

MEETING	Education and Economy Scrutiny Committee
DATE	19 June, 2025
TITLE	Performance Report of the Cabinet Member for Corporate Services Department
REASON FOR SCRUTINY	To report to the Scrutiny Committee on the performance of the Corporate Services Department
AUTHOR	Ian Jones - Head of Corporate Services Department
CABINET MEMBER	Councillor Llio Elenid Owen

1. Why is scrutiny necessary?

So that Committee Members can be satisfied that I, the Cabinet Member for the Corporate Services Department, have a grasp on performance matters within the Department.

2. Background / Context

2.1 Background / Introduction

The purpose of this report is to update you on what has been achieved in the field that I am responsible for as Cabinet Member for the Corporate Services Department. This includes outlining the latest regarding the pledges in the Council Plan and the Department's day-to-day work for the period up to the end of March 2025.

We are implementing the Council Plan for 2023-28, and I herein report on progress made to the end of March 2024-25. All matters have been the subject of discussion and have been scrutinised by myself at a performance challenge meeting, and I am satisfied with the Department's performance.

2.2 Rationale and justification

Performance of Projects in the Council Plan

The Corporate Services Department is leading on six projects within the various priority areas of the Council Plan for 2023-2028, namely:

1. Keeping the Benefit Local
2. Promoting the Use of the Welsh Language by Gwynedd Residents
3. Workforce Planning
4. Ensuring Fairness for Everyone
5. Women in Leadership
6. Strategic Review of Health and Safety Management

I am very satisfied with the work undertaken during 2024-25, and the progress made against the milestones set for the six priorities is outlined in Appendix 1.

Please note, there has been a slippage in the progress of the 'Health and Safety Management Strategic Review' project due to further developmental work that needs to be carried out by the Information Technology Service in relation to developing the health and safety system. We are confident that this project is on the right track and that the work will be fully executed.

The Department's day-to-day work

Appendix 2 includes performance measures for the Department's Services. It includes data for the latest period, context and observations that explain the performance of all areas during 2024-25.

The Corporate Services Department has several different services and various areas of responsibility. I wish to note my appreciation of the work of all the officers in the Department and recognise the key contribution they make to supporting the work of the Council.

External Auditors' Reports (if relevant)

Following a concern expressed about the Council's performance in relation to the response rate to requests for information under the Freedom of Information Act (2000) and Environmental Information Regulations, the Information Commissioner's Office was commissioned to undertake an audit of the Council's arrangements. This was a voluntary act on the part of the Council to find out if there were shortcomings in its arrangements which resulted in delays or non-compliance with the requirements of the Act. The audit was conducted in April 2025 and the draft report was published beginning of May 2025.

The Auditor's opinion is that the Council has 'reasonable' arrangements to respond to the requirements of the Act. Following receipt of the report, a detailed programme of work will be compiled to address the recommendations as soon as practicable. The Governance and Audit Committee has already received a copy of the report which was discussed at the meeting held on 22 May 2025.

3. Consultation

The report has been produced based on the information and content of the latest meeting challenging and supporting the performance of the Corporate Services Department, attended by the Corporate Director, Head of Department, Assistant Head, Service Managers, and myself.

Appendices

Appendix 1: Progress reports for project milestones in the Council Plan

Appendix 2: Corporate Services Department Performance Measures

Appendix 3: Accessible version - Corporate Services Department performance measures observations