

Finance Department Performance Measures Report

Period:

- **Financial year 2024/25 or**
- **April 2025**

(as appropriate)

Payroll Service
Cases have led to further salary adjustments

February: 24
March: 16
April: 24

Payroll Service

Statutory information on time

100%

IT (all) 2024/25

Number of applications recorded by IT as a whole

17,652

IT (all) 2024/25

Number of duplicate calls

17,701

IT (all) 2024/25

Number of calls fulfilled within a **week** for the whole year 24/25

84%

IT (all) 2024/25

Number of calls fulfilled within **1 day** for the whole year 24/25

66%

IT (Helpdesk)

Number of calls fulfilled within 1 day for the whole year 24/25

76%

Corporate emails

Number of emails sent and received (external) for the year 24/25

>10,000,000

IT (all) 2024/25

Satisfaction: A very happy or very happy percentage. *Suggest a questionnaire to ALL IT users.*

100%

IT
(Infrastructure)

Number of cyber incidents

0

IT
(Infrastructure)

Number of serious service interruptions

0

IT
(Infrastructure)
Core Network Availability

100% (April)

IT (Development)

Number satisfied declared

100%

IT (Development)

Failure Demand (checks)

8%3%

IT (Digital Learning Service)

Customer
Satisfaction



Insurance and Risk Management
Service

Unsuccessfully defended liability
claims (Insurance Unit)

0

Insurance and Risk Management
Service

Unsuccessfully defended liability
claims (Insurer)

0

Income Service

Value of sundry debts > 6
months old

£1,921,273

Pension Service

Continue to calculate and pay
retirement benefits promptly



Pension Service

My Pension Online –
Increase in membership and
visits



Investment and Treasury
Management Service

Pension Fund – asset value
increased to

£3.2bn

Investment and Treasury
Management Service

Pension Fund - Pension Returns
managers above benchmark

0.0%

Internal Audit Service

Annual plan completed
(2024/25)

91.67%

Internal Audit Service

Community councils audited

78

Benefits Service

Days to process a benefit
application

19.39

Benefits Service

Days to process a change in
circumstances notice

3.24

Taxation Service

Council Tax collection rate for
the current year

92.9%

Taxation Service

Current year's Non-Domestic
Rates collection rate

90.7%

Finance and Accounting Service

End-of-year 2024/25 position of
departments finalised



Finance and Accounting Service

Budget 2025/26 – Works
completed



Payments Service

Average number of days to
process local invoices to be
paid

21

Payments Service

Average number of days to
process non-local invoices to
be paid

25

Payroll Service

Service Manager – Martin Morris

Purpose of service: To pay staff accurately and on time, and also to keep proper accounts for the payment of external bodies such as HMRC.

Overview of performance:

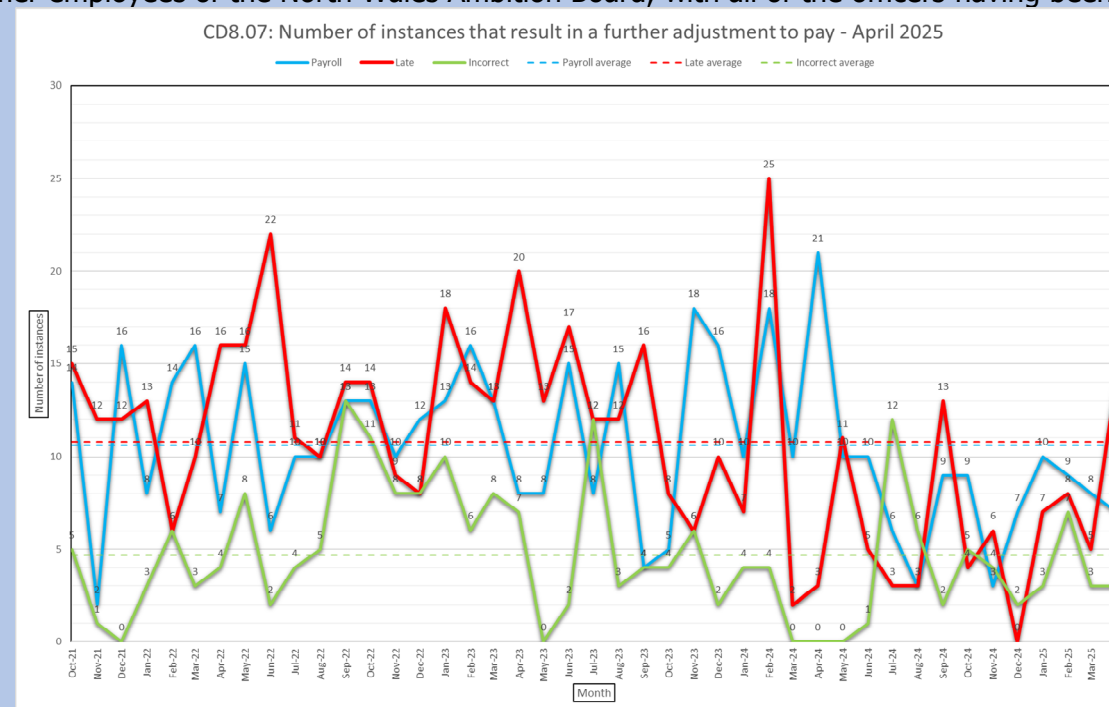
All end-of-year reconciliation and reporting work for HMRC purposes completed in a timely manner.

HMRC's Office continues to claim that there are errors in our records since May 2024. Although we have reconciled the figures several times during the year, corrected any incorrect entries, and highlighted where the errors are in their records this continues to create additional work as we try to resolve it.

Around 116 items have been received as part of the February payrolls but belong to earlier periods, with 80 similar items received as part of the March payrolls and 87 received as part of the April payroll.

Continue to try to resolve the issue with the payments to the AVC provider.

A new payroll has been created for former employees of the North Wales Ambition Board, with all of the officers having been transferred since the first of April.



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IT Service – Support –

Service Manager – Bryn Goodman Jones

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Service purpose: To collaborate with our customers to offer, develop and evolve solutions in response to business needs.

Performance Overview: 2024/25 (GRAPH WITH INDIVIDUAL MONTHS)

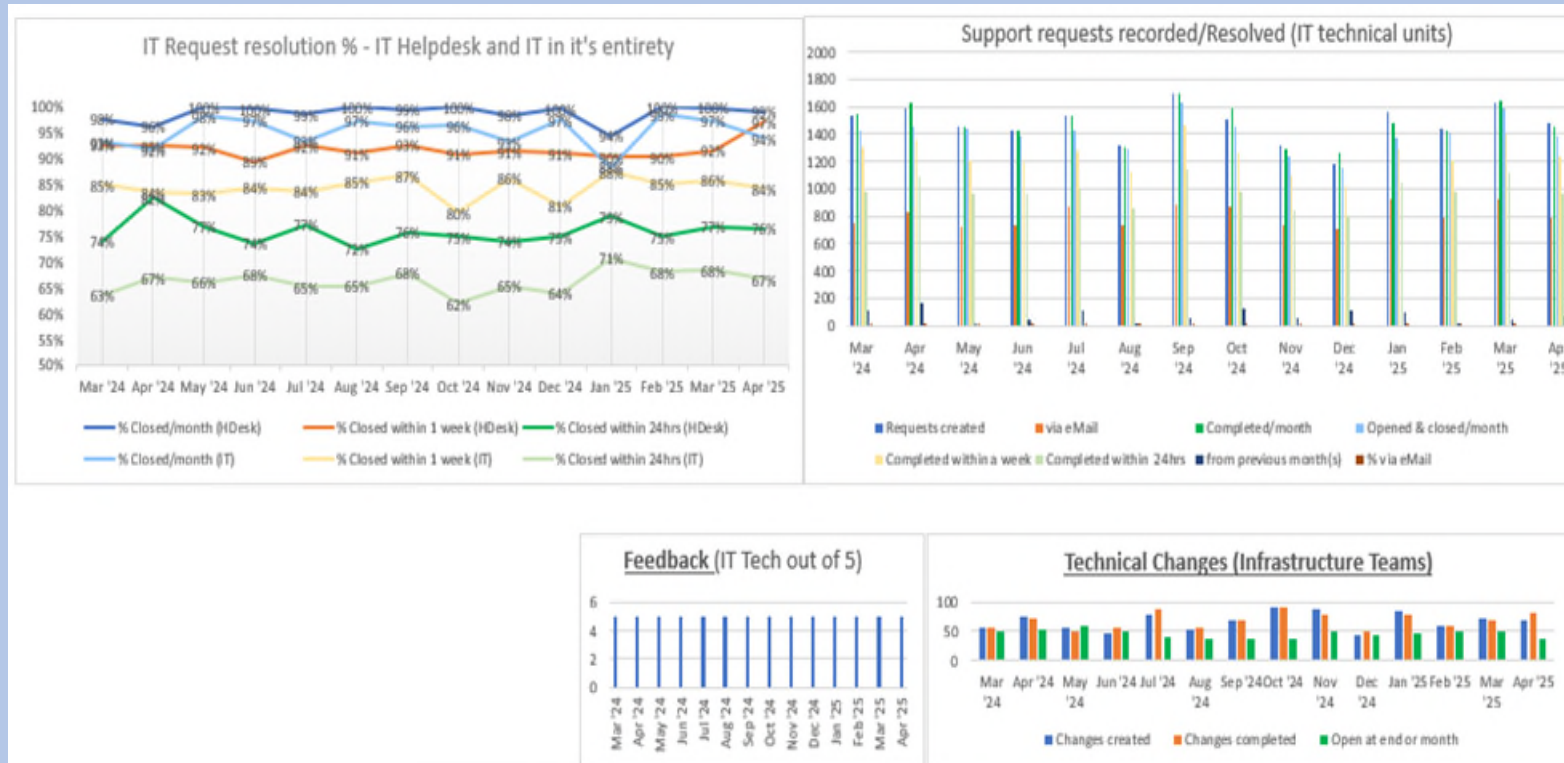
Phone Calls to the Helpdesk - Stats unavailable for the 12 month period due to migration to new phone system

— Phone calls received: **N/A**

— Percentage answered: **N/A**

Requests for Technical Support

- Total support requests recorded: **17,652**
- Total support requests *opened and closed* for period: **16,843**
- Support requests completed (*all IT*): **17,701**
 - Completed within **1 week**: **14,940 (84%)**
 - Of the above completed in **24 hours**: **11,767 (67%)**
- Support requests completed (*Helpdesk only*): **10,829**
 - Completed within **1 week**: **9893 (97%)**
 - Of the above completed in **24 hours**: **8147 (76%)**
- Total support requests on emails (*without calling*): **9694 (57%)**
 - Number of technical changes created: **820**
 - Number of technical changes completed: **818**



- A challenging year for the IT Helpdesk – losing a post due to savings and trying to continue with the current standard and hours. This particularly struck us as the end of the Windows 10 life is approaching (EOL October '25) and 3000 devices need to be updated, upgraded and/or refreshed in advance.
- A large number of new packages need to be protected, managed and delivered to our users especially from the 365 stack. Consumers want more, especially from a collaborative standpoint, and beyond Council systems. This creates design, testing and especially security work.

IT Service - Infrastructure

Service Manager – Gwyn Jones

Service purpose: To develop and support the Council's infrastructure to provide a resilient and secure platform to host the Council's information technology services.

Performance Overview:

Period statistics

Statistics recorded via the Help Desk. As a call is closed, each user who has logged that call is prompted to leave feedback.
(Complex) Changes are an internal record of changes that can affect a system/administrator/network, and therefore several users. Most often, these are a record from our internal users and do not contain feedback.

	Logged	Closed	Ongoing	Feedback	
				A lot	Average
Calls	458	423	68	16*	5 (out of 5)
Changes	99	106	24		

* number of responses was 3.78%

** Systems failure in Storm Darragh weekend 7/12/2024 impacts statistics for 24/25

Availability	March 2025	April 2025	Average 2024-25
Core Network	100%	100%	** 99.88%
Critical Systems	100%	100%	** 99.92%

Security Statistics

	<u>Blocked attacks</u>	<u>Hostile Emails Blocked</u>	<u>AntiVirus Warnings blocked</u>	<u>CymruSOC Records</u>
March 2025	48680	60229	23	7
April 2025	101950	71560	26	4

*The SOC has opened 912 "events" during the month of April. 812 of those are duplicates.
Of the remaining 100, 96 had been identified as "false positive", leaving 4 that needed research

Projects (to be noted):

- Test/Audit of Internal Systems security completed (for PSN accreditation). Work is allocated for resolving or improving the risks.
 - Collaboration can be frustrating here
- The CAF (NCSC Cyber Assessment Framework) assessment has been done in-house. The results are subject to current discussion.
- Procurement of Anti-Virus software (renewal with existing product as an option)
- Digital Plan Projects:
 - Procurement of a new telephone system (CC2).
 - Galw Gwynedd's call system transferred to the new telephone system on 07/05/2025
 - 492 users have received a new softphone
 - Analogue Lines (GWYD1). A comprehensive report of telephone lines, with these numbers allocated to departments to further identify usage
 - 76 out of 420 lines cancelled or upgraded to supported technology (savings of up to ~£40k annually to date)
- Permanent updates (software) To the entire infrastructure, without affecting the users. e.g. Virtual Hardware (VxRail) being upgraded May 15-16 (approximately 30 hours to complete)
- Payments system (Paygate - BACS) moving to the Cloud

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IT Service - Development

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Service Managers – Elfyn Evans, Rhodri Fretwell

Service purpose: To collaborate with our customers to offer, develop and evolve solutions in response to business needs.

Development - projects that enable the Council's services to operate more effectively and efficiently, as well as providing direct benefit to the people of Gwynedd.

Completed	Accepted	In progress	Waiting for comment
7	5	42	37

Satisfaction feedback – By reflecting on projects and listening to the feedback from our customers, we continue to learn and improve.

'Were you happy with the proposals, a solution on service in general that was received by the development unit?'

Happy	Happy, but room for improvement	Not happy
3	0	0

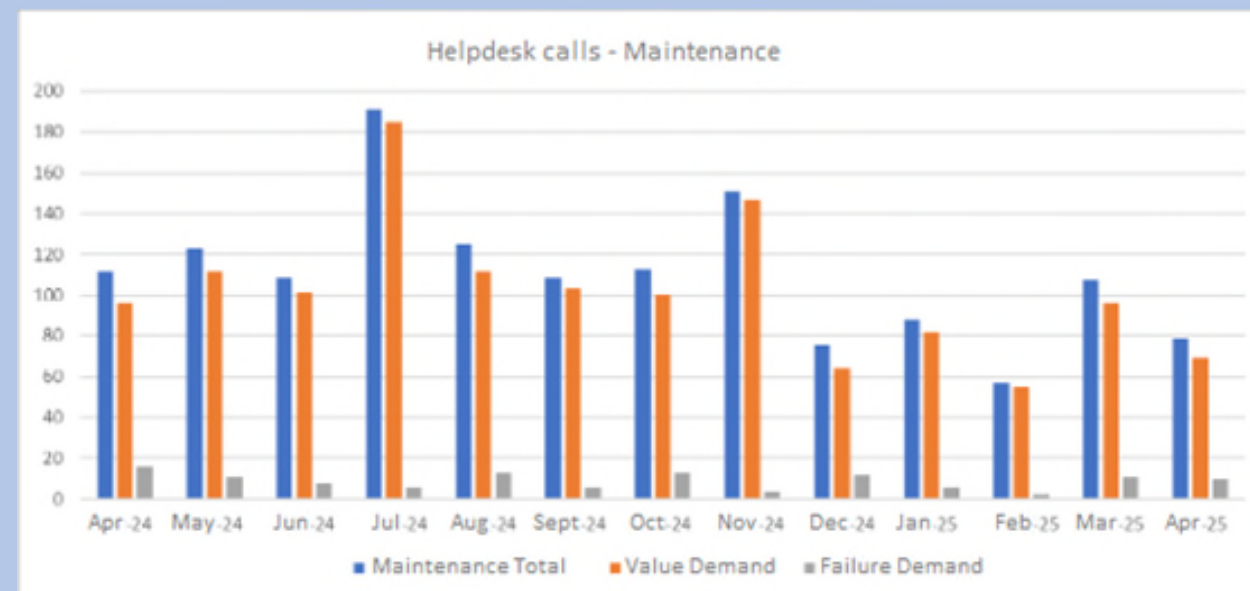
Opportunities to improve – None in this reporting period

Maintenance – responding to calls for support from our customers / maintaining our systems

- **Value demand (92%):** improvements to systems, as well as the provision of technical/expert support to users.
- **Failure demand (8%):** customers are struggling to achieve what they need to do or report defects in a system.
- **11 of the calls completed in the period received 5* feedback (February to May)**
- **301 Helpdesk requests during period 25/26**

Projects of interest

- Youth Service Monitoring, Evaluation and Learning System
- Conwy Council – Fleet Assets
- Corporate Risk Register
- Bartec system integration
- Artificial intelligence - intelligent website search / Council policies / translation
- Developing a new Health and Safety system

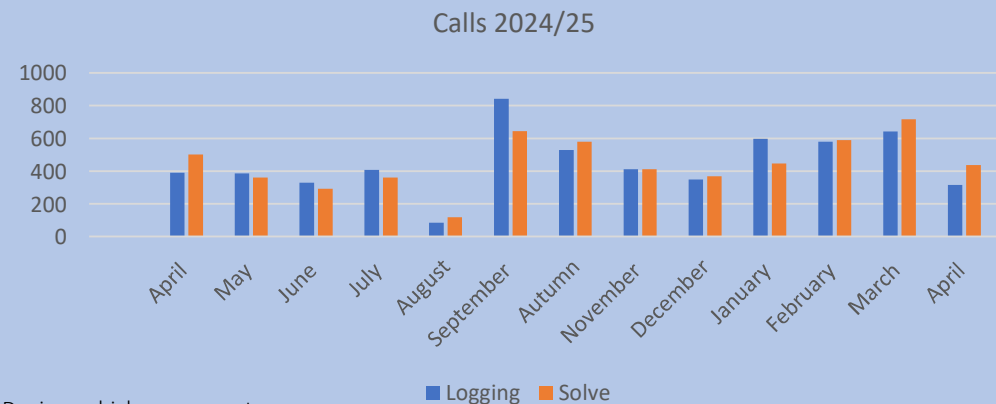


IT Service – Digital Learning Service

Service Manager: Gwenan Pritchard

Purpose: To lead, support and collaborate with our schools to deliver the highest quality digital teaching and ensure the best opportunities for Gwynedd's pupils.

Month	Open at the start of the period	Logging	Solve	Open at end of term
March	500	643	717	426
April	426	315	437	304



Devices which we support

Devices	
Windows Teachers	1622
Windows Secondary Pupils	6208
Chromebooks	6041
Ipads (across sectors)	2611
Historical Tools/administrators (approx.)	600
Total	17082

Project	Progress	Completed
Transfer of schools so that they work through Hwb only <ul style="list-style-type: none">Disposal of Cynnal's old devices and old systems (e.g. servers, old PC's/laptops)Work is saved in the cloudTeachers and pupils working on suitable devices with suitable security settingsCentralised controlled printing solution set upSecondary pupils with the ability to take their device homeA changed way of connecting devices to the network in order to strengthen network securityComply with Hwb National Digital Standards This has been a major project with work having started when the service was set up. We have now reached a point where schools are moving away from the old systems and migrating over to the vision in the Digital Education Strategy of Hub-only use.	15 Primary Schools 3 Secondary School	18 schools (20%)
School Management System The current system contract will expire at the end of March 2026. We have established a project procedure to procure quality products and the best value for money and the tender package has now been introduced to the market. We expect applications to come in before the end of the month.	-	-
Move from Anti Virus WithSecure product to Defender for EndPoint	7830	93%
Migrating devices from Windows 10 to Windows 11	7382	94%

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Insurance and Risk Management Service

Service Manager – Gwyn Varney

Service purpose: To support Council departments in assessing the threats and opportunities they may face in providing their services and prioritising their activities on the basis of the assessment. Protect the interests of taxpayers by ensuring appropriate insurance arrangements and handling claims.

Overview From performance:

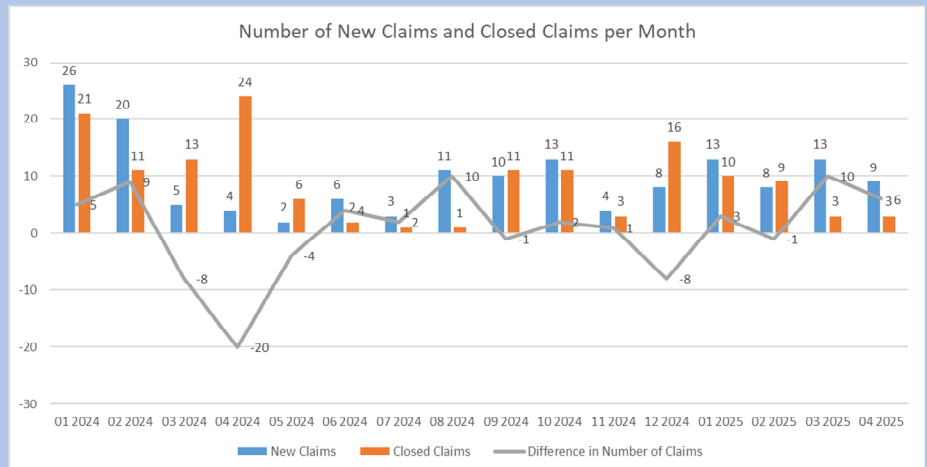
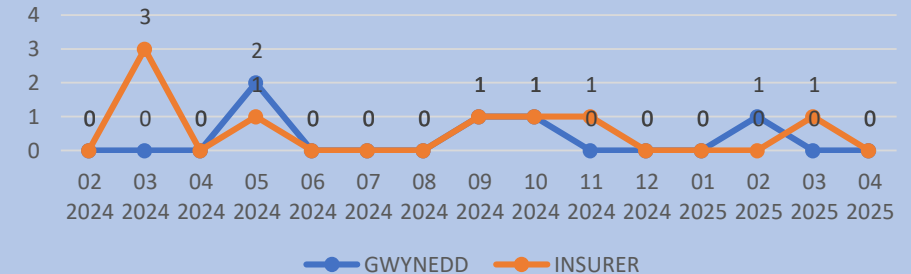
The past year has been challenging in many ways, including:

- Increase in range of work as Council risks change (e.g. new Bontnewydd School, carbon management schemes, solar panels, electric vehicles and charging points)
- Arrange insurance for the CJC
- The increasing complexity of claims, as well as a lack of clarity in responses from other services mean further work is needed by the Insurance Unit in order to be able to make a valid decision on liability. Receiving one type of specific report from another service has been far too time-consuming, and the Unit has had to manage this in terms of communicating with the insurer concerned and members of the public as appropriate
- What is required as information from our brokers and insurers has increased, which means more research and enquiry work by the Insurance Unit
- A decline in one insurer's performance takes a lot of attention and time for the Unit to progress and follow up

Despite these challenges, several successes can also be cited, such as:

- The ongoing development of the Assistant Insurance Officer, who is now an integral part of the team and the Unit's ability to operate
- A feeling that the Unit continues to meet the demands of it, despite the increase in demand
- Success in renewing insurance – rate increases are small
- Continue to maintain relationships with external shareholders although there is a change in staff at some of these bodies

Number of Public Liability Claims unsuccessfully defended



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Income Service

Service Manager – Stephen Williams

Service purpose: To process miscellaneous income and collect the Council's debts promptly and efficiently in order to maximise income, while considering the needs of departments and acting sensitively to the financial circumstances of debtors.

Overview of performance:

Income Unit Performance for April 2025

- Value of miscellaneous debts > 6 months old.

The total has increased slightly since the previous performance reporting meeting on the 17th of February 2025. The balance as at the end of April 2025 is £1,921,273, an increase of £7,196.00. As usual, the two categories with the highest amounts are £620,136 applicable to the Health Board (no change since the last meeting) and invoices levied on individuals for their care at £688,645. Excluding the debts of the Health Board the total decreases to £1,301,137. The Adult service is continuing in discussions with the Health Board and it is therefore hoped that the Board's debt will be reduced as a result of this. Another high-balance service is Highways and Municipal with a debt value of £199,139 which includes debts in relation to road accidents. The service has now subscribed to the Motor Insurers Bureau's tracking service in order to establish whether or not insurance coverage is in a place that is hoped to be accompanied by specialist input that reduces these types of debts and means they would be paid sooner.

As is customary, those debts that do not belong to the Health Board are intended to be targeted to try to reduce the figure.

- Debt collection rate within the month.

The performance for the months following the last performance meeting is as follows :-

- February 2025 76.48%
- March 2025 45.50%
- April 2025 39.21%
- The above collection rates are lower than usual as invoices with a significant value have been raised by the end of the financial year e.g. 5 invoices worth £3.854m to Betsi Cadwaladr and 5 invoices to other councils of £2.603m including one to Ynys Môn worth £2.1m. If these invoices had been paid then the collection rate for March 2025 would be 89.13% and April 62.47%.
- The comprehensive review of the situation of the old debts together with the Unit's operating processes is ongoing and areas where the Unit's operational aspects can be streamlined have been identified, e.g. process automation and the aim is to establish more effective arrangements to reduce the arrears. The review will be carried out in conjunction with the Gwynedd Road Consultant.

Unfortunately complaints from customers regarding the "Call-Secure" card payment system continue and an official complaint came to the hands of the "Older People's Commissioner for Wales" recently. A customer had contacted them stating that he was being "digitally excluded" because his medical conditions such as visual impairment and hearing meant he could not pay his council tax because trouble using "Call Secure". Meetings with the Council's Well-being Team and Equality Adviser have already taken place to seek a way forward and one aspect of this was contacting the suppliers of the system. They revealed that "Call-Secure" was one of their most popular systems and they were generally unaware that there were underlying problems with the System. However, we did suggest that upgrading to "Call Secure Plus" might be a solution and we are waiting for a quote before making any further decision. The system has been introduced as it is necessary for the Council's funding receipt processes to comply with P.C.I.D.S.S. requirements and the biggest change is the need for the customer to input their card details on their phone rather than quoting them to the staff member.

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Income Service

Service Manager – Stephen Williams



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Pension Service

Service Manager – Meirion Jones

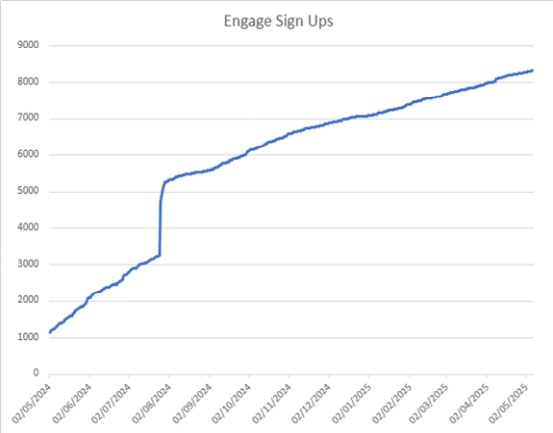
Purpose of the service: To administer the Local Government Pension Scheme on behalf of over 40 employers, including Cyngor Gwynedd, Isle of Anglesey County Council, Conwy County Borough Council in order to calculate and pay pensions promptly and accurately.

Overview of performance:

Measures	February 2025	March 2025	April 2025	Average 2024/25
The average number of working days taken to send a letter informing the value of retirement benefits - estimate.	0.81	1.07	1.08	0.88 (2618 cases)
The average number of working days taken to send a letter informing the value of retirement benefits – true value.	0.84	0.67	1.13	0.74 (1001 cases)
The average number of working days taken to complete dependents' calculations and payments following the death of a member of the scheme.	3.34	2.64	4.00	4.02 (419 cases)

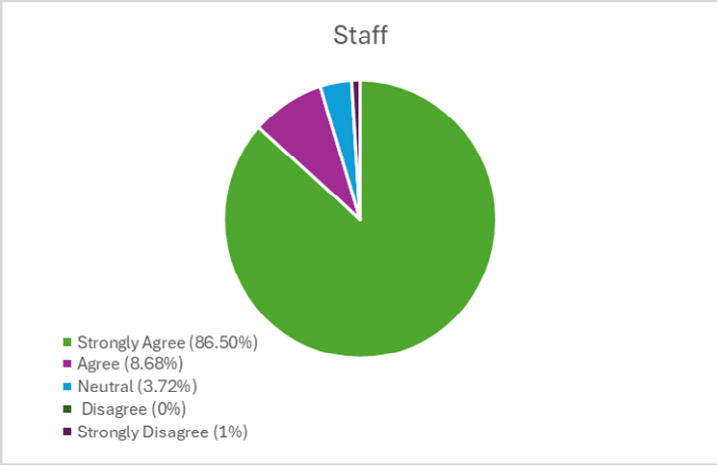
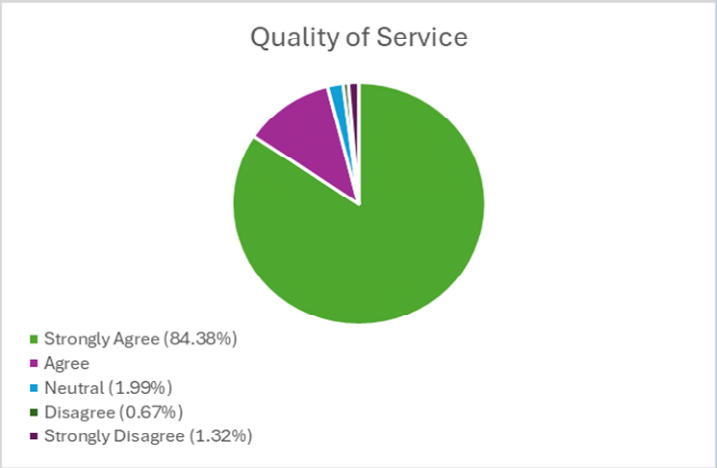
My Pension Online:

The 'My Pension Online' system continues to be very popular, with a large number of members visiting the site on a daily basis. Since the system was upgraded in April 2024, all members must re-register for the new site. The graph shows that around 8,300 have registered on the system in recent months. We have had very positive feedback to the new site, with members enjoying the new additions to the system e.g. a personal video statement and a retirement planner.



Member Satisfaction Survey:

A Member Satisfaction Survey is sent out at the end of each process, e.g. retirements and the payment of refunds so that members can give their views on the quality of the service received and their views on the service provided by the service staff. Here is the summary for 2024/25 (76 surveyed participants):



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Investment and Treasury Management Service

Service Manager – Delyth Wyn Jones-Thomas

- **Purpose of the service:** Maximise the return on investment of the Pension Fund, and maintain proper accounts; Invest the Council's cash flow safely, with interest acceptable; Long-term loan management.
- **Overview of performance:**
- Gwynedd Pension Fund
- Changes are underway to the arrangements of the English and Welsh Local Government Pension Scheme, and the Gwynedd Pension Fund is working with the Wales Pension Partnership to welcome these developments. It is expected that Wales will remain a single pool but the work that the pool will carry out on our behalf will be quite more complicated. We are part of different working groups that will be looking at how to shape the pool of the future.
- We have held a workshop with members of the Pensions Committee to discuss the Fund's aspirations to reach net zero. This work will develop over the next year and coincide with the tri-annual valuation to see what is possible.



Quarterly Performance (end December 2024)

Quarterly performance equals the benchmark. The Fund returned 2.8% over the quarter with the fund's assets increasing by £132 million to £3.2 billion.

The Fund performed strongly in all asset categories with global equity investments performing very well.

Council Treasury Management – A number of indicators are reported to the Governance and Audit Committee and the 2024/25 performance is as follows:

Indicator	compliant.
Benchmark Commitments	✓
Loan Maturity Structure	✓
Fluidity Revelation	✓
Security Disclaimer	✓
Average Interest Rate	5.07%

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Internal Audit Service

Service Manager – Luned F Jones

Service purpose: To provide confidence to the citizen and the Council about the Council's control environment and governance arrangements by reporting independently and objectively to the Head of Finance and the Governance and Audit Committee.

Internal Audit strengthens the organisation's ability to create, protect, protect and maintain value by providing objective, independent risk-based assurance, advice, insight and foresight to the Governance and Audit Committee

Overview From performance:

36 pieces of work were included in the final modified audit plan 2024/2025. 33 of these assignments were completed by 31 March 2025, representing 91.67% of the scheme. For the purposes of this measure an assignment may be counted as completed if a draft or final report or final memorandum has been released or if the assignment has been closed and no further time is expected to be spent on it. The performance ambition was 95%.

As usual, the Service provides an internal audit service to around 80 town and community councils. During 2024/25 to 31 March, 114.5 days have been spent on this work, of which 78 of the audits have been completed.

Defining, measuring and communicating the added value of the Internal Audit Service is a core challenge for the profession and for its stakeholders. This is key because the value of an Internal Audit cannot be fully attributed through the number of audits carried out, number of actions etc. It is vitally important to look at the picture in its entirety, taking into account the various services provided by an Internal Audit such as consultancy work, the provision of advice and the conduct of special audits.

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Benefits Service

Service Manager – Dylan Griffith

Purpose of service: Is to process Housing Benefit, Council Tax Reduction Scheme, Education Benefits, Free School Meals and Pupil Development Grant, Discretionary Housing Payments promptly and accurately, in order to support the citizens of Gwynedd to pay their rents and Council Tax bills and to ensure that Gwynedd's children receive the appropriate support.

Overview of January performance: The average time taken to process a new benefit application for April is **19.39** days which shows a slight improvement when compared to the same period in 2024/25 at **19.77**.

190 new applications were processed in April.

On average, the time taken to process a change in circumstances notice during April is **3.24** days.

This also shows a slight decline when compared to the same period in 2024/25, which is **3.15**.

1,686 change in circumstances assessments were processed during April.

The numbers of new applications received directly from the customer in this reporting period are as follows: April – **190**

The number of changes in circumstances received directly from the customer in this reporting period are as follows: April – **101**

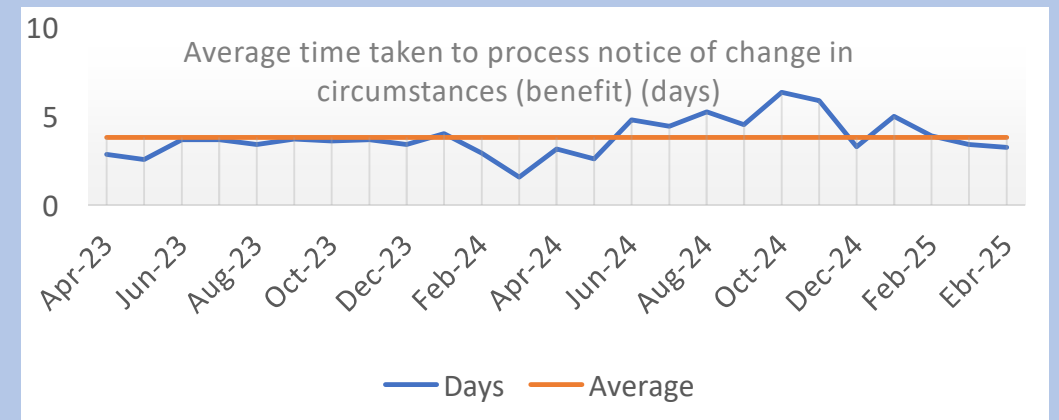
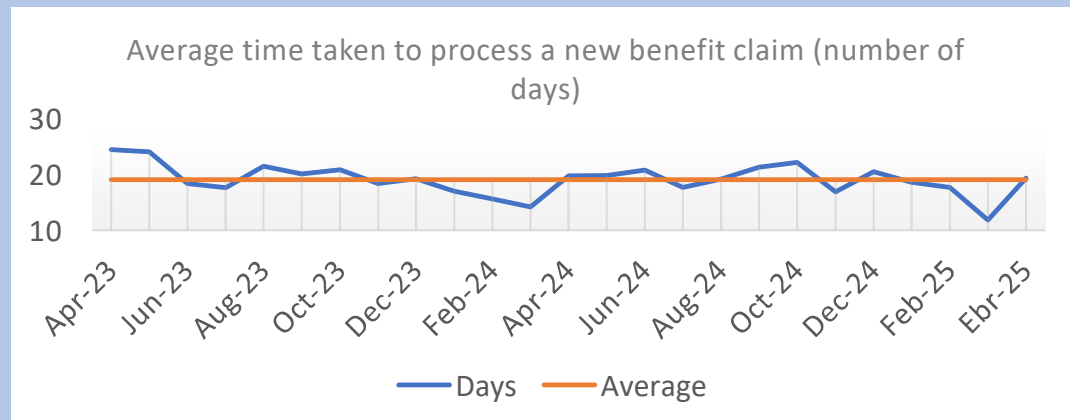
In addition to the above, the following data was received through electronic information sharing arrangements with the Department for Work and Pensions:

ATLAS (Automated Transfer to Local Authority Systems) : Ebrill – **1,718**

UCDS (Universal Credit Data Share) : Ebrill – **7,379**

VEP (Verify Earnings and Pensions) : Ebrill – **29**

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Benefits Service

Service Manager – Dylan Griffith

Year 2024/25 Performance

Benefits

The purpose of the service is to process Housing Benefit, Council Tax Reduction Scheme, Education Benefits, Free School Meals and Pupil Development Grant, Discretionary Housing Payments promptly and accurately, in order to support the citizens of Gwynedd to pay their rents and Council Tax bills and to ensure that Gwynedd's children receive the appropriate support.

The average time taken to process a new Housing Benefit/Council Tax Reduction application in 2024/25 was **17.68** days, compared to **19.39** days in 2023/24, which is an improvement on this measure. There was a slight decline, less than a day, in the performance of the average time taken to process a change notice in Housing Benefit/Council Tax Reduction circumstances as it was **3.83** days in 2024/25, and **3.00** days in 2023/24.

2,238 new applications for Housing Benefit/Council Tax Reduction were processed in 2024/25 compared to **1,816** in 2023/24 as well as **24,830** notices of changes in our customers' circumstances were processed in 2024/25 compared to **23,910** in 2023/24.

In addition to the above, the following data has been accepted for processing through electronic information sharing arrangements with the Department for Work and Pensions:

ATLAS (Automated Transfer to Local Authority Systems) : **27,582** (27,687 yn 2023/24)

UCDS (Universal Credit Data Share) : **65,586** (53,982 in 2023/24)

VEP (Verify Earnings and Pensions) : **430** (282 yn 2023/24)

The service also checks applications for the DWP, through the Housing Benefit Accuracy Award (HBAA) scheme, to ensure there are no errors or fraud in the workload.

During 2024/25 the following checks were processed:

Full Claim Reviews (FCR) : **575** (689 yn 2023/24)

Housing Benefit Data Matching (HBMS) : **68** (84 yn 2023/24)

Self Employed Reviews (SER) : **9** (23 yn 2023/24)

In addition, the Benefits service has assisted **1,411** families with a financial value of **£662,891.28** from the Discretionary Housing Payments Fund (DHP), which is an additional support towards paying rent. Through this, we have been able to assist a significant number of tenants in Gwynedd to stay in their current home or to move into a new property.

In addition, the Benefits Service has processed a school uniform grant / school essentials grant with a financial value of **£301,725** for **2,200** children, and assessed the right to free school meals for **3,350** children in Gwynedd.

In addition to the work described above, the role of the Benefit Assessors in identifying the needs of residents beyond their benefit claims has strengthened the link with the Supporting People project which is being carried out across the Council. Through this work, arrangements are in place which allow the Benefit Assessors to refer the benefit applicants to further support available from the Council.

Taxation Service

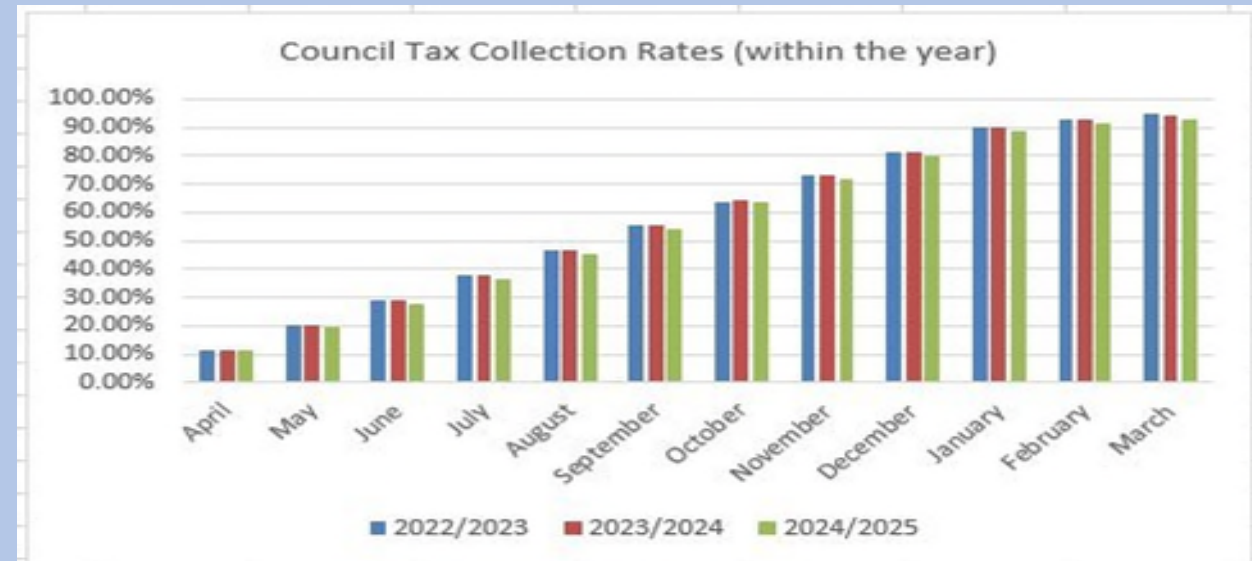
Service Manager – E Bleddyn Jones

Service purpose: To collect taxes promptly and efficiently, seeking to be flexible and sympathetic to individuals' circumstances.

Overview of performance:

Council Tax

By the end of March 2025 Council Tax collection (i.e. collection within the year) was 92.9%, down from the rate of 94.4% in 2023/24 and also the lowest rate in Wales in 2024/25. This had already been identified, and a review is underway and action is being put in place to strengthen our recovery arrangements. This was also partly due to the fact that a high number of self-supporting units that did not meet the 182-day criteria for Business Rates had passed back to Council Tax. With most of these returning during the second half of the year and also backdated to April 2023, a high percentage of these debts remained unpaid at the end of March 2025.



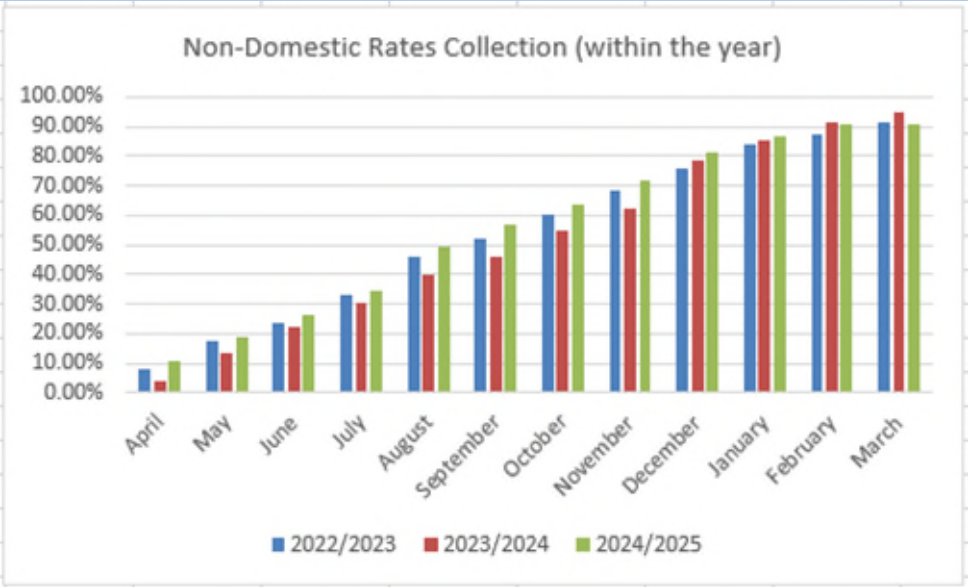
A rota system has been in place since 19 February 2025, and it can be seen from this table that there has been an increase in the number of answered calls and also a decrease in the 'average answer time' of these calls since the rota was implemented. Also during the same period, the number of emails has fallen from 3,500 to 2,600 over the busiest period of the year. This is very encouraging and we will continue to work on this over the coming months.

Taxation Unit telephone calls			
Period	Number of Calls	Number Answered	Average reply time
19/08/24 – 18/11/24	12,029	8,732	8:53 (minutes)
19/11/24 – 18/02/25	11,849	8,239	9:44 (minutes)
19/02/25 – 13/05/25	11,600	10,713	4:15 (minutes)

Taxation Service

Non-domestic Rates

By the end of March 2025, the collection of Non-Domestic Rates (i.e. collection within a year) was 90.7% compared to 94.8% for 2023/24. A review is underway and measures are being put in place to strengthen our recovery arrangements. Reminder notices will be sent out during the week starting May 19, 2025, to the companies that had balances due as of 31 March 2025, with reminder notices for the 2025/26 bills starting in July. Companies that have not paid within the timeline will receive summons for court in September, which will then enable us to transfer the cases to the Collection Agency.



Business Improvement Districts

During this period too, a considerable amount of work has been done with the Business Improvement Districts, with the recovery procedure put in place for HWB Caernarfon.

Finance and Accountancy Service

Assistant Head of Finance – Ffion Madog Evans

Purpose of service: To provide a finance and accounting service, and to assist and support services to be effective and efficient.

Performance Overview:

- The detailed closure of the departments' accounts at the end of the year has taken place and reports have been completed on the position at the end of the year with the reports on the revenue and capital side to be submitted to Cabinet on 13/05/25 and then to the Governance and Audit Committee on 22/05/25. The detailed completion of the Statements of Accounts which are to comply with all technical requirements is being completed by the Accountants.
- At the closure of the accounts, detailed work was carried out to harvest £1.7 million worth of funds and decommit £375k from the Transformation Fund, so that the money is available to fund the 2026/27 one-off bids.
- Regular initial meetings with Audit Wales to discuss an audit of the 2024/25 accounts are already underway.
- Budget for 2025/26 completed and approved by full Council 6/3/25. Members' and Officers' Budget Books completed and circulated.
- Detailed work by the Accountants on the 2025/26 one-off bids, report submitted to Cabinet 11/03/25.
- The Accountants' input into the thorough work of terminating GwE has been taking place over the past few months and is ongoing

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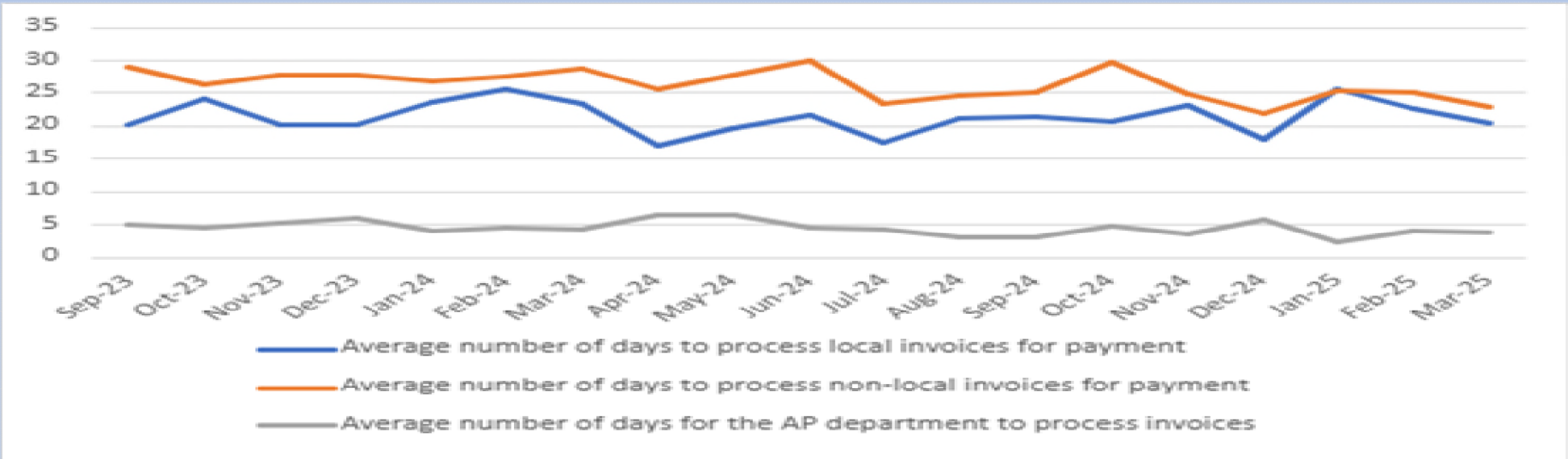
Payments Service

Assistant Head of Finance – Ffion M Evans; Service Manager – Rhodri Shorney

Purpose of service: Paying the Council's creditors accurately and in a timely manner

Overview of Performance:

- In 2024/25, local invoices were processed for payment in an average of 20.7 days, while the non-local invoices took 25 days, within these days, the Payments Unit took 4 days to process the invoices, which is an improvement from the 6.5 days on average in 23/24 and earlier. The Payments Unit consists of 7 members of staff.
- 86% of local invoices were paid within 30 days, with the rate for paying the non-local invoices being 80%.
- Over 99.4% of payments were paid through BACS with only 1 cheque payment during April, which is a significant reduction. The campaign to move more to BACS continues so that we can move away completely from paying with cheques.
- Work has been underway over the past few months to try to modernise and improve efficiency and promote more departments to drive information electronically in order to reduce duplication, which in turn will mean that those specific invoices can be processed faster.



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