

2023-28 Cyngor Gwynedd Plan – Year 3 operations

Efficient Gwynedd: Putting the residents of Gwynedd first by treating them fairly and ensuring that the Council performs well and effectively.

Department and Project	Overview	What we aim to achieve during the THIRD year 2025/26 (milestones)	Have the milestones been completed?	What has been achieved during the year and the impact (or likely impact) on the people of Gwynedd? (Including information or evidence to confirm this, e.g. measures or data.)
Finance	Digital Plan	<p>The plans below are either self-financing from resources already available to the Council, or have received full support to be implemented over the next two years:</p> <p>These are the projects to be implemented in 2025/26:</p>		
		<p>CC3 - redesign the Council's corporate website</p> <ul style="list-style-type: none"> • Agree on a design • Develop and test the changes • Introduce the new design live 	Partial	The new pages of the website are being developed with the expectation that they will go live during July 2026. The new design will align with the Council's new design and be more accessible to users.
		<p>CC2 – improvements to the Council's phone provision</p> <ul style="list-style-type: none"> • Procurement exercise already completed and work has started on engineering solutions • Project manager in place • 'Voice Operations Lead' position to be filled in Q1 • Contact Centre solution to go live in Q1 • Everyone moved to the new provision by the end of Q2 	Yes	This workflow has been completed.

		<p>GCB1 – introducing Artificial Intelligence for discussion and regular activities</p> <ul style="list-style-type: none"> • Solutions for analysing document and email content already submitted for the Department of Education • Copilot suitability assessment to be conducted during Q1 and Q2 before the technology can be fully deployed • Paper research on other opportunities to introduce AI solutions 	<p>Yes</p> <p>Partially</p> <p>Yet to start</p>	<p>Work on assessing the suitability of Co-Pilot has been completed and a work programme is being developed regarding the next steps.</p>
		<p>GSB5 – review of the organisation's management systems</p> <ul style="list-style-type: none"> • A review has already been conducted and a business case for implementing a Payroll/Human Resources system will proceed in Q1 • Work to implement the new solution to start in Q3 and continue until the end of 2026/27 • Review of financial systems to continue 	<p>Yes</p>	<p>A new supplier (MHR - iTrent) has been selected and a contract put in place. The aim is to pay salaries through the new system in December 2026.</p>
		<p>GWYD2- service continuity</p> <ul style="list-style-type: none"> • New cyber resilience officer added to the team in 2024/25 • Establish an incident response plan • Test the incident response plan • Set up cyber resilience and incident response groups in Q2 • Create an annual report on the resilience of our services 	<p>Partially</p>	<p>A cyber resilience officer has been added to the team.</p> <p>Work continues on establishing and testing an incident response plan.</p> <p>Following a discussion, it was decided to establish a single cyber resilience group to respond to an incident. The group will meet within the next few weeks.</p>
		<p>GSB7 – making the best use of the Microsoft365 platform</p> <ul style="list-style-type: none"> • Conduct a Copilot suitability assessment to measure infrastructure readiness and the health of our data/content to deploy artificial intelligence at scale 	<p>No</p>	<p>Work to start during 2026/27.</p>

		<ul style="list-style-type: none"> • Impact of using the packages from a technical and information governance perspective • Administer use of the platform to reduce platform cost overheads • Engage the extended team to use the platform to its full potential • Analyse the impact of the exercise • Prepare a business case for ongoing support 		
		<p>GWYD1 – upgrading analogue lines to digital</p> <ul style="list-style-type: none"> • This task continues with significant progress made in 2024/25 • Prioritising the central resource to continue with work that has already been completed (Phase 1) to identify analogue connections that need upgrading • Moving the project to Phase 2, identifying which connections need to continue and arranging to switch off connections that are not needed • Identifying alternative technology for services that need to continue • Collaborating with departments so that they own the tasks and cost of migrating to the new provision 	Partially	<p>This workflow has been partially completed. Out of 600 lines, about 80 lines remain to be transferred or cancelled.</p> <p>This workflow will end in August.</p>
		<p>GWYD3 – Upgrade broadcasting provision in Council chambers</p> <ul style="list-style-type: none"> • Improvements to visual broadcasting provision in Dafydd Orwig and Hywel Dda Chambers • Introduce new video conference provision to a new seminar room at the Headquarters • Make minor adjustments to voice deficiencies in other meeting rooms • Introduce suitable video conference equipment for departmental meeting rooms 	Partially	<p>A draft bid for the introduction of new digital equipment in the Council Chambers is currently being prepared with a Project Board established. It is anticipated that it will be in a position to submit a final financial bid in September 2026. The installation of the new equipment is anticipated during 2027.</p>
		<p>GD2 – Data Charter</p>	Partially	<p>Data Charter drafted by the Subgroup. The final version will be launched and promoted to staff by</p>

		<ul style="list-style-type: none"> • Data sub-group to create a data charter <p>GD4 – data reporting platform</p> <ul style="list-style-type: none"> • Interpret needs • Review available options • Procure a solution as a pilot • Measure the impact of the pilot and prepare a business case for expanding the provision <p>GD6 – performance reporting</p> <ul style="list-style-type: none"> • Data sub-group to collaborate with the Corporate Management Team to create recommendations to improve performance reporting 		<p>September 2026 to provide guidance on using data correctly, responsibly and consistently. There is a Data Maturity Framework and self-assessment for teams/individuals to align with the Charter.</p> <p>We have reviewed the options for a data reporting platform and reached a conclusion regarding the use of Power BI and other platforms within the Council and the associated software licensing situation. Guidance on this, along with detailed policies and procedures on the use of Power BI, will form part of the Data Charter. We will also publish some dashboards on the Council's new website before the end of 2026 after formalising arrangements to do this in a safe and accessible manner.</p> <p>Work has taken place in a number of Departments during the year to improve the use of data and dashboards when reporting performance. Further work will be carried out during 2026 to explore the possibilities for standardising and rationalising these arrangements across the Council.</p>
		<p>GWEI1 – introduce a digital account to every officer</p> <ul style="list-style-type: none"> • Hold workshops to identify the needs • Assess the needs for each officer, casual workers and volunteers • Prepare a business case to attract financial support 	Yes	<p>Detailed mapping work of needs has taken place in every Department and the needs have been incorporated into a single budget bid. The bid has been divided into three parts with capital and revenue elements.</p> <ul style="list-style-type: none"> • New accounts

				<ul style="list-style-type: none"> • Equipment for workspaces without technology • Central Training Office resource to deliver a training programme for frontline staff. <p>The bid for equipment and tools has been approved. It does not appear that the bid for the Training Officer has been successful and therefore there is a need to revisit this intention as there is no other resource.</p>
		<p>GSB6 – internet of things</p> <ul style="list-style-type: none"> • SPF funding application submitted to employ a temporary resource for a year to investigate solutions and create a range of business case analyses for its use • Prepare a business case for permanent resources • Collaborate with the Digital Board in Ambition North Wales to deliver the internet of things network in the north region (LoRaWAN) 	Partially	<p>The SPF funding application was successful. Equipment has been ordered and is currently being configured. It is hoped that the equipment can be installed in the coming months.</p> <p>There was no obvious case to prepare a business case for permanent resources.</p> <p>A grant funding application was submitted to the North Wales Ambition. The grant was approved; however, there has been a delay on the part of the North Wales Ambition Board in releasing the funds.</p>
		<p>GWE14 – promoting Cyngor Gwynedd as a digital employer</p> <ul style="list-style-type: none"> • Employing 'Digital Transformation Apprentices' 	Yes	<p>Attempt to appoint Digital Transformation Trainees has not been successful.</p>