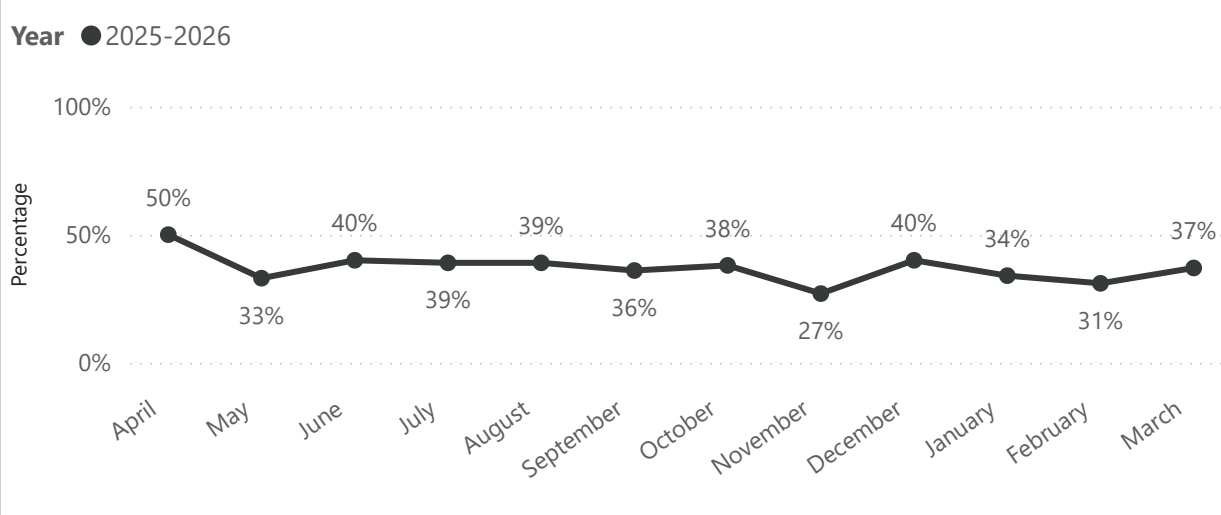


Comment

This is the time, in days, it has taken for the Health and Safety Unit to report the RIDDOR incidents of the last quarter of 2025-6 (i.e. the period between the date of the incident and the reporting date). Half have been reported within the legal timeframe (i.e. within 10 or 15 days depending on the nature of the incident). The other half was late. 72926 was the incident that took the longest to be reported (31 days) because it went unreported by the service for a month. 72538 and 72770 took 21 days because the line manager was late investigating the incident and therefore the information required to report under RIDDOR regulations was not available promptly. Incident 72583 (17 days) was slightly different, the nature of the situation had to be discussed back and forth with the relevant Headteacher in order to work out whether or not it fell under the RIDDOR regulations. We hope that the digital system will allow incident reporting and reporting under RIDDOR to be more prompt.

ID2.1 - Referrals to Occupational Health

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



Comment

Between April 2025 and March 2026, 1,070 referrals were received by the Occupational Health Unit.

704 members of staff attended an appointment at the Unit, and 451 of those 704 appointments related to staff who were absent from work.

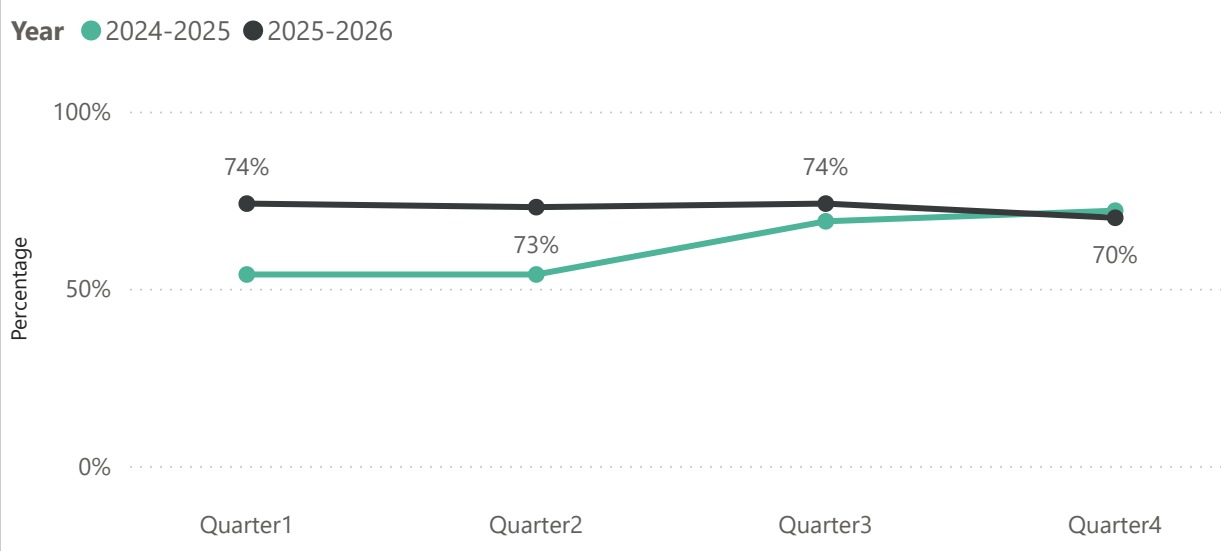
Following interventions such as risk assessments, phased return programmes and reasonable adjustments, 170 individuals have confirmed that they are returning to work.

There is currently a four-week waiting list for an appointment

This performance measur has been reviewed and updated information / data will be presented for the year ahead.

ID3.1 - IOSH Training (Quarterly)

Percentage of managers who have completed a Safe Management IOSH course



Comment

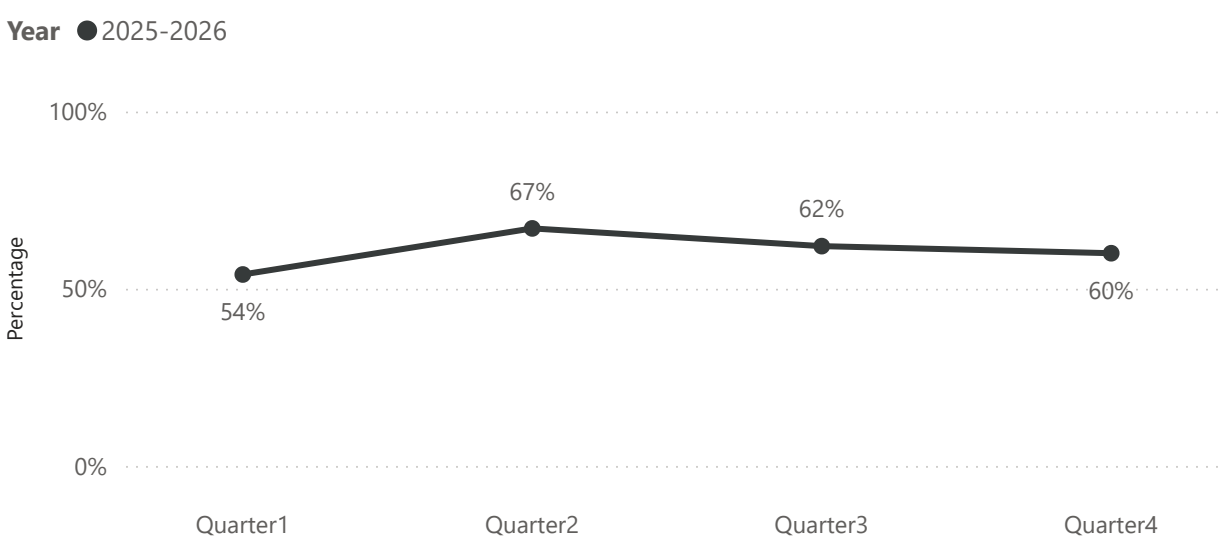
70% of managers (including Deputy Heads of Department, School Headteachers, Service Managers, Team Leaders/Supervisors, and Site Managers) have completed IOSH Managing Safely training within the last three years – either the original course or a refresher course. This is a decrease from 74%.

Unfortunately, even though courses have run since the last performance meetinf with courses fully booked for some months before hand, a high number did not turn up on the day or sent their apologies last minute, leading to a reduction in the percentage. For 2025-26 course, 20% of delegates did not turn up on the day. This is despite efforts by the Health and Safety Unit to target managers and to let Heads of Departments know which manages have not attended, and efforts by Learning and Development to raise a fee if delegates do not provide a reasonable excuse for not attending. It is possible that turnover in managers also adds to the problem.

Over the next quarter, the courses are again fully booked, with 85 managers registered to take the original course or a refresher. Without allowing for any turnover, this would mean an

ID3.2 - Site Management Training (Quarterly)

Percentage of managers who have completed a Site Management course

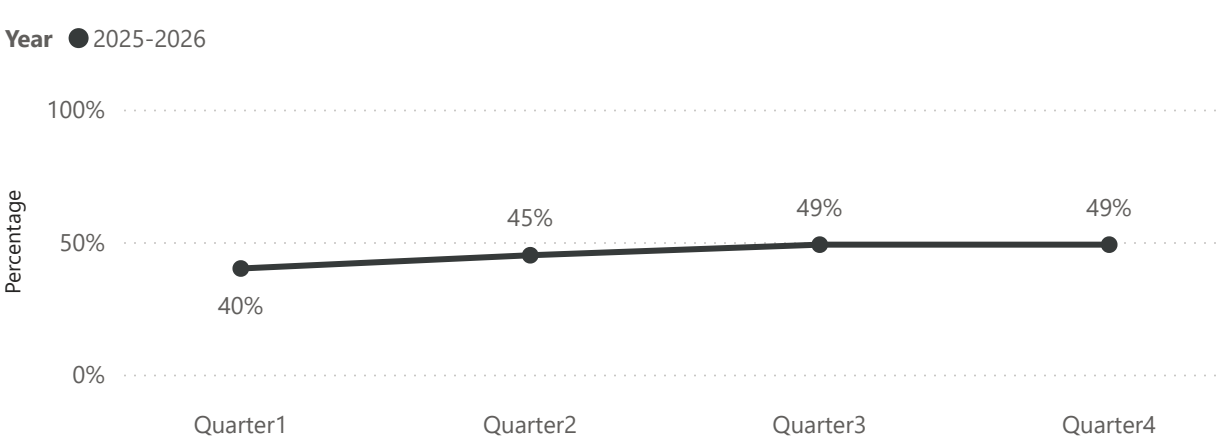


Comment

60% of site managers have completed the Site Management Training in the last three years - a decrease from the 62% reported in the last quarter for similar reasons to IOSH. This includes site managers who have completed an online refresher course (this has been available since the end of 2024). If every manager who needs a refresher completed the elearning modue available for this purpose on-line, the percentage would be over 80%. We have endeavoured to raise awareness with direct email messages and via Heads of Departments. There are three further face to face courses programmed for this year, and with full attendance it would be possible to increase the percentage to over 75%.

ID3.3 - i-Act Training (Quarterly)

Percentage of managers who have completed i-Act course

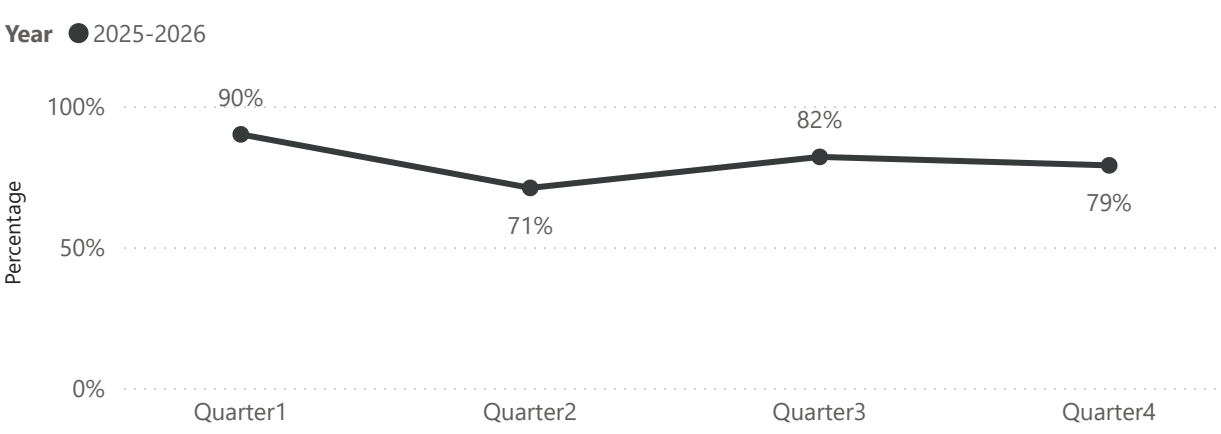


Comment

A meeting has been held with the Learning and Organisational Development Service to discuss further promotion of the course.

ID4.1 - Hearing Tests (Quarterly)

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

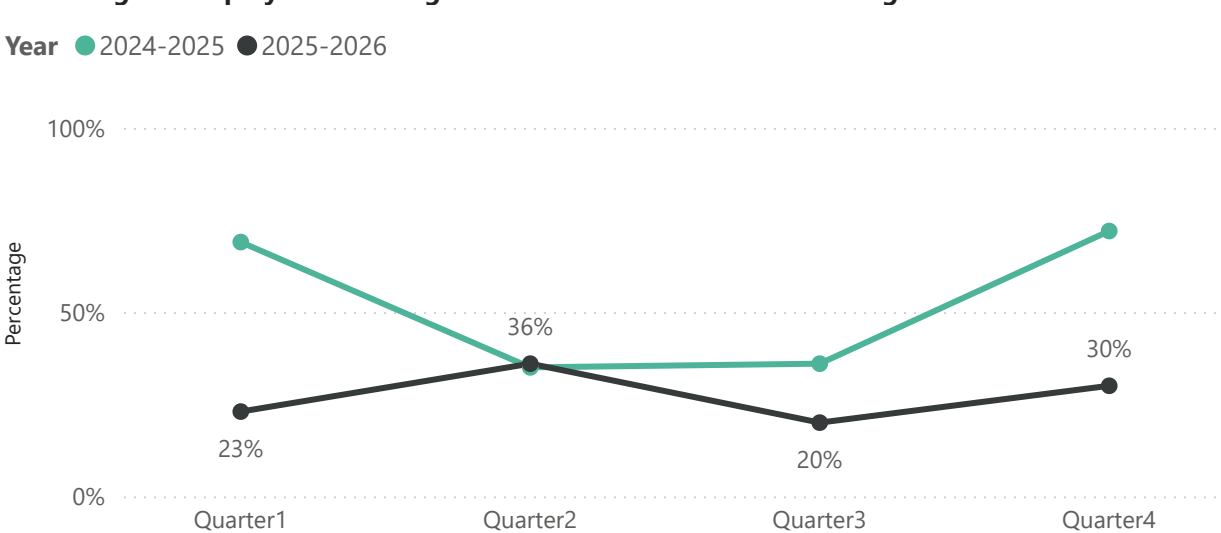


Comment

This year, 439 individuals have received health surveillance tests. Due to the change in legislation, 350 individuals need to be recalled for additional hearing tests

ID5 - Counselling (Quarterly)

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



Comment

Between April 2025 and March 2026, 409 Council staff were referred for the confidential counselling service. Of those, 122 received additional sessions beyond the four core sessions



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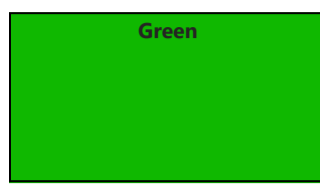
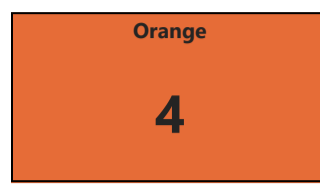


Purpose

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

Gymraeg

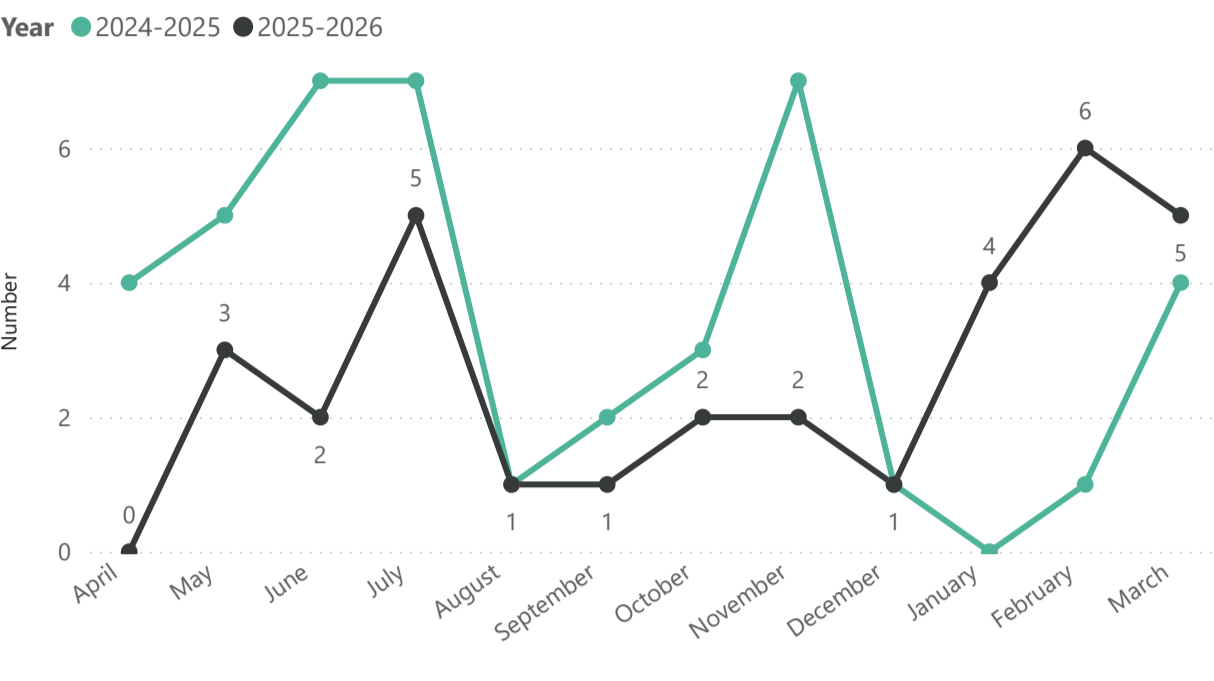
Current Risks



[Click here to see the risks](#)

YG1 - Data Breaches

Number of data breaches reported to the Data Protection Officer



Comment

Despite the fact that slightly more breaches were reported in January – March than in previous months, over the year as a whole there was a significant decrease (29 in 2025/26, compared to 42 in 2024/25).

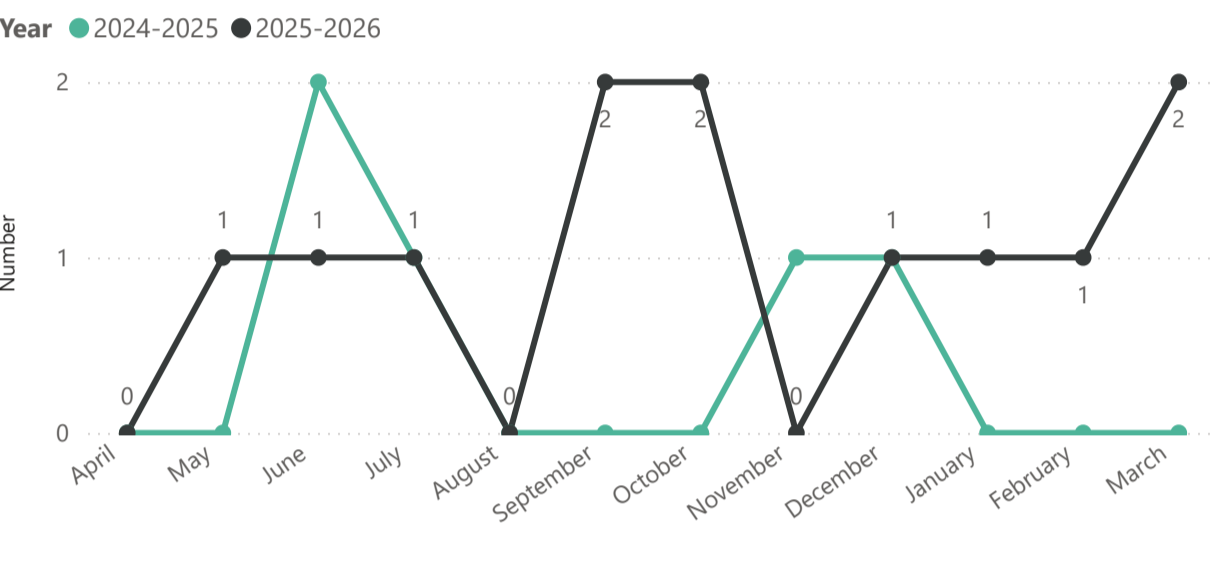
This pattern is very encouraging, particularly as it has taken place at a time where we are aware that incident reporting arrangements have been improved and strengthened in a number of Council departments. It suggests therefore that efforts to train and raise awareness of this area are bearing fruit, and we will continue to pay attention to this.

In terms of Departments, 9 of the breaches were in Corporate Services, 5 in Education, 4 in Adults, 3 in Housing and Property and the remainder 1 or 2 in all other Departments.

The majority of incidents (18 out of 29 in the year) continue to result from emails being sent to the wrong recipient - although this number has decreased slightly following awareness raising and changes to the email system, it seems to be very difficult to achieve a further reduction in this element. However, with over 5 million emails being sent in the Council annually the errors relate to a very small proportion of them.

YG1a - Data Breaches - Schools

Number of data breaches reported to the Data Protection Officer



Comment

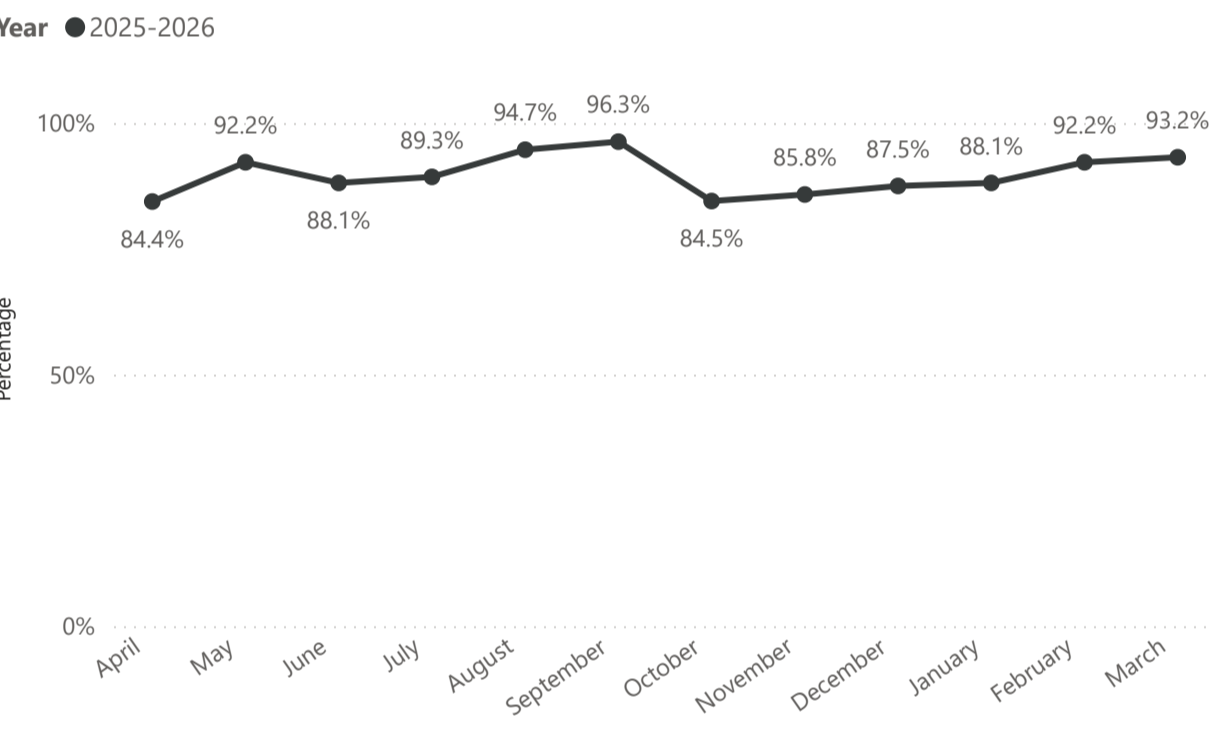
There were 12 information breaches reported by Schools in 2025/26, compared to 5 breaches in 2024/25.

On the face of it therefore performance would seem to have deteriorated, but we have been going around schools during the year to hold training sessions to raise staff awareness of the need to report breaches, and arrangements for recording and reporting breaches in schools have been significantly strengthened this year.

We will be keeping an eye on the pattern of events over the next year and continue to raise awareness.

YG2 - Freedom of Information Requests

Percentage of Freedom of Information Requests answered within 20 working days



Comment

** March figure is currently provisional (target date of some applications submitted in March has not yet been reached) **

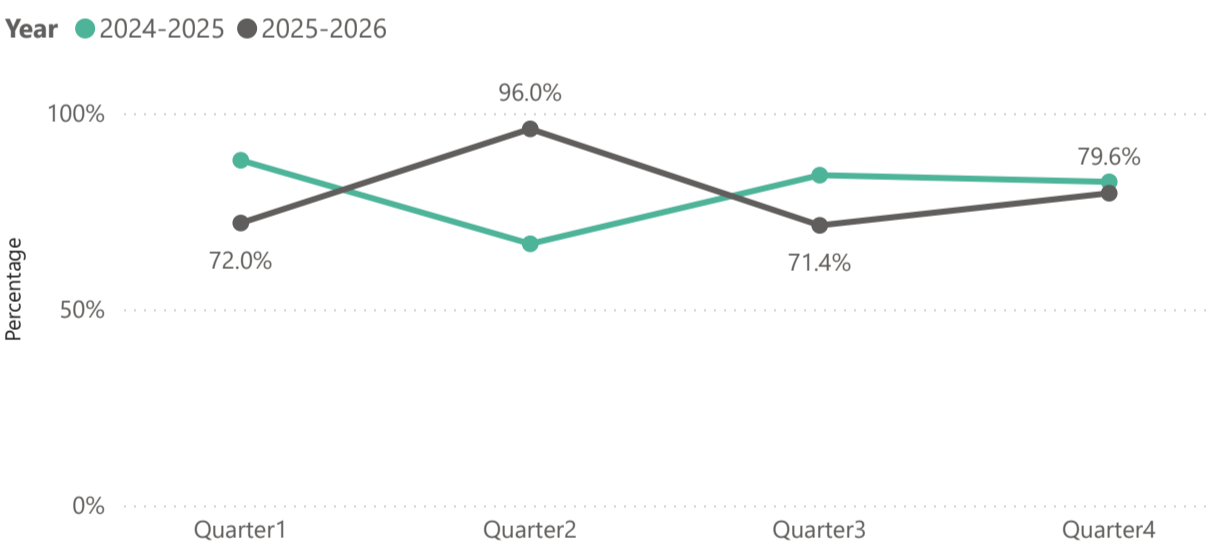
The level of performance has improved significantly this year (the 2024/25 figures are not shown in this chart as it could not be measured on a monthly basis, but the percentage for the whole of 2024/25 was 76%; the 2025/26 composite percentage was 89.9%). This is also in the context of an 8% increase in the number of applications received (from 1,132 in 2024/25, to 1,222 in 2025/26).

We continue to be of the view that this improvement stems from efforts to raise awareness of the field, strengthen arrangements and policies and introduce a new mandatory training course for staff; as well as the higher profile of the field in general following the Information Commissioner's Office audit during the year. The 'live' performance dashboard published during the year has enabled officers to keep a constant eye on the situation and respond to any reasons for delays as they arise.

To improve the percentage even further, it would be necessary to either increase the capacity to respond in the Departments (which is unlikely) or be proactive in publishing more information on the website – so we will be focusing on that over the next year especially as the Council will be launching a new website.

YG3 - Data Protection Requests (Quarterly)

Percentage of Data Protection Requests answered within the timetable



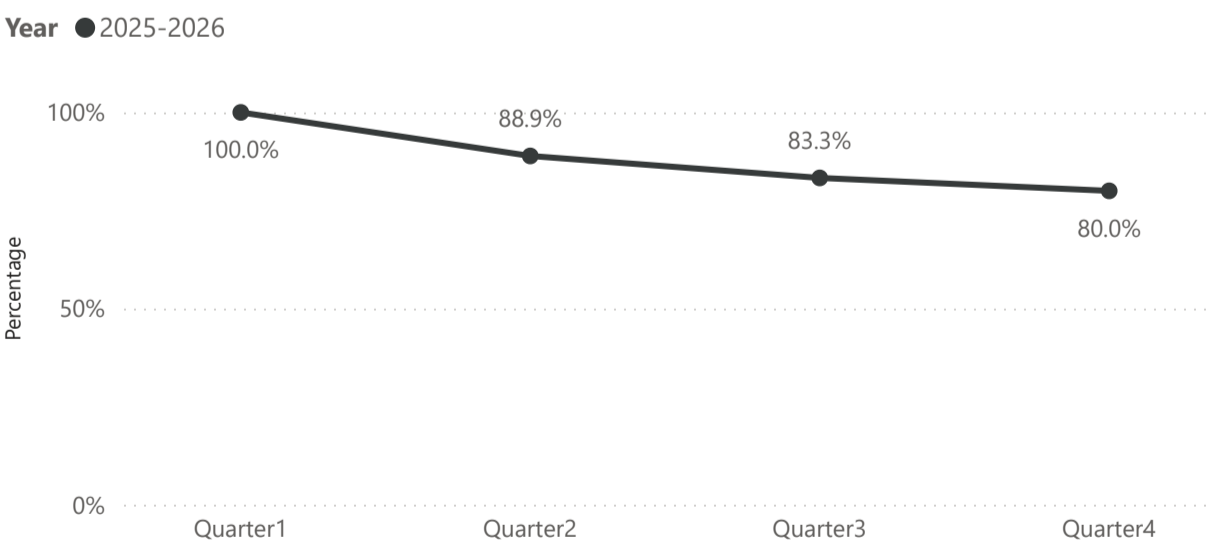
Comment

The number of applications doubled compared to the previous year (113 in 2025/26, compared to 57 in 2024/25). Given this, the fact that performance has remained more or less constant (80% in 2025/26, compared to 82% in 2024/25) is very commendable and reflects the attention and hard work that has had to be devoted to this area during the year.

Other councils in the region have also reported seeing similar increases in numbers, across a range of different services – much of the increase appears to be related to the increasing use of AI by applicants to help them prepare applications. This, and the implications in terms of the resource needed to fulfil the requests, will need to continue to be monitored over the next year.

YG3a - Data Protection Requests - Schools (Quarterly)

Percentage of Data Protection Requests answered within the timetable



Comment

Of the 25 applications responded to in the year, 20 were answered within the timetable (Provisional figure as a further 5 applications are still open and currently still within the timetable).

This figure is very close to the percentage for answering data protection requests across the Council (measure YG3 above), with similar issues arising in terms of the complexity of some requests and the resource available to respond to an increasing number of them.

YG4 - Research and Information Projects

Comment

Gwynedd is the first local authority in Wales where all schools have adopted the Personal Information Sharing Accord (WASPI) – this ensures that, whenever sensitive information needs to be shared to protect a pupil, it will be done in a totally standardised way, securely and with absolute legal confidence. A note of thanks was received from the Welsh Government stating that this displays a commitment to the appropriate sharing of personal information in order to protect students and stems from the dedication of the Schools Data Protection Officer along with the Education department and school leaders.

Following work over the year on achieving the 'Information and Data' element of the Council's Digital Plan there has been a significant increase in the use of dashboards with 25 dashboards now established and maintained by the team including reporting on staff completing mandatory training, data on local areas of Gwynedd, and analysing the results of the Llais Staff survey. There will be further work in this area in the next year including the ability to share dashboards more widely in a secure way.

We have visited the management teams of all the Council's departments recently raising awareness about different elements of iGwynedd and the potential to use it to facilitate service improvements. There has been positive feedback to these sessions and we will follow up on the various points raised.

We have been part of the Llechen Las (Identifying the opportunities for services for children with disabilities) project group contributing analysis and research into demographic changes and trends in the numbers of disabled children and the demand for services locally and nationally.

Choose Year
2025-2026

Choose Quarter
Qtr 4

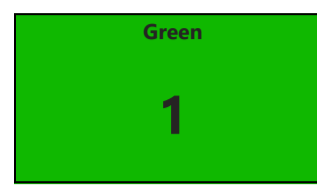
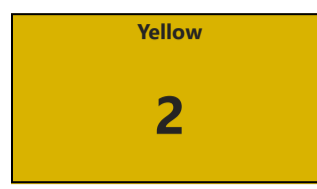
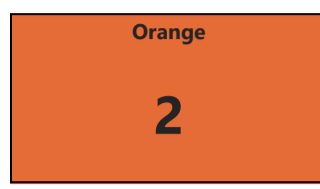
Choose Month
March

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

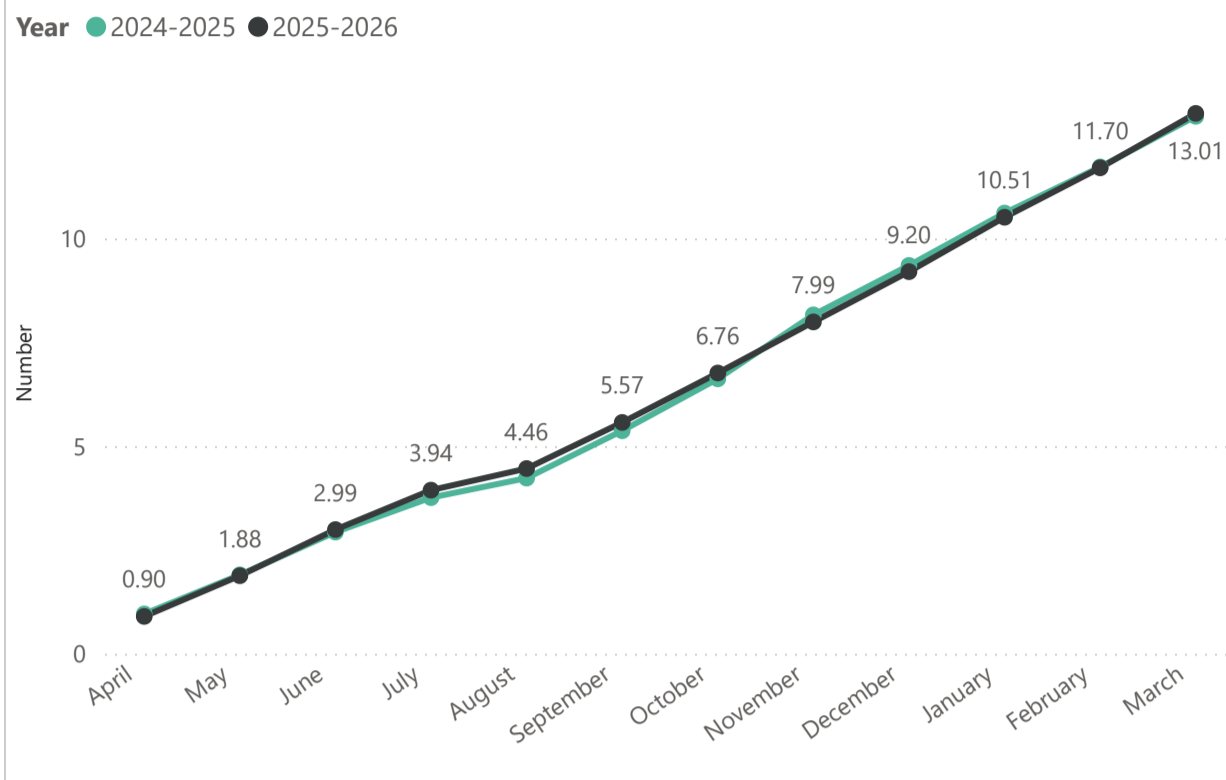
Current Risks



[Click here to see the risks](#)

AD01 - Sickness Days

Average number of staff sick days per person in the Council



Comment

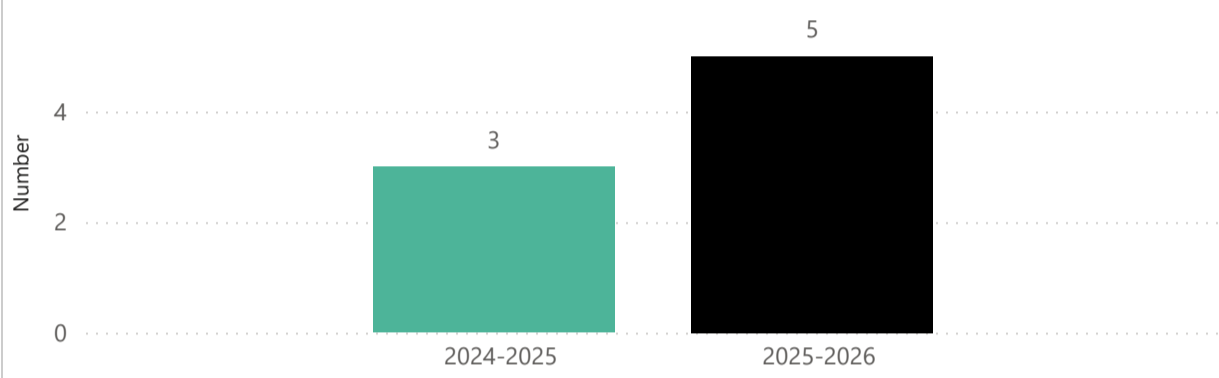
The Council's level of sickness absence continues to rise, with the cumulative total up to the end of March 2026 standing at 13.01. This pattern has been consistent for several years now. This is a cause for concern, given last year's estimated cost arising from sickness absence, not to mention concerns regarding staff health and wellbeing and the potential impact on service resilience. The following initial steps have been put in place to address this situation:

1. The situation has been escalated to a high level on the corporate risk register.
2. Sharing analysis of departmental sickness levels and actions with the corporate management team and departmental management teams.
3. Investment of time with managers and team leaders to follow processes and to hold timely and effective conversations with staff. Research in the human resources field shows that holding timely and effective conversations with staff, and following processes correctly and consistently, leads to a reduction in sickness levels over time.

A great deal of good work is already taking place within departments and through a number of support services in this area, but the current situation calls for specific intervention to complement this work.

AD02 - Employment Appeal Committee (Yearly)

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

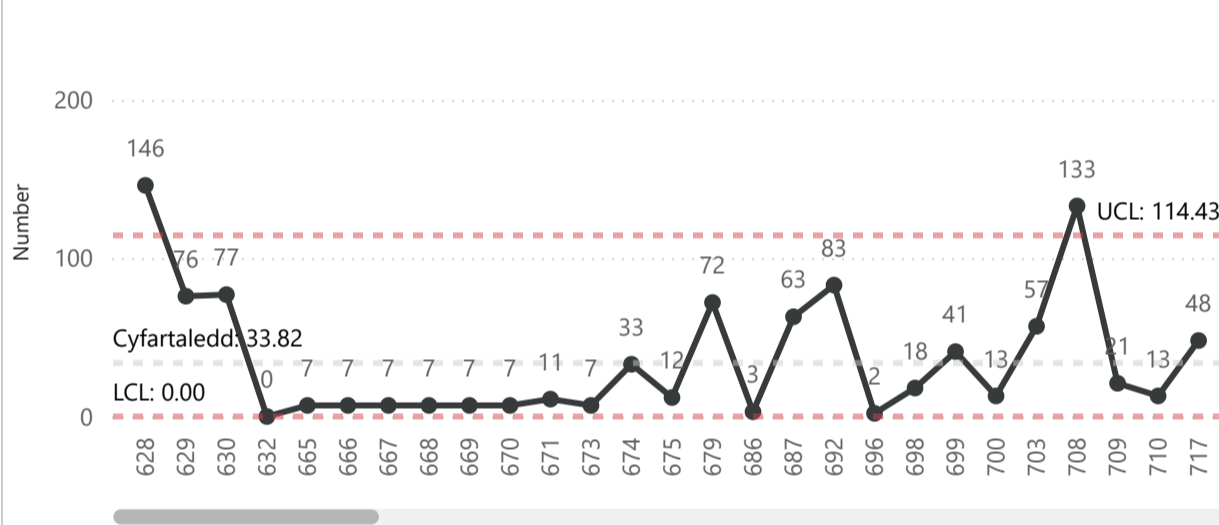


Comment

This measure shows how many decisions made by the Employment Appeals Committee result in a change to the Council officers' original decision in relation to employment cases. The work of this Committee can highlight concerns about decisions or patterns of events and cases within the Council generally or within specific departments. During 2025/26, the Committee dealt with 7 cases, with 5 decisions being consistent with the original decision of Council officers and 2 decisions overturned (29%).

AD03a - Disciplinary

Number of days taken to complete staff disciplinary proceedings



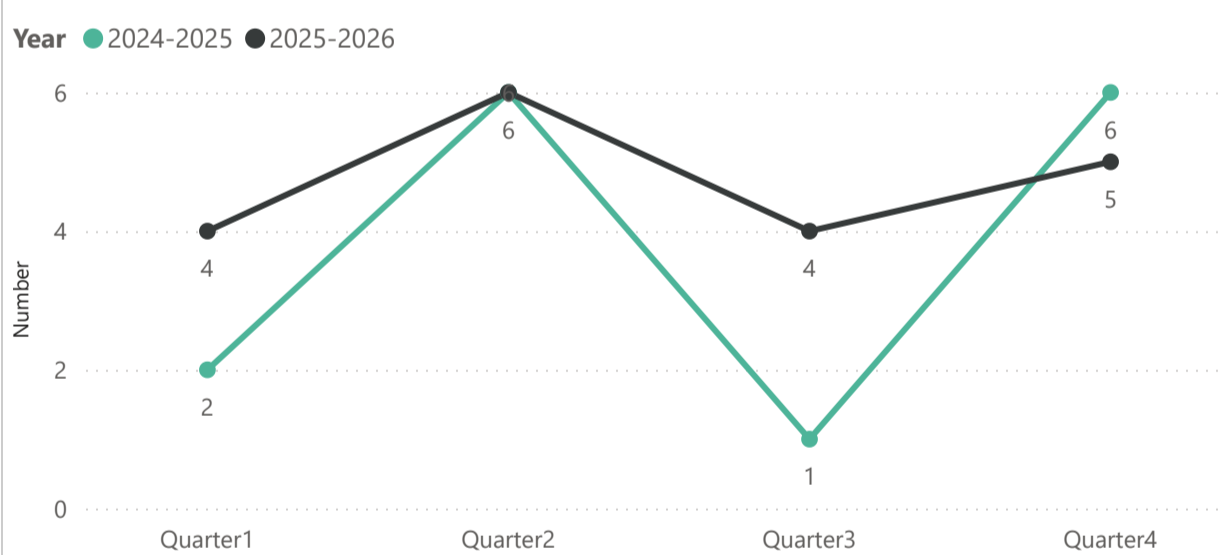
Comment

During 2025/26, 148 new disciplinary cases were recorded, with 115 cases closed and 33 remaining open. The graph shows that 4 cases during the year to date exceeded the upper time limit for completion.

As a team, we will review the circumstances of these cases and reflect on whether there was anything we could have influenced in order to resolve them sooner. A number of cases can be very complex, but we believe it is important at the very least to challenge ourselves as an employer regarding how we deal with situations of this nature in the future, and whether there are any improvements we can make to our processes here at Gwynedd Council.

AD03b - Complaints (Quarterly)

Number of staff complaints

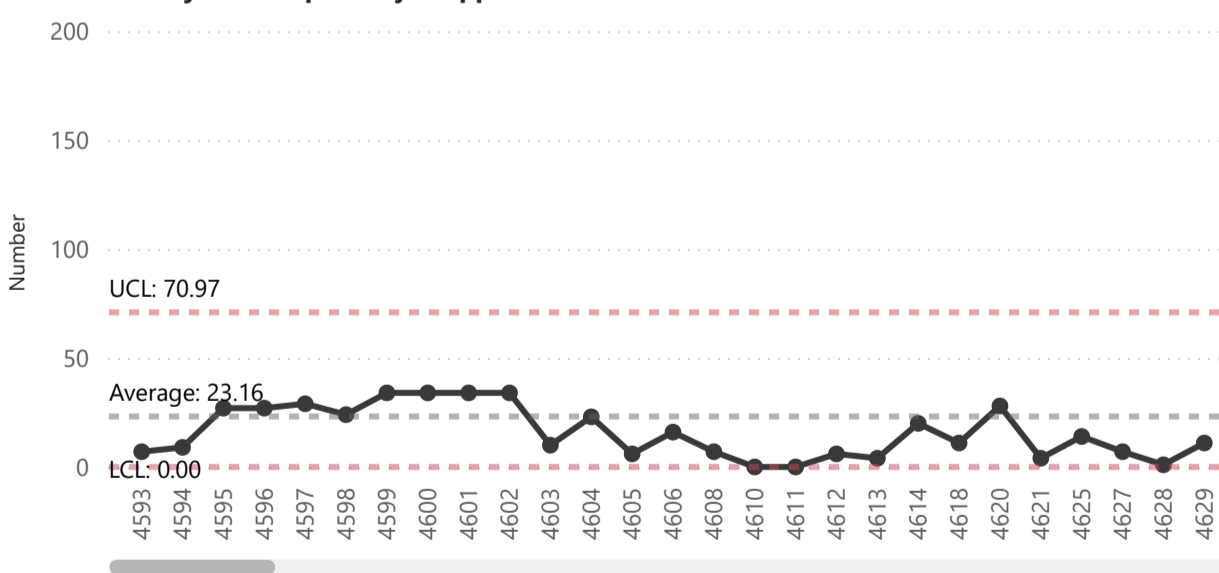


Comment

A total of 19 formal grievances were dealt with during 2025/26, with 5 of these cases being received during Quarter 4. The number of grievances is slightly higher than the previous year, when 15 formal grievances were submitted. Despite this, figures remain relatively low, considering that they include formal grievances submitted within schools as well as across the wider Council services. The comments made in this report regarding the impact of processes on staff wellbeing in relation to disciplinary cases are also relevant to grievance processes. We will work with the trade unions to explore how processes in this area can be improved where possible.

AD04 - Completion of Job Appraisals

Number of days to complete a job appraisal



Comment

During 2025/26, 218 requests were received from managers to carry out job evaluations, and 182 of these were completed. Completion times continue to vary, with an average of approximately 23 days. Six evaluations took significantly longer than the average to resolve, and as a team we have already reviewed those situations. The main impact of such delays on departments is their ability to amend roles or restructure services. Understanding how important this is, we as a team seek to prioritise those evaluations, sometimes at the expense of requests to backdate job adjustments and pay changes for individual members of staff. Amid the wider demands placed on the Service, job evaluations tend to receive the lowest priority when there is significant pressure on the team.

2025/26 – 218 evaluations received, 182 completed
2024/25 – 147 evaluations received, 126 completed

AD99 - Other Activity by the Service

Comment

Human Resources:

The team has continued to have challenging periods in terms of capacity over the past year due to periods of absences and resignations. In addition to this, the operational element of Human Resources work continues to be heavy on the team's resources. New members have now joined the team on a temporary basis to help increase capacity and to help move forward with some of the team's key projects. These are some of the main successes of the Human Resources team over the past year:

- Continue rolling out a training program for Managers and Team Leaders on the Sickness Absence Policy
- Service has been part of the design and running of several chief officer appointment processes, within the Council and regionally
- Collaborate with the 5 Councils on the dismantling of the GwE service with TUPE implications/restructuring/and redundancies. There was no tribunal case following the dismissals.
- Assisting with North Wales Ambition Board TUPE to CJC

Equality:

- Work continues to respond to the judgment of the Supreme Court in the case of For Women Scotland vs The Scottish Ministers. Although the ruling came into effect immediately on its publication in April 2025, in practice the ruling means that organizations need to consider how they can meet the requirements of the relevant laws in full. The publication of detailed guidelines by the Commission is key to that, especially due to the fact that their interim guidelines have been withdrawn.
- An Equality Forum has been established with a program of quarterly meetings and specific items relating to live employment issues within the Council e.g. the development of human resources policies.
- Achieve Level 2 Accreditation of the Disability Confident standard and aim to achieve Level 3 Accreditation next.
- Training was provided on new areas - e.g. LGBTQ+



Back



Forward

