

Corporate Services Performance Report

Newid i
Gymraeg

Quantitative Measures Summary

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

2024-2025



Choose Quarter

Qtr 4



Choose Month

March



Measures

Newid i
Gymraeg

CA01 - % of procurement
revenue expenditure with local
suppliers

59.0%

Procurement

CC04 - Average Contact Center
answer (seconds)

65

Customer Contact and Regist...

CC05c - Average number of days
to determine a person's
eligibility, for a Blue Badge

1.99

Customer Contact and Regist...

CE01 - % employment
agreement submitted before or
by employee's start date

68.0%

Support Services

CE09 - % staff who have not
renewed DBS within the
timetable

0.8%

Support Services

CY01 - An average number of
news items and/or press reports
resulting from proactive press r...

4.8

Communication and Engage...

CY02 - % individuals reported a
score of 5 out of 5 for the
Council's website

92.0%

Communication and Engage...

DD1.1 - To what extent does the
training help you fulfil your role?
Score out of 10

9.4

Learning and Developing

DI1 - % decision notices
published bilingually within 5
working days

92.0%

Democracy and Language

ID1 - % RIDDORS reported within
10 days

35.0%

Health, Safety and Well-being

ID2 - % of individuals referred to
Occupational Health who had
been seen within 10 working da...

22.0%

Health, Safety and Well-being

ID3 - % of managers have
completed a Safe Management
IOSH course

72.0%

Health, Safety and Well-being

ID4 - % of employees who have
returned to work following
physio

93.0%

Health, Safety and Well-being

YG1 - Number of data breaches

3

Research and Information

YG2 - % freedom of information
requests answered within 20
working days

75.8%

Research and Information

YG3 - % data protection requests
answered within the timetable

82.5%

Research and Information

AD01 - Average number of staff
sick days per person in the
Council

12.94

Human Resources

AD04 - Average number of days
to complete a job appraisal

35.0

Human Resources



Back



Forward



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

Red

Orange

Yellow

Green

Click here to see the risks

8

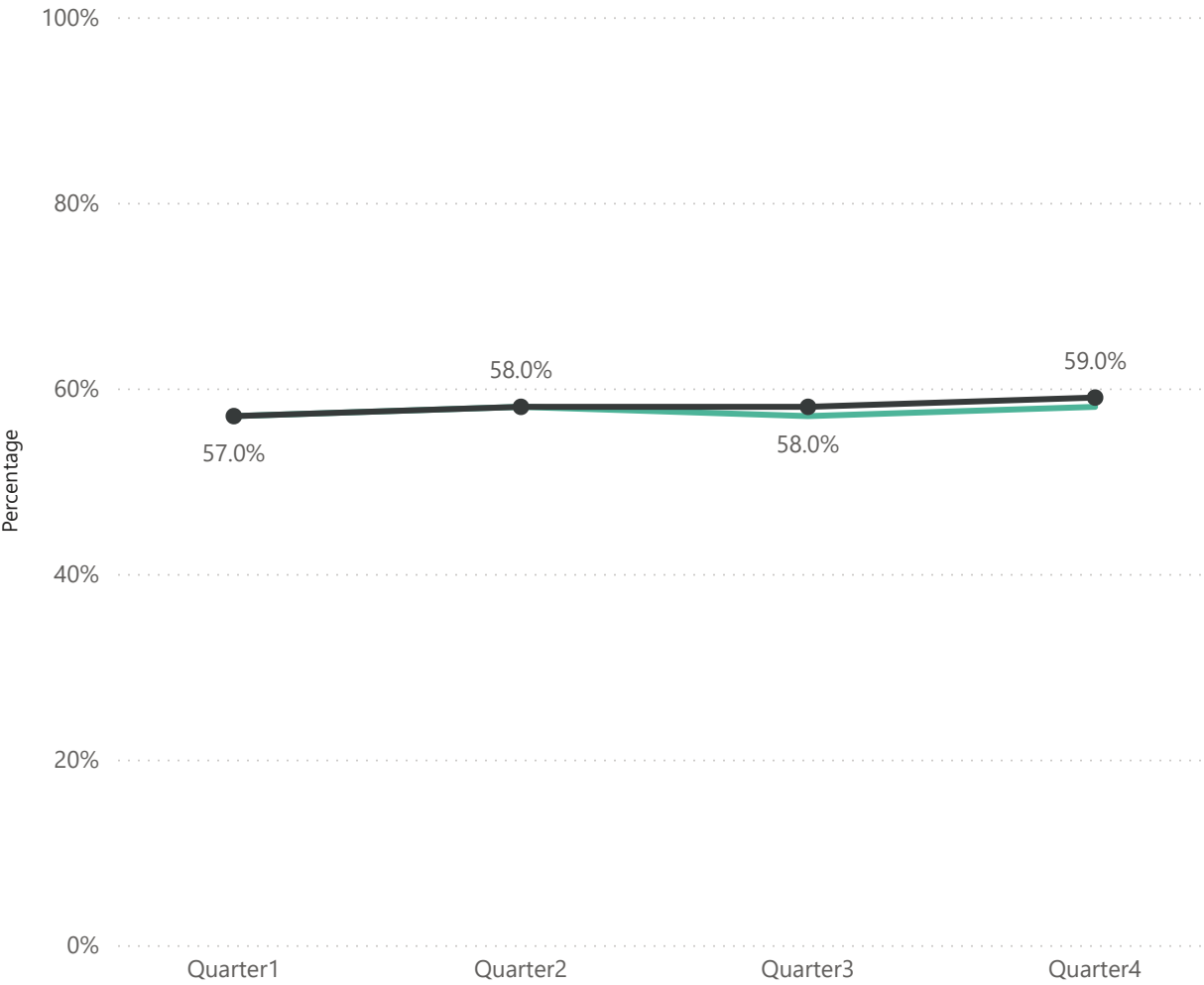
CA01 - Local Suppliers (Quarterly)

Percentage of procurement revenue expenditure with local suppliers

Year

2023-2024

2024-2025



Comment

Quarter 4

Revenue Expenditure Only
The local percentage has increased by 1% to 59% compared to the last financial year. There is no specific category of expenditure responsible for the increase. It is associated with a slight increase or decrease across a number of categories We saw an increase in expenditure on domiciliary care, housing support and transport where provision is local and a slight decrease in expenditure on children's residential care where a significant proportion of it is provided outside Gwynedd.

Revenue and Capital
We saw a decrease of 1% to 55% compared to the last financial year. This is mainly linked to a £2.3m increase in the Council's expenditure with a waste processing company from outside the County. This increase was linked to the purchase of 15 gritting vehicles and 4 recycling vehicles.

Annual Summary 2024/25

Revenue only -
Out of a total revenue expenditure of £178.7m, the Council has spent £105.5m with local businesses from Gwynedd during 2024/25.

Capital Expenditure and Revenue -
Out of a total capital expenditure and revenue of £212m, the Council has spent £116m with local businesses from Gwynedd during 2024/25.

The main areas where spending is leaving the County continue to be Specialist Construction, IT Systems and Adult and Children's Residential Care schemes.
With procurement in areas such as Home Care, Housing and Support, School Transport, Equipment Hire and Recycling being provided by local companies.

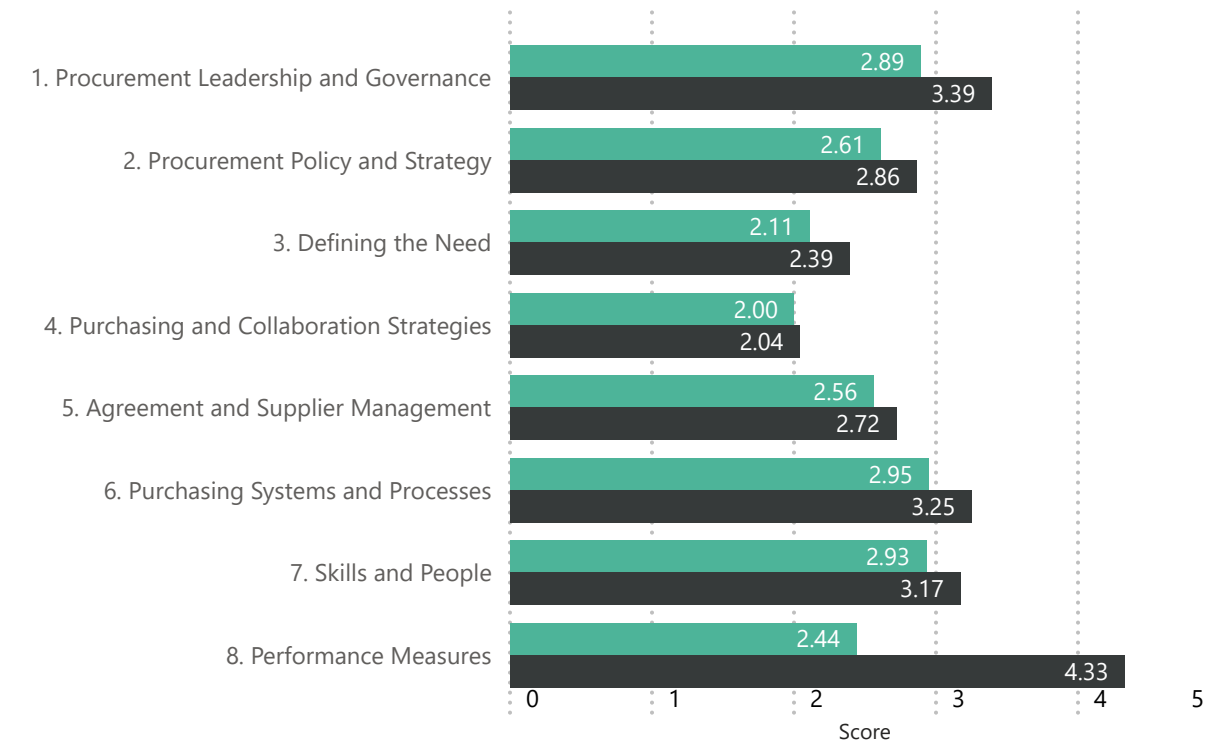
CA02 - Procurement Self-Assessment (Yearly)

Procurement Development (Score 0-5)

Year

2023-2024

2024-2025



Comment

Update on our efforts to improve the score by the end of March 2025

Since the last reporting period we have been preparing for the new procurement regulations that have been in force since February 2025. As a result our contract procedure rules have been updated and approved during the Full Council meeting on the 6th of March. There has been considerable work to try and update our arrangements in the wake of the changes as well as to register and understand new systems. The review of our procurement policies has begun, with the arrangements for submitting the final draft of the new procurement strategy is in place.

Annual Summary 2024/25

We have also analysed the 2024/25 response to the questionnaire, and can see that the overall score has improved.
The significant improvement is due to the introduction of performance reporting arrangements for the Category Management Teams who undertake the procurement of our main contracts. The questionnaire has also highlighted areas for improvement and we will focus on these during 2025/26. These are mainly:

- Define the role and duties of officers involved in category management
- Updating our procurement strategy and policy
- Creating learning and training materials
- Updating our procurement templates and systems

Purpose

To provide a flexible and accurate administrative service in order to release Council staff's time to serve the people of Gwynedd.

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Current Risks

Red

Orange1

Yellow4

Green

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

Year

2024-2025

58.0%57.0%56.0%31.0%50.0%53.0%50.0%41.0%52.0%60.0%84.0%68.0%

AprilMayJuneJulyAugustSeptemberOctoberNovemberDecemberJanuaryFebruaryMarch

Comment

The appointment arrangements of some Departments mean that the information does not reach the Support Service in time to administer an agreement. The Support Service must prioritise work to ensure that information reaches the Payroll Service in a timely manner in order to be able to pay a salary.

CE02 - Candidate Satisfaction (Quarterly)

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

Year

2023-20242024-2025

93.0%95.0%96.0%96.0%

Quarter1Quarter2Quarter3Quarter4

Comment

96% of the feedback indicates that there is no need for improvement to the system. Attention is given to those candidates who have made comments identifying improvements to the system when applying for a job through the online system.

CE03 - Satisfaction - Council Services (Quarterly)

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

Year

2023-20242024-2025

95.0%95.0%98.0%98.0%

Quarter1Quarter2Quarter3Quarter4

Comment

A missing envelope led to a delay in document processing.
Staffing situation has led to a delay in printing ID cards.

CE04 - Finance and Administrative Team - Timesheets

Process "Timesheets" within the set deadline

Year

2023-20242024-2025

100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%

AprilMayJuneJulyAugustSeptemberOctoberNovemberDecemberJanuaryFebruaryMarch

Comment

Timesheets (received) to pay staff wages were processed by the relevant Payroll deadline date

CE05 - Finance and Administrative Team - Eye Tests

Process "Eye Tests" within the set deadline

Year

2023-20242024-2025

100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%

AprilMayJuneJulyAugustSeptemberOctoberNovemberDecemberJanuaryFebruaryMarch

Comment

Refund requests for eye test were processed by staff within the time limit

CE06 - Finance and Administrative Team - Car Loans

Process "Car Loans" within the set deadline

Year

2023-20242024-2025

100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%90.0%100.0%100.0%

AprilMayJuneJulyAugustSeptemberOctoberNovemberDecemberJanuaryFebruaryMarch

Comment

Car Loan applications from staff were processed within the 10 working day deadline

CE08 - Finance and Administrative Team - HS11

Process "HS11" within the set deadline

Year

2023-20242024-2025

97.0%98.0%100.0%100.0%100.0%100.0%100.0%100.0%100.0%99.0%100.0%100.0%98.0%

AprilMayJuneJulyAugustSeptemberOctoberNovemberDecemberJanuaryFebruaryMarch

Comment

The staffing situation of the Service means that it has not been possible to enter all accident forms in a timely manner. Work had been prioritised to ensure that those forms that were needed to have been inputed and reported. Over the next few months an electronic system will be released that will enable Departments to input directly online. This means that a paper form would not need to be completed and the Support Service would not be required to input the information.

CE09 - DBS

Percentage of staff who have not renewed DBS on time

Year

2024-2025

1.1%1.3%1.2%1.0%0.9%0.4%0.4%0.5%0.8%

JuneJulyAugustSeptemberOctoberNovemberDecemberFebruaryMarch

Comment

Staff who are absent from work for various reasons are unable to complete a form in a timely manner.

CE10 - Pay Service (Quarterly)

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

Year

2024-2025

0.38%0.21%0.13%0.13%

Quarter1Quarter2Quarter3Quarter4

Comment

Requests to the Salaries Service for urgent payments as a result of the late receipt of the information by the Support Service. Attention is given to remind Managers that the information needs to be sent in a timely manner to process staff salaries.

CE99 - Other Activity by Support Service

Comment

The Education Department's Salaries and Human Resources Service has transferred to the Support Service in the past year. Also all of the Service's staff have moved into one room which has resulted in good collaboration. The Support Service joined other Departments at a Wellbeing Roadshow to promote Staff Self-Service Portal. Following pilot sessions, further sessions on the Staff Self-Service Portal were organised for managers and team leaders, the August session was very successful with attendees seeing value in the session.The Sickness Absence Module has been 'live' on the Staff Self-ServicePortal system since June. This module enables Managers to input their staff member's sickness absence directly into the system which means there is no need for the Support Service to input the information. Work continues to transfer the salary payment arrangements of Residential Home staff from paper timesheets to the modules within the Staff Self-Service System. Acknowledgments and thanks have been received from the Managers of the Adult, Health and Wellbeing Department for this work. A component of the Recruitment and Appointment module within the Staff Self-Service System is in the process of being tested.

Staff Service members attended a Job Fair during October to promote the Council's vacancies.

Home

BackForward

Settings

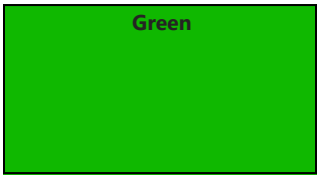
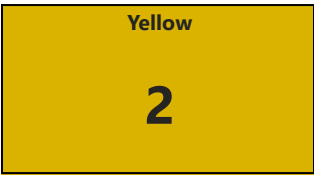
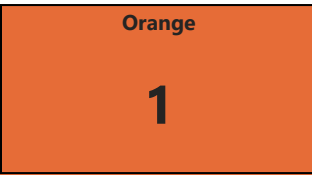
Purpose

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

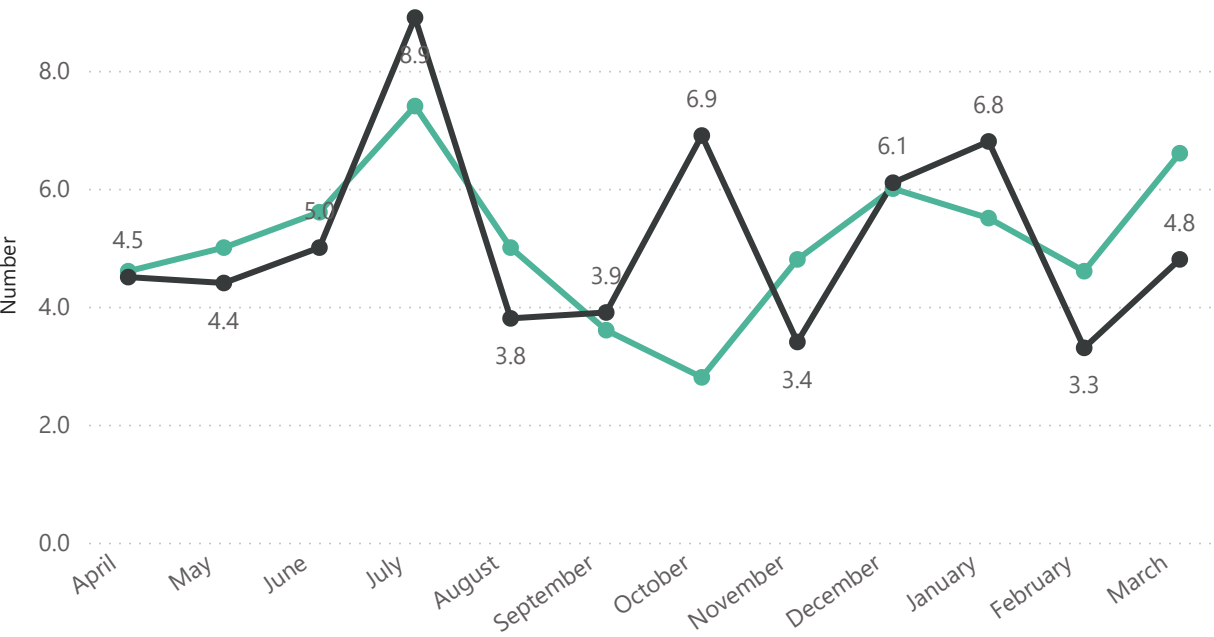


Click here to see the risks

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

Year 2023-2024 2024-2025



Comment

During 2024-25, the Communications Service issued 89 proactive press releases which resulted in 469 news items, an average score of 5.3 for the year. This compares favourably with the score reported for the previous year (2023-24), which was 5.1.

Over the same period, the Communications Service also dealt with 510 queries from the press and media.

Some of the issues the service dealt with over the year were an exception to the norm, these included:

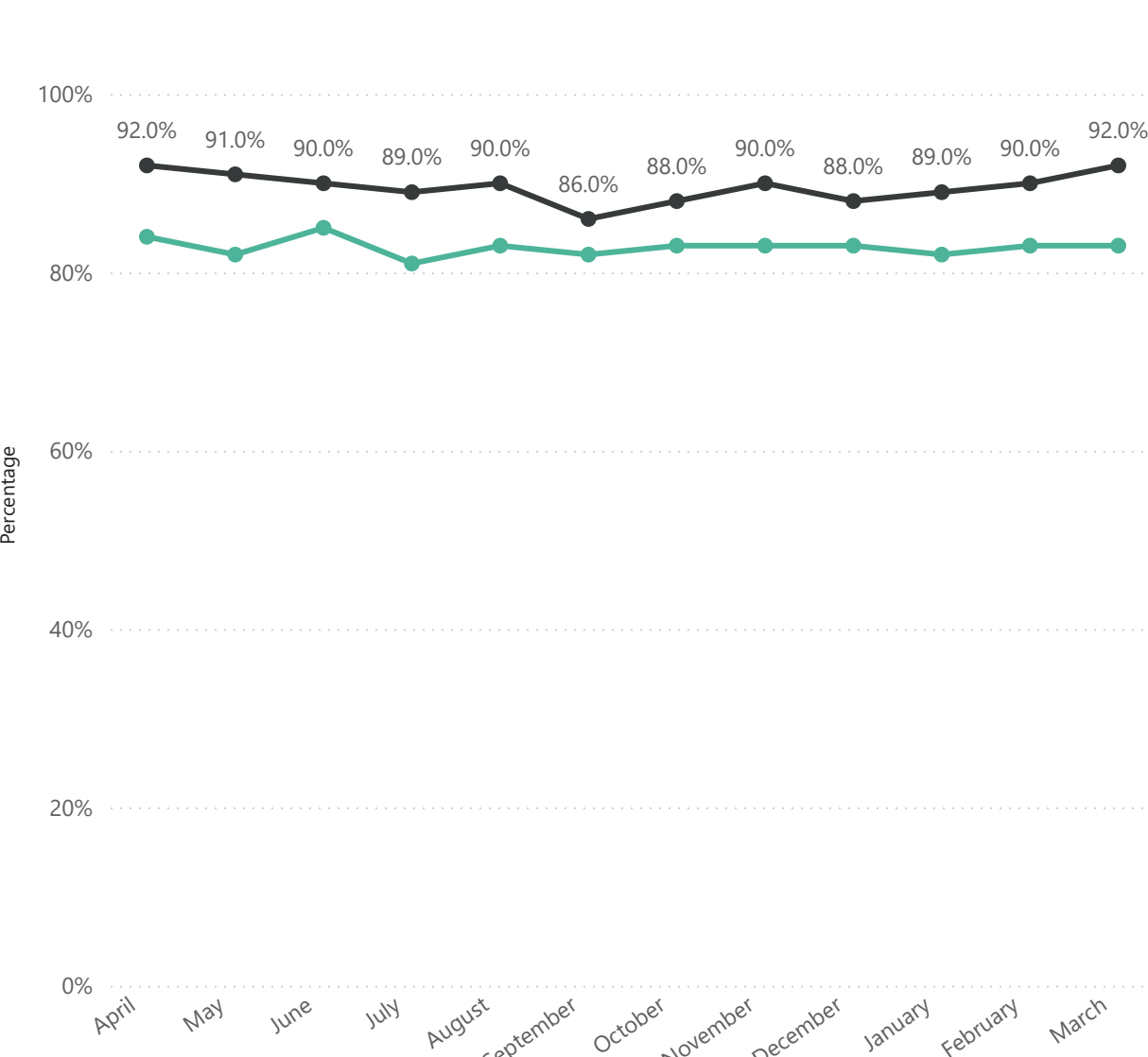
- the attention that resulted from the conviction and imprisonment of Neil Foden, the adoption of the Response Plan to Foden's crimes and the establishment of a project board to investigate what went wrong and the lessons that need to be learnt;
- the measures the Council introduced to control second homes in the county and ensure more affordable housing, including Article 4 guidance;
- the change in the leadership of the Council.

In addition, a number of other issues took up a significant share of the service's time and resources, including the Council's vote on the Single Transferable Vote system, the introduction of 20 mph zones, the General Election and the Police and Crime Commissioner elections.

CY02 - Website Satisfaction

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

Year 2023-2024 2024-2025



Comment

Total website visits for the year (1 April 2024 - 31 March 2025): 2,790,297

Number of individuals which completed the satisfaction questionnaire between 1 April 2024 and 31 March 2025: 1,796

Number of individuals which gave a 5 out of 5 rating between 1 April 2024 and 31 March 2025: 1,619

Average 5 out of 5 rating for the year (1 April 2024 - 31 March 2025): 90%

177 respondents gave a score of 4 or less during the year (1 April 2024 - 31 March 2025) for the following reasons:

There were 45 complaints about the website that were within the Communications Service's control, e.g.

- Broken links. These are corrected as complaints are received.
- People unable to find information whilst using the website search system. The Communications Service has commissioned the Information Technology Service to develop a new artificial intelligence search system that it is expected will display better results. This new system is currently being tested.
- Complaints due to problems with the school closures system during a period of severe weather. As this is an internal system, developed by the Information Technology Service, they were asked to investigate the performance of the system. To solve the problem, IT have now redeveloped the system using more up-to-date technology.

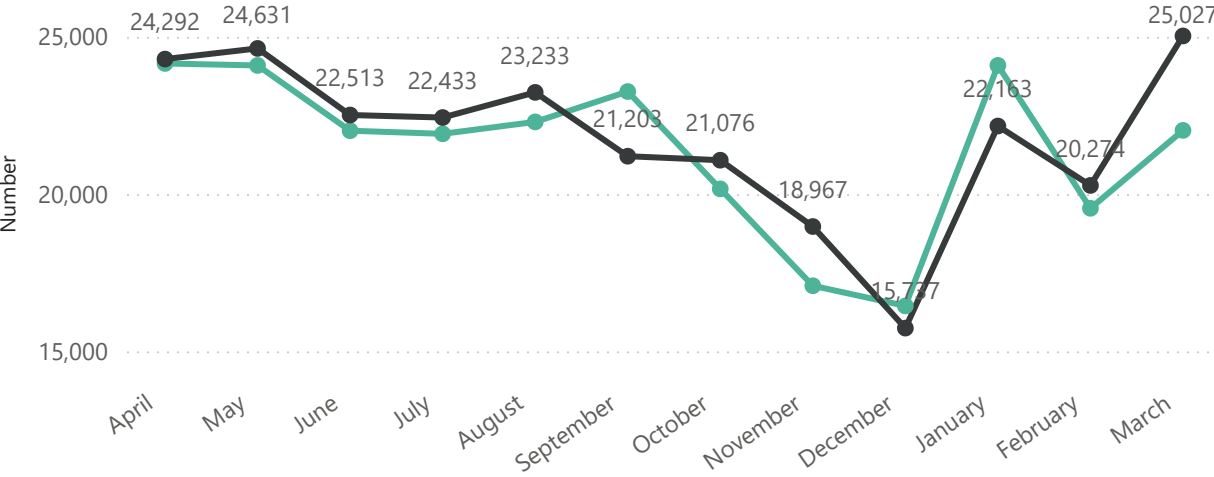
The remaining 132 complaints were outside the control of the Communications Service and therefore passed on to the relevant services to be addressed, with the offer of support to resolve the problem if needed e.g.

- Complaints about online systems that are available on the website, but are managed and maintained directly by other Council services, e.g. the Planning Applications system, and the new Libraries system.
- Complaints about lack of or insufficient information about some services/projects on the website.
- Complaints about the quality of Council services, e.g. people not being able to get an answer when phoning, waste collection problems.

CY05 - Service Requests

Number of service requests submitted online

Year 2023-2024 2024-2025



Comment

261,549 service requests were submitted in 2024-25. 4,472 more than in 2023-24.

Some services saw a slight reduction in requests submitted, e.g. school entry 298 less than the previous year and Change of Council Tax Address 202 less. One service – Waste / Recycling missed collections saw a significant reduction – 4,335 fewer applications than the previous year.

A number of services saw a slight increase in the number of applications, e.g. request for garden waste collection - 716 more than the previous year and requests for Council Tax E-billing - 316 more. One service – recycling centre slot booking saw a significant increase again this year – 7,559 more applications than in 2023-24.

During 2024-25 new online self-service forms were introduced, e.g. request for support from Cyngor Gwynedd's Mental Health Team (74 applications received since May 2024); application for telecare service (100 applications received since July 2024); request to see information the Council has about an individual (14 requests received since November 2024).

CY99 - Other Activity by the Service

Comment

Public Engagement:

A new member of staff was appointed to lead the Council's engagement work in June 2024. Since then, the officer has been reviewing our engagement arrangements and researching good practice in the field. The Officer has also assisted several services across the Council to conduct engagement exercises and consultations, e.g. Single Transferable Vote Consultation, Dog Orders Consultation, engagement on the new arrangements for the Dinas Dinlle car park and the Council's Financial Strategy and, most recently, conducted the Gwynedd 2025 Survey which sought public views on all Council services.

Corporate Website:

- to comply with the Public Sector Bodies (Websites and Apps for Mobile Devices) (No. 2) Accessibility Regulations 2018, which came into force in 2021, work has been ongoing to try to improve the standard of accessibility of the Council's corporate website. To speed up the process, a Temporary Website Content Officer was appointed in January this year, who has since been focusing on correcting accessibility issues on the website and developing guidance for staff on how to prepare information to be included on the website in an accessible format.
- new information has been included on the website during the year, e.g. BSL videos about the Council's main services, Age Friendly Gwynedd information, Climate and Nature information, Autism information, Help to Live Independently information.

Digital Design:

- a series of short video films were produced to highlight different elements of the Council's work including Llewyrch o'r Llechi, Women in Leadership, Opportunities for Disabled People, Homelessness and Ysgol Trefrethyr;
- produced and launched a series of "Mam, Dad and Parenting" podcasts available on platforms such as Spotify;
- a new logo and brand were produced for the "Women in Leadership" scheme, a digital brochure for Cynllun Yfory and a branding pack for Academi Gofal Gwynedd.

Emergency Response:

Communication plans were implemented in response to Storm Bert (November), Storm Darragh (December) and Storm Eowyn (January)

Social Media:

A new Cyngor Gwynedd Bluesky account was launched and a campaign undertaken to promote it.

Internal Communications:

Three issues of the staff magazine "Gair o Gyngor" were produced and published and arrangements for celebrating staff successes strengthened.



Choose Year

2024-2025

▼

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 enable the public to register events in line with the requirements of the act, and provide copies of certificates"

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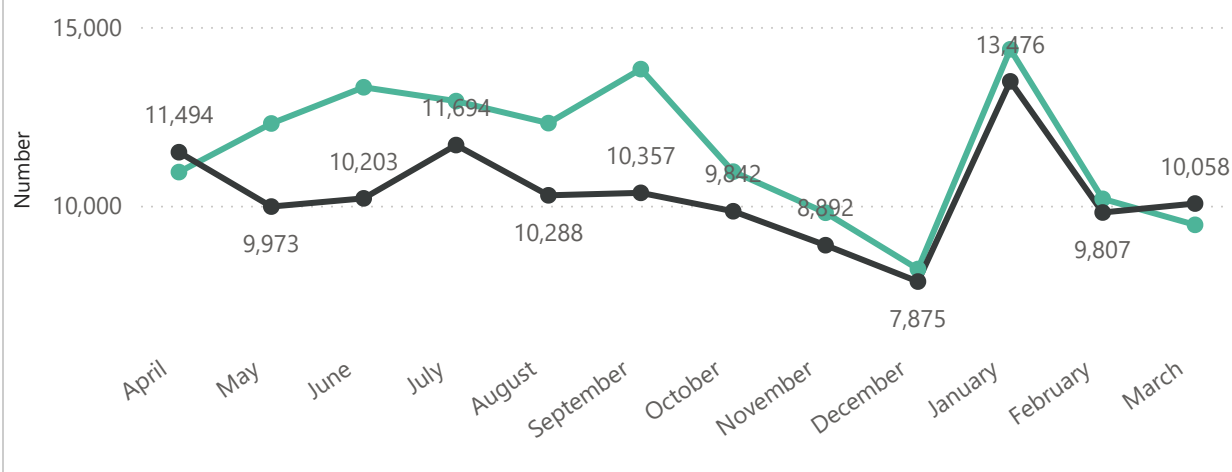
Current Risks



CC03 - Contact Centre Calls



Year ● 2023-2024 ● 2024-2025



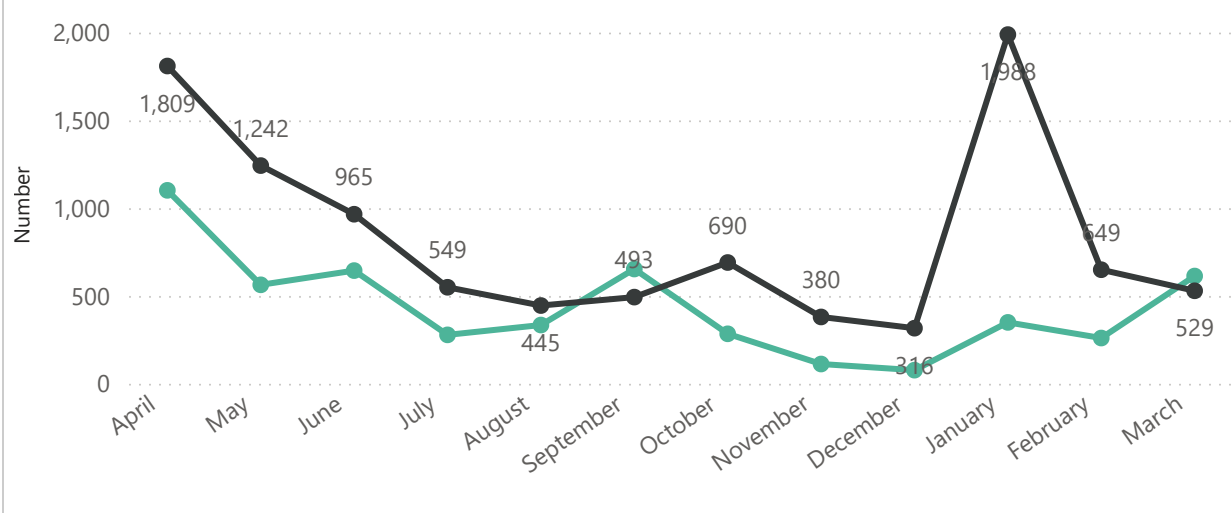
Comment

Total calls over the last year continue to be lower than previous years, however there is only a slight reduction in the last quarter of 2024/25

CC03a - Contact Centre Calls



Year ● 2023-2024 ● 2024-2025



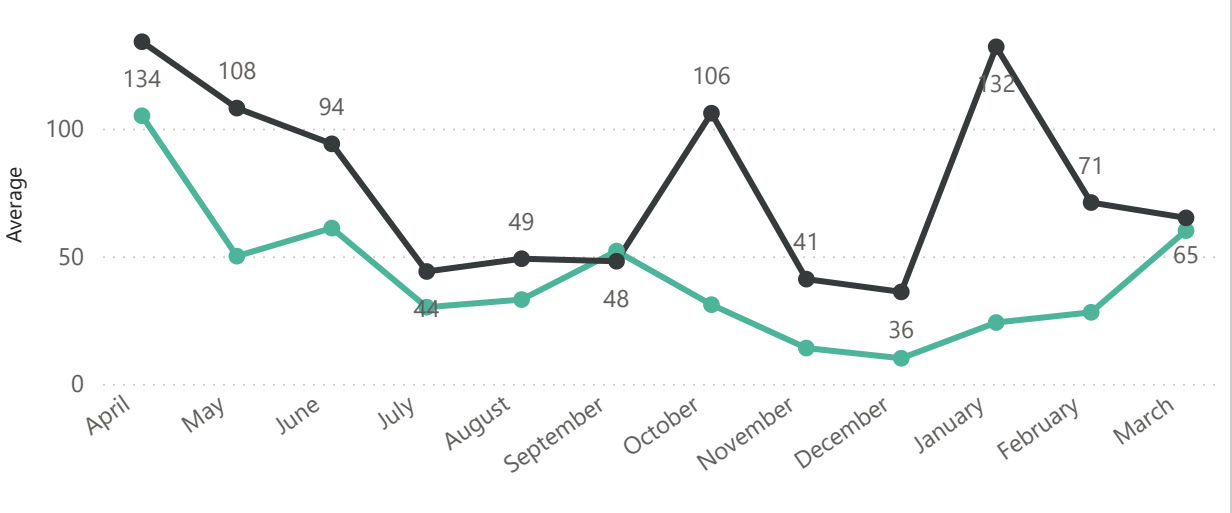
Comment

There have been number of empty posts in our staffing structure over the last year, and due to this we have not had the capacity to deal with every call before the customer terminates the call. In addition to this, financial cutbacks across Customer Contacts during 2024/25 has led to a decline in our ability to answer every call. We had foreseen that the efficiency and cut back plan would lead to more calls being lost, but due to empty posts, cutbacks and also garden waste purchases starting mid-January, the number of calls lost have been higher. We have now appointed into the vacant posts, and we expect to see an improvement in the performance moving forward.

CC04 - Contact Centre Calls



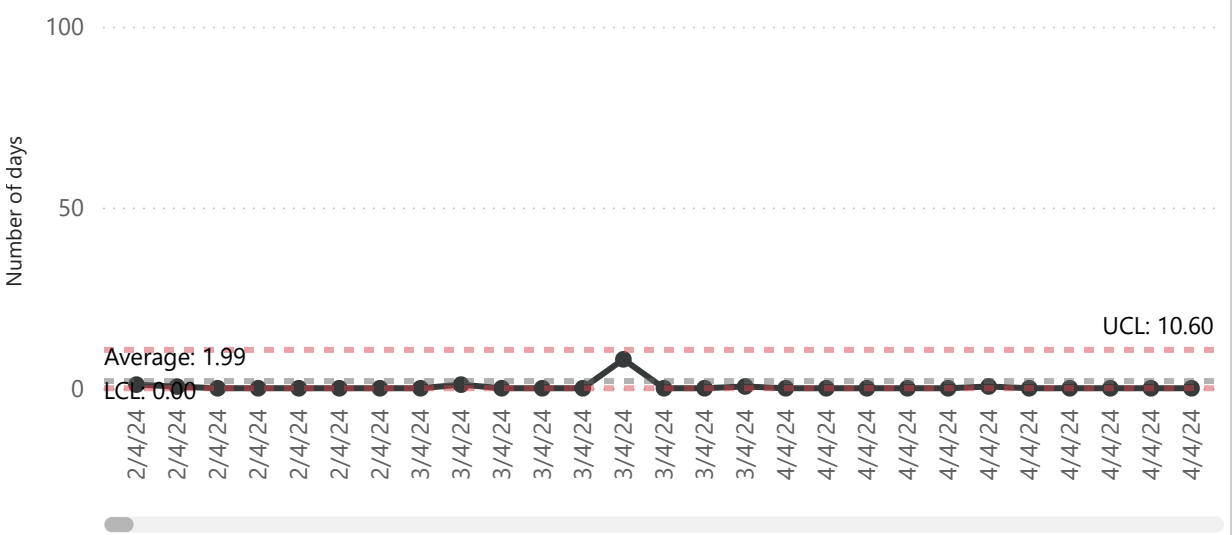
Year ● 2023-2024 ● 2024-2025



Comment

Our performance over the last year has been inconsistent due to the number of empty posts and cutbacks to the staffing structure. Although the total calls continue to fall, our staffing levels have also reduced which means that during busy periods, we do not have the capacity to deal with an increase in calls meaning customers have to wait longer before their call is answered. We had anticipated this and expected that our performance would slip to around 1 minute answer time on average, depending on our staffing levels, with our true performance over the year being 1 minute 10 seconds.

CC05c - Blue Badges



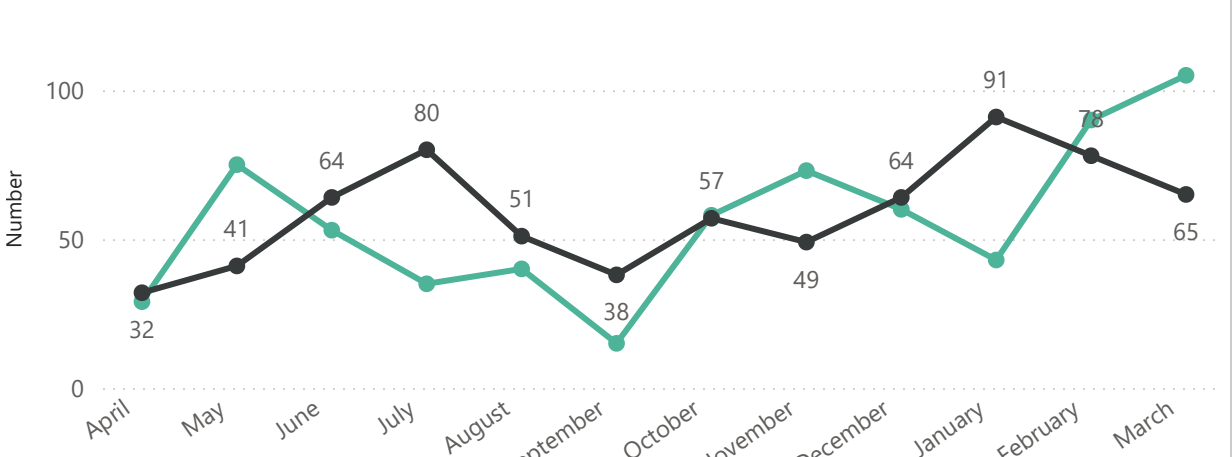
Comment

Over the last year (April 2024 until end of March 2025) on average, it is reasonable for an individual to wait between 1.99 and 10.7 days for us to come to a decision on their application, after we have received a complete application from the customer. Performance has slipped by approximately 3 days in the last quarter of the year from 1.34 and 7.95, due to a backlog of applications awaiting attention by the independent mobility assessors over the Christmas period. The company have paid attention to this, and we have seen an improvement over the last few weeks in the number of days it takes to come to a decision on an individual's application for a blue badge.

CC06 - Webchat



Year ● 2023-2024 ● 2024-2025



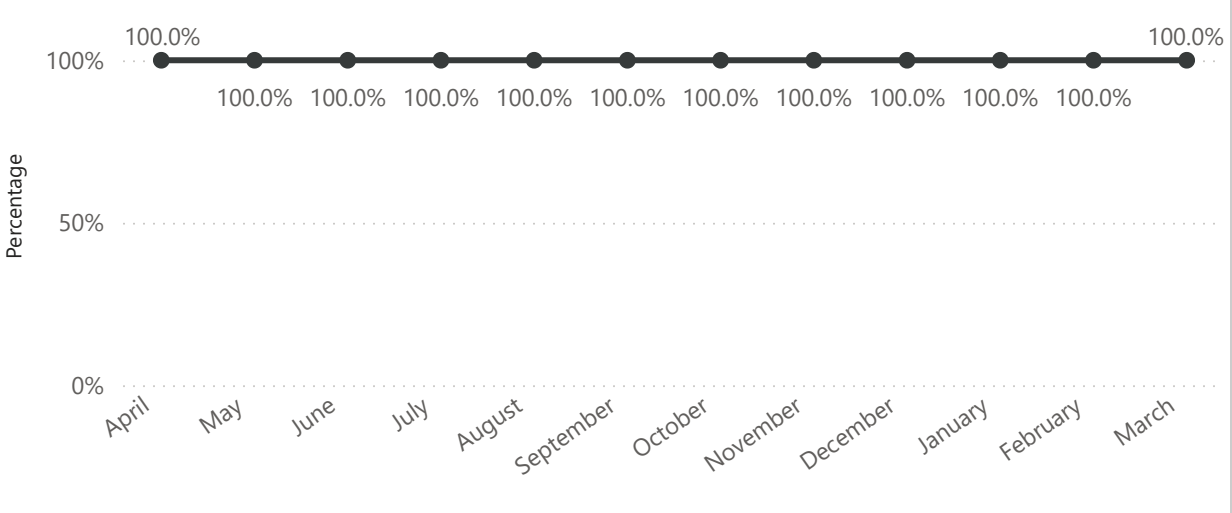
Comment

Over the year, our ability to answer live chat calls has depended on our staffing levels and number of incoming calls, but we have seen an increase each year with 710 live chats conducted over the last year.

CC09 - Customer Satisfaction - Registration Service



Year ● 2024-2025



Comment

All customers have reported that they are content with the service that they have received, only compliments were left in the customer satisfaction questionnaire.

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

Red

Orange

Yellow8

Green

Click here to see the risks

DD1.1 - Training - Satisfaction

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

Year

2023-2024

2024-2025

Score

10

5

0

April

May

June

July

August

September

October

November

December

January

February

March

9.7

9.5

9.5

9.6

9.5

9.3

9.3

9.5

9.2

9.8

9.2

9.4

Comment

Following establishing the new Learning and Development Framework in January 2025, it is good to see that the results remain high.

DD1.2 - Development Programmes

Comment

Learning and Development Framework - The new Learning and Development Framework is in place with a lot of work being done to improve the experience for Council staff when attending training. Emails and an engagement program have been a priority during February and that work is ongoing. The training courses are running and there is also increased engagement with the coaches to support them wherever needed. For example, there is an increase in MoDS support for administrators and instructors. Basic Digital Skills training runs with many attending and benefiting from the training. The Advanced Excel training has been revamped. A number of other courses such as Prejudice Without Knowing, Autism Awareness, IOSH and i-act have also been run.

Digital Transformation - Work is underway with the Digital Transformation Sub-Group. These initial steps will identify the gaps in the Digital Skills of the workplace and identify training needs for staff.

Welsh language Training/Support - 32 individuals have attended language training with an additional 7 registered for courses that are yet to start. Since April 2024, 43 individuals have started a language training course and 26 of the individuals who have not reached the language designations have received training.

Members Training - Work is underway in terms of establishing a Training Framework. All of the Core titles are now available as an online resource for Members to be able to complete in their own time. In addition, information on Members' core titles is now available on the Council's public website. A learning and Development programme for Cabinet Members is in place. Following receipt of Members' learning and development needs questionnaire results, new titles are being covered. A proposal to hold Personal Development talks for Cabinet Members has been shared, and following recognition of the demand this invitation will be extended to the rest of the Members. A personal development programme will be drawn up for Cabinet Members in line with their needs. The promotion of training titles continues to take place through the Members Bulletin. External opportunities are shared with Members as needed.

Undeb y Dyfodol - Work has started to update members weekly. The committee selection process has taken place and the first meeting will take place on 28 April.

DD1.3 - Developments

Comment

Policy Centre - The Policy Center is in process/has been upgraded to Version 2. This means that there is a lot of work to transfer the policies – the work has been successfully done and completed during March 2025.

Networking - Service staff members are making efforts to reach out to other council officers who are doing similar jobs in order to broaden ideas and contacts. For example, the North Wales Local Authority e-learning Champions Network is being developed amongst others.

Talent and Apprenticeships - A number of trainees and apprentices have been successful following their time at Gwynedd Council. Examples include Gwenno Griffith, Equality Trainee who has been successful in your 'Disability Confident' bid on behalf of the Council to increase from level 1 to level 2, Caleb Lewis has been accepted as a Group Accountant for the Department of Highways, Hannah Williams has been accepted as an Events Consultant, Enlli Garton Jones, Finance Apprentice has spoken on Newyddion S4C about her experience as an apprentice. Recruitment Support Packages and Neurodiversity Recruitment Package have been created for the 2025 recruitment process. The team was shortlisted for the North Wales Work Based Learning Awards 2025.

Managers' Handbook - A handbook as a guide for new Managers is in the process of being developed which will be of great benefit as a Manager begins to get to know what the needs of the role are. The handbook is currently in the consultation phase and is receiving positive feedback from everyone who supports in that work.

Language Data - 72% (5,156 individuals) of Council Staff have undergone a Welsh language assessment, with 89% (4,610 individuals) meeting the standard of the language designations.

DD2 - Changing the Culture (including Complaints and Successes)

Comment

Continuous Evaluation - Work continues to be routine on the MoDS side of the Continuous Evaluation. There is no definite timetable yet for the minor changes that need to be made by IT so that everything is ready. It is hoped that all will be ready to run soon and that we are preparing to support Line Managers in undertaking the Continuous Evaluation work as part of their duties.

Staff Opinion Survey - Following the conduct of the Staff Opinion Survey 2024, the results are shared with the different Departments, with members of the service presenting the results of the Survey to the Management Teams.

Success Wall - The numbers of thanks/compliments we have received from customers, from staff to each other, and from Members are very encouraging. We have now reached 1410 comments since the start of the Wall in 2015. The comments on the Wall are updated as time permits and the comments can be viewed annually on the relevant pages. Celebrating successes like this is so important to raise staff morale and to show that they offer good Service to our customers.

Customer Friendly Staff Support Training - This training has been very popular with staff. They see it as a good opportunity to share experiences with staff in other areas, everyone learning through each other. They appreciate that support is available to them and convey that in their feedback.

DD3 - Staff Well-being (Benefits)

Comment

Local Business Promotion Scheme - Several start-ups have recently joined the Scheme. Some joined because of contact and invitation from the Service Improvement Officer, and others because they had heard about the Plan from different sources; either through the Economy Unit Bulletin or by hearing from other businesses who have benefited from being part of the scheme. The Business of the Month promotion program is proving to be very popular as usual.

Vectis Plan Figures - There are now 3,342 staff enrolled on the Scheme. This is an increase of 2,108 since March 2019. This proves that the work that the Service Improvement Officer is doing to promote the Scheme amongst staff is working well. Arrangements are in place for the Service Improvement Officer and the Internal Communications Officer to visit a number of work places to ensure staff are aware of the Benefits and for us to have their input on Benefits and Communications. We are waiting to receive a new Agreement from Terryberry, the company that now runs the Plan. The intention is to have a contract for a further 3 years with the option to get an extension of an additional year if we want it at the end of the period. This is free of cost to the Council other than the need to pay a small amount for plastic cards for staff who do not have a smartphone to be able to get their cards digitally.

Cycle to Work Scheme - The layout is still going well and work is starting in April to promote this scheme further.

Green Car Scheme - There are currently 16 staff who have taken advantage of the Scheme. 7 of those joined in 2024/25.

DD4 - Training

Number of training courses delivered per month

Year

2024-2025

Number

50

0

April

May

June

July

August

September

October

November

December

January

February

March

31

52

23

18

1

37

39

30

16

22

14

45

Comment

The training opportunities are going to be increasing over the period from January 2025 onwards and it is hoped that this will be reflected in this data over the next period.

DD5 - Staff and Councillors who have received Training

Number of staff and councillors who have attended training per month

Year

2024-2025

Number

400

0

April

May

June

July

August

September

October

November

December

January

February

March

235

393

153

134

10

207

140

286

92

172

131

221

Comment

Work is being done within the service to promote the training opportunities available and try to reach more staff across the Departments.

DD6 - Feedback from Events

Comment

Communications and Collaboration (DiSC):
"A fun and highly relevant session and giving an individual the opportunity to look at themselves, but also what style/'type' they are and how this awareness can be used when collaborating within a team – what wants to make the collaboration better? How to avoid stress/tension?"

Data Protection:
"It was presented in a clear and professional way. The length was perfect, not too short or too long. And the content is entertaining. Thank you."

Ask and Act:
"It was an intense topic to discuss but the coaches handled the topic well. Examples of various abuse that Council staff have encountered in the course of their work was very interesting."

I-Act:
"Very enjoyable. I left with a better understanding of the importance of wellbeing. My personal wellbeing felt improved at the end of the day. Maybe tailor it to individual departments rather than company of large staff basis."

LGBTQ+ training pilot:
"Very useful training, with a lot of information. Trainer created an open atmosphere and the conversation was interesting and I feel like I've gained a lot of value by reflecting on the experiences of the group."

Autism Awareness:
"Brilliant course, really good tutor, one of the best courses I've attended."

Rhetoric Training (for the Management Team):
"Superb, engaging and very well presented by an individual who truly understood the art of speech writing"

Welsh Language Training:
"I want to say a big thank you to you for all your support through the weeks, you've been a fantastic tutor and the things we've learned have stuck in my head! The resources you've shared are also very useful for the future."

Purpose

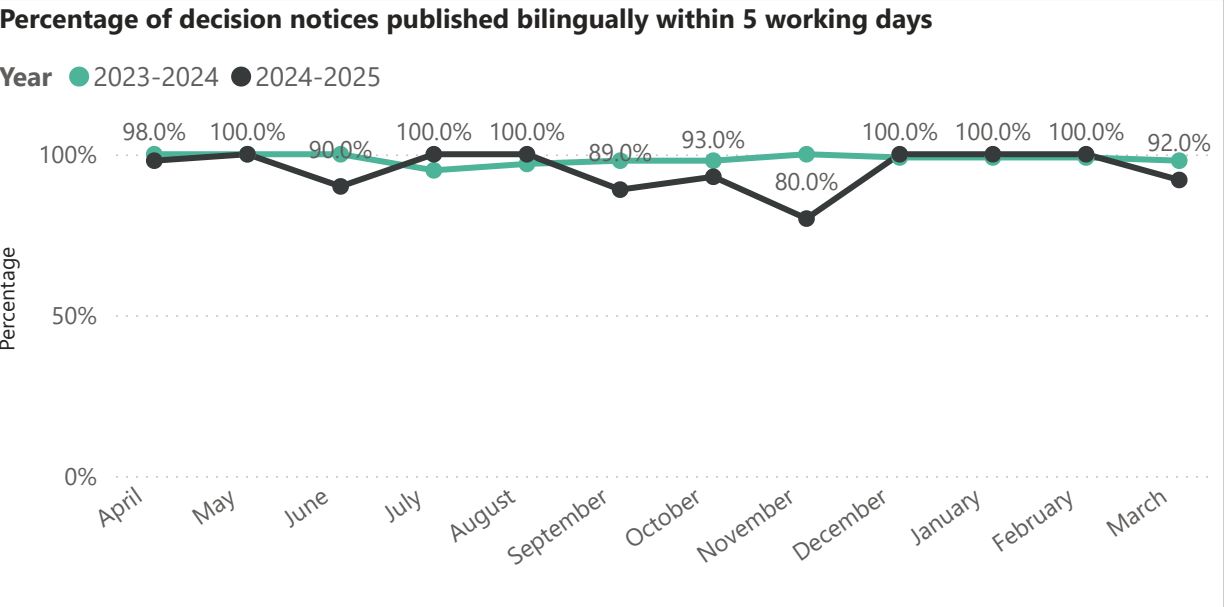
To support the Council's democracy arrangements and promote the Welsh language continuously.
Translation - To provide a standard translation service into Welsh and English both in writing and orally for staff, members and Gwynedd's residents.
Democracy - To provide quality support to Gwynedd Councillors
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



Comment

13 Decision Notices were published during March, with one of them published on the sixth day. Over the past year, 6 Decision Notices have been published on the 6th day due to various problems arising such as problems with the Modern.gov system and wifi conections, delays by officers in responding and changes in staffing.

DI2 - Satisfaction - Elected Members (Yearly)

Comment

A satisfaction questionnaire was sent to Members on 2 December asking for a response by 16 December. By 17 December 36 responses had been received, a slightly higher figure than last year. 26 of the members reported that the service provided by the Democracy Team was Very Good with 9 stating that the service was Good and 1 stating Acceptable. No further comments had been given by the member who had selected the Acceptable option.

Positive comments were received such as that the Team was always ready to help with any query and was very friendly, responding promptly and proactively.

With regard to the question of any developments to further support members in their role, one member made a comment about the desire to receive paper copies of Agendas and another comment about giving members more information before they read about it in the newspapers.

The following is an example of one further comment that was made: "all democracy staff are always on the other end of the phone and respond to emails without delay. Zoom and Teams meeting arrangements by the team are extremely effective. IT and translation arrangements are also convenient. Thank you again this year."

DI3 - Translation Service

Comment

This year has been a very busy year for the Translation team once again, with an increase in demand for the written translation service and simultaneous translation in meetings in particular. The team has translated nearly 400,000 words on average each month and provided simultaneous translation in nearly 60 meetings on average each month. As a team, we provide translation and simultaneous translation services to external bodies as well, which generates income for the Council.

The team has embraced new technology during the year as well. Machine translation is now part of the team's software, CyfieithuCymru. Despite the fact that this is a significant change to the way we work, the software provides many advantages. The team has also been successfully piloting the use of simultaneous translation on the Teams platform following developments by Microsoft. A number of informal meetings have now switched from Zoom to Teams with simultaneous translation working well.

Simultaneous translation at hybrid Committee meetings works well, however one ongoing obstacle we have faced is that it is not possible to offer the simultaneous translation service in informal hybrid meetings in Council meeting rooms as the quality of the audio is not of a high enough standard. The IT service is looking into this and hopes to be able to find a satisfactory solution to improve the audio in these rooms.

The team has received very positive feedback from our customers both within and outside the Council, and here is a selection of the latest comments we received:

"Very much appreciate all the hard work in order to translate the School Handbook and very grateful to you for keeping the translated template exactly the same as the Welsh version. Thank you very much."
"Just a note of thanks to you both for the translation today, it was a great help to us. Hopefully everything went okay for you with the arrangements."
"Thank you so much for your help on Friday with the link and today to you and your team during the Inquest. Hopefully everything went well for you. The witness said that the translation worked great! Thank you again"
"Thank you so much for the person who translated the documents in the project number below for me, really appreciated!"
"Thank you for the quick translation in order to be able to advertise."
"Thank you for all your help – can you tell the translator she was fantastic."
"Work done quickly and well—have filled out the questionnaire. Thank you to your team Bethan."
"Apologies but we forgot to thank the interpreter at the end of the meeting. After Elin left the chair thanked her very much and asked for this to be passed on. There was also praise for the quality of the translation from another member."

DI4 - Scrutiny and Language Service

Comment

Audit Wales recommendations have been actioned to improve the running of scrutiny committees. For the first time, two meetings of the Care Scrutiny Committee were held to discuss specific work areas, namely social housing and health. Officials from the relevant bodies were invited to the committee to answer members' questions. Work has begun to carry out a scrutiny investigation into school safeguarding arrangements.

Support was given to establish an independent language initiative which will lead the work of promoting the use of the Welsh language in Gwynedd's communities. We have collaborated with a number of partners in order to increase the use of Welsh across the Council's services, through the Welsh Language Subgroup of the Gwynedd and Anglesey Public Services Board and continued to co-ordinate and develop the Gwynedd Language Forum.

DI5 - Democracy Service

Comment

The main focus again this year has been on continuing to provide a high quality service despite changes to the team in the background. Each committee has been held succesfully and in a timely manner, as well as a number of additional meetings such as a Extrodinary Full Council meeting in October, additional meetings of the licensing sub-committee and school appeal panels. All committees due to have been webcase were webcast successfully, and viewing figures remain relatively high. Any technical problems that arose in the chambers were overcome.

The work of supporting the North Wales Joint Incorporated Committee has increased further during 2024/25, with the establishment and supporting of the Transport sub-committee and Planning sub-committee meetings in addition to supporting the Joint Incorporated Committee and the Economy sub-committee. The service also has also been involved in the development work for the establishment of the above, as well as further work in the development of the CJC's scrutiny, with additional sub-committees and webcasting arrangements to be developed for the future.

The Members' questionnaire has shown enthusiastic support for the service, with a number of members thanking the tean for the support they have received during the year. A newly elected Member was welcomed during the year, and we bid fatewell to two Members over the same period. In addition, children and young people were welcomed to the chamber on three different occasions throughout the year in order to try to encourage their interest and understanding in local government. The Head of Democratic Services' annual report will detail all the support given to Gwynedd Members, members of other authorities and the public over the past year.

Choose Year

2024-2025

▼

Choose Quarter

Qtr 4

▼

Choose Month

March

▼

Health, Safety and Welfare - Gail Warrington

Purpose

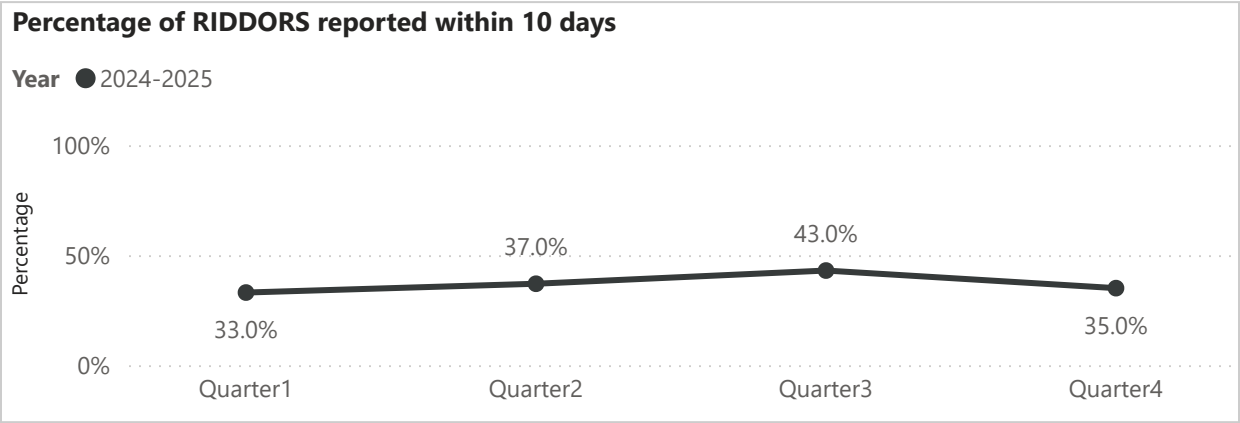
To provide expert guidance, advice and training in the areas of Health, Safety and Well-being in a proactive and efficient manner.

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Current Risks



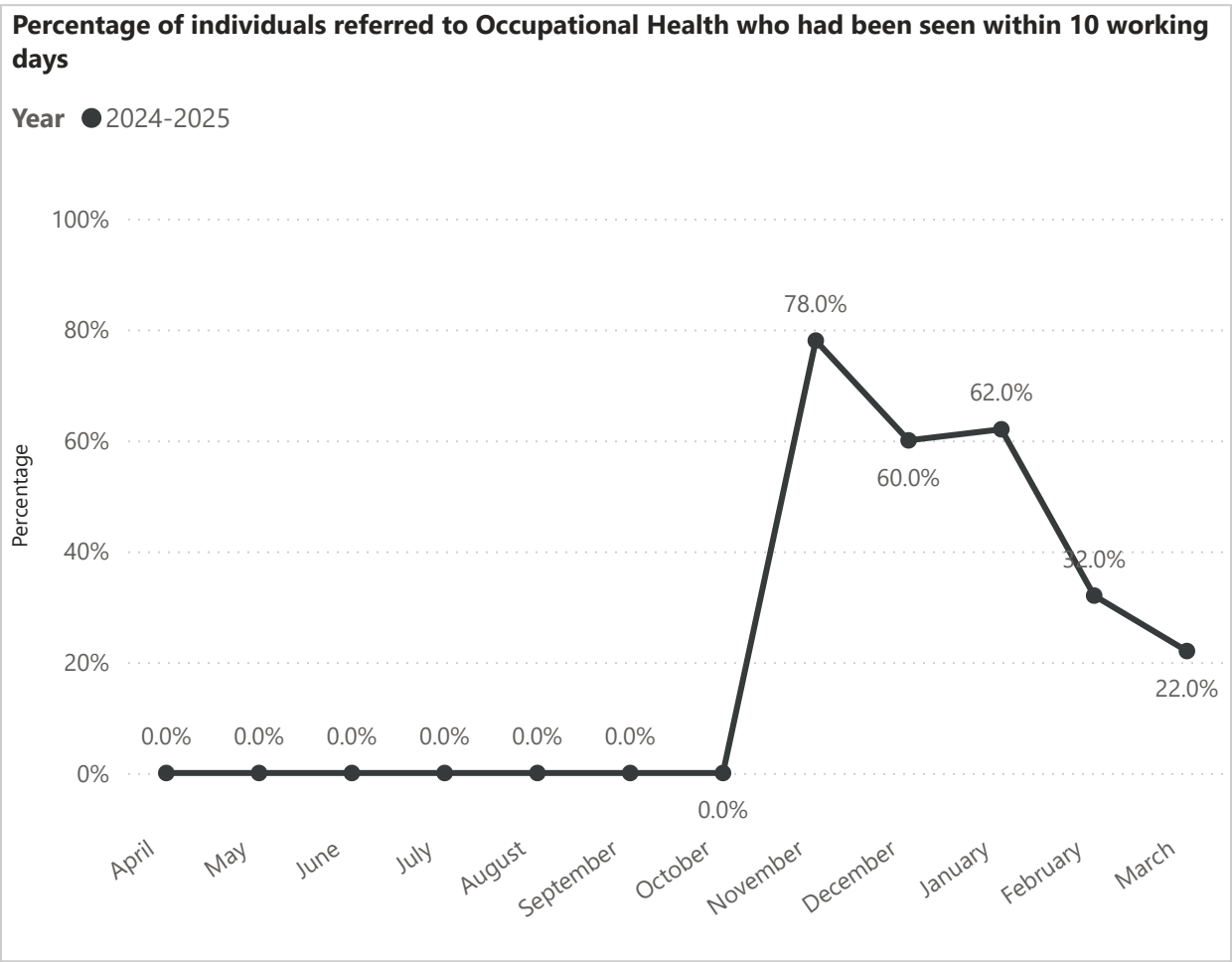
ID1 - Percentage RIDDORS (Quarterly)



Comment

During quarter 4, 17 incidents were reported to the Health and Safety Executive. 6 were reported within 10 days all the others were late, for 4 it meant collecting further information.

ID2 - Referrals to Occupational Health



Comment

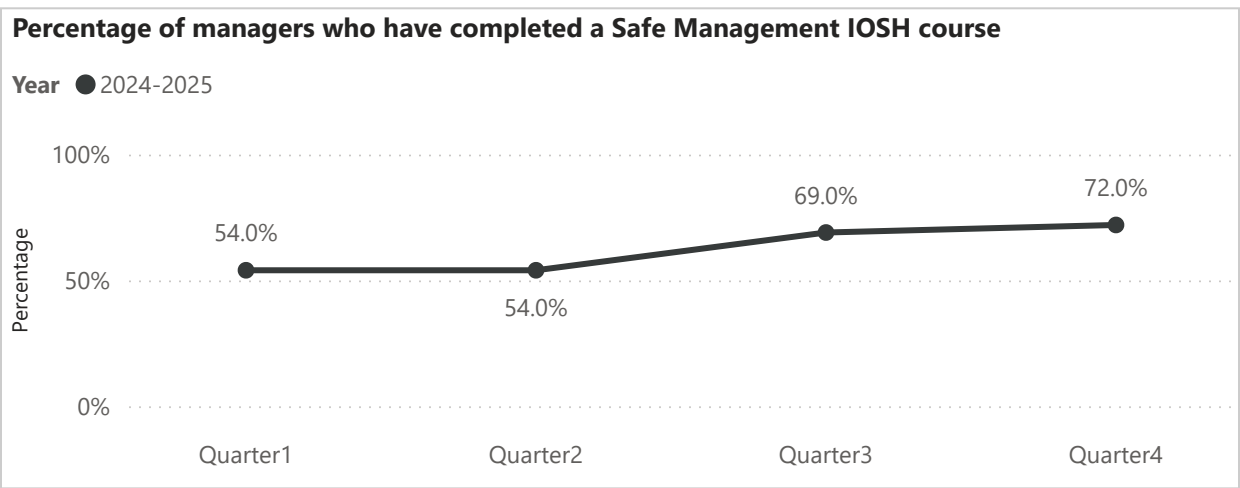
105 referrals were received for March. 46% of those referred for stress and 32% for musculoskeletal problems. A number of referrals predominantly from the Department of Education - 40%. For March referrals, (70 referrals) 66% required a full consultation, and (16 individuals) 22% of those were seen within 10 working days.

Not all referrals require consultation. We triage and contact each individual following referral in order to determine the way forward whether that is an urgent consultation, referral to counselling, physio, or suggesting that a Manager undertake a stress risk assessment along with a wellbeing action plan. In some cases an immediate consultation is not suitable.

We have lost a member of staff during December and waiting lists for an appointment are increasing. The new Advisor is in the process of being trained. Shee will need a period of training before she will be able to run clinics on her own.

Between April 2024 and March 2025, a total of 1,051 referrals were received by the Occupational Health Unit. Due to the significant staff turnover during this period, new employees required training, leading to periods when full capacity was not available to meet demand. Not all individuals within the above figure required a full consultation, as the Unit offers a variety of services and support options, such as counselling, physiotherapy, referrals to other agencies, and advising managers on conducting risk assessments as an initial step. Nevertheless, despite the challenges caused by high staff turnover, we managed to offer appointments to 154 individuals within 10 working days.

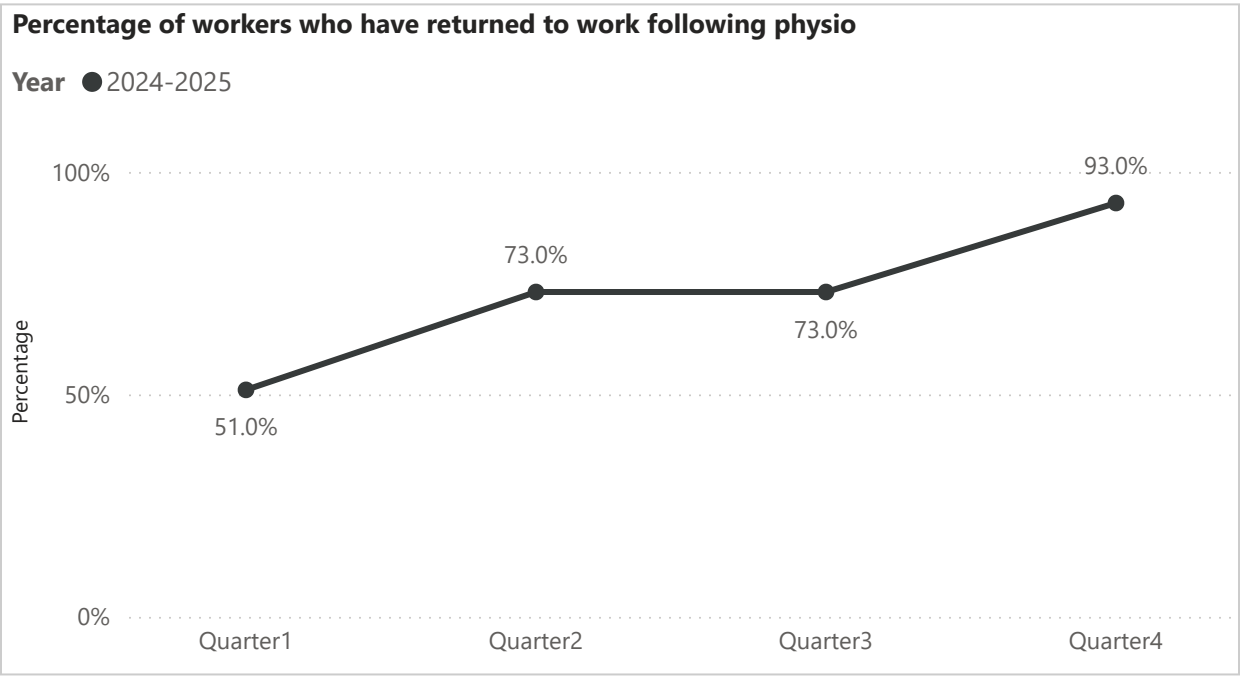
ID3 - Safe Management Training (Quarterly)



Comment

This is an increase of 15% (the figure was 57% at the end of 2023-24)
An additional 85 managers/team leaders/headteachers (18%) have registered for a course in 2025 and 2026.

ID4 - Physio Treatment (Quarterly)

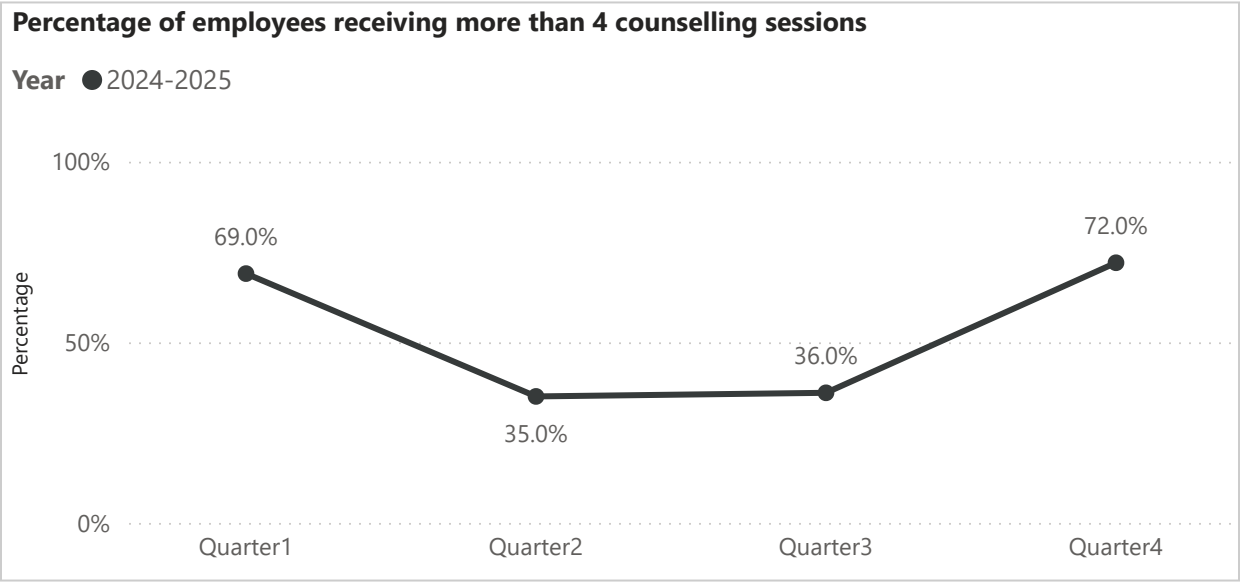


Comment

At the start of the fourth quarter, 39% of staff referred to the Physio service were on sickness absence, 11% on adjusted duties and 50% on normal duties. At the end of the quarter, following treatment, the 39% on sickness absence had decreased to 7%, those on adjusted duties had increased from 11% to 32% and the number of staff on normal duties had increased from 50% to 61%. 93% of employees were at work at the end of the quarter.

The aim of the Physio Service is to provide early and effective treatment to achieve rapid and successful levels of improvement. The majority of referrals are in the acute category, an individual who has been experiencing symptoms for up to 6 weeks or less. The number of referrals for chronic conditions has decreased this quarter, compared to previous quarters. This is due to a decision taken following discussion with the Physio Service, the Occupational Health Advisors and the Occupational Health Physician to refer individuals with a chronic condition, i.e. an individual who experiences symptoms for 12 weeks or more, to other services such as a GP who would refer them to the NERS National Exercise by Referral Scheme service), or the hospital's Musculoskeletal Specialists who have the ability to respond to their chronic condition and offer wider provision.

ID5 - Counselling (Quarterly)



Comment

Total Referrals - During quarter 4, 121 referrals were made to the Counselling Service.

Request for Additional Sessions - The Counselling Service requested 88 additional sessions for individuals during quarter 4. This meant a 34% increase compared to Q3.

Total for the year: 455 individuals were referred to the Counselling Service, 237 of those needing additional sessions beyond the corporately funded 4.

This data shows a high percentage of support from managers for additional sessions, suggesting that the Counselling Service sees value and its ability to support staff wellbeing. We will continue to monitor and assess the process to ensure the best use of the service. We may be in a position to discuss increasing the provision from 4 to 6 counselling sessions in the future.

Purpose

To help all members of staff to manage information and adhere to information Acts.
To develop the ability of the Council and its partners to use information and evidence in order to make the best decisions for the people of Gwynedd.

Newid i Gymraeg

Current Risks

Red

Orange1

Yellow2

Green

Click here to see the risks

YG1 - Data Breaches

Number of data breaches reported to the Data Protection Officer

Year

2023-2024

2024-2025

| Month | 2023-2024 | 2024-2025 |
|-----------|-----------|-----------|
| April | 3 | 4 |
| May | 1 | 5 |
| June | 3 | 7 |
| July | 8 | 7 |
| August | 2 | 1 |
| September | 2 | 2 |
| October | 7 | 3 |
| November | 5 | 7 |
| December | 2 | 1 |
| January | 6 | 0 |
| February | 5 | 1 |
| March | 5 | 3 |

Comment

There was a decrease in the number of data breaches reported (41 in 2024/25, compared to 51 in 2023/24), and in the number of these which were sufficiently significant to be reported to the Information Commissioner (2 in 2024/25, compared to 3 in 2023/24).

Within this, the category of breaches which saw the largest decrease was 'Data e-mailed to incorrect recipient' (7 less than in the previous year). We have continued with the work of training staff and ensuring their awareness of this area, and there have also been changes to the e-mail system to try to reduce the likelihood of errors. We also review the cases that have occurred and work with the departments to reduce the risk of recurrence.

YG2 - Freedom of Information Requests (Quarterly)

Percentage of Freedom of Information Requests answered within 20 working days

Year

2023-2024

2024-2025

| Quarter | 2023-2024 | 2024-2025 |
|----------|-----------|-----------|
| Quarter1 | 77.0% | 77.0% |
| Quarter2 | 74.8% | 74.8% |
| Quarter3 | 73.8% | 73.8% |
| Quarter4 | 75.8% | 75.8% |

Comment

Performance is slightly lower than 2023/24 but remains within the general range seen over the last few years.

A dashboard is being developed to provide better, and faster, information on the time taken to respond to requests, so that any problems can be identified and resolved in a more timely manner. In addition, in April the Information Commissioner's Office will be undertaking an audit of the Council's arrangements for responding to freedom of information requests, which will hopefully generate practical recommendations for increasing the proportion responded to within the target time.

YG3 - Data Protection Requests (Quarterly)

Percentage of Data Protection Requests answered within the timetable

Year

2023-2024

2024-2025

| Quarter | 2023-2024 | 2024-2025 |
|----------|-----------|-----------|
| Quarter1 | 88.0% | 88.0% |
| Quarter2 | 66.7% | 66.7% |
| Quarter3 | 84.2% | 84.2% |
| Quarter4 | 82.5% | 82.5% |

Comment

57 requests were received during the year, with 47 of these responded to within the target time; this is a slightly higher proportion than the previous year (81.4%).

Most of the requests (38 of the 57) related to social care and most of the late responses (7 of the 10) were also in this field, but considering the size and complexity of some of these requests and the small resource available in the departments to answer them, maintaining performance at this level is to be commended.

YG4 - Research and Information Projects

Comment

Looking across the year as a whole, these are the main highlights in addition to the work captured in the Service's quantitative measures:

Providing training sessions: Data Protection 511 staff (including residential home staff); iGwynedd 101 staff; Information Workshops for 98 managers.

Developing the Council's methods for analysing and presenting information, including the publication of new dashboards on Data Breaches, Corporate Risks, Language Designations, Mandatory Training, House Prices in Gwynedd and Local Area Information.

Completing a project to move or delete all files which were in the 'Archive' location on Council servers.

As part of the Llechen Lân project (care for older people in Gwynedd) significant work was carried out on modelling demographic changes and future care needs – this work reached a shortlist of 4 across the UK in the LARIA awards for local research.

Developing a new, secure and less laborious process for sharing iGwynedd files with other organisations.

Analysing council tax data, and carrying out research to survey householders of former second homes, in order to produce a research report on the impact of the council tax premium in Gwynedd.

Developing new, more efficient arrangements so that people are able to make a Subject Access Request (obtaining information held by the Council about themselves) online.

New arrangements for bulletins so that the Head of Department as the Council SIRO (Senior Information Risk Owner) can draw the attention of the rest of the Council to key issues that need to be addressed.

YG6 - iGwynedd Helpdesk Calls

Number of iGwynedd support calls completed

Year

2024-2025

| Month | 2024-2025 |
|-----------|-----------|
| April | 64 |
| May | 48 |
| June | 62 |
| July | 74 |
| August | 106 |
| September | 175 |
| October | 160 |
| November | 56 |
| December | 67 |
| January | 76 |
| February | 83 |
| March | 80 |

Comment

This is management data rather than a performance measure as such, but it provides an indication of the demand on one part of the Service which supports iGwynedd. There was a period of exceptionally high demand around the middle of the year as a result of the work on closing the Archive folder.

YG7 - Research Team Workload

Number of projects, tasks and queries worked on by the Research Team during the month

Year

2024-2025

| Month | 2024-2025 |
|-----------|-----------|
| April | 20 |
| May | 22 |
| June | 28 |
| July | 22 |
| August | 17 |
| September | 19 |
| October | 25 |
| November | 12 |
| December | 18 |
| January | 10 |
| February | 13 |
| March | 12 |

Comment

This is management data rather than a performance measure as such, but it does give a rough indication of the team's workload. During the last quarter of the year the whole team worked with other Council services and an external consultant on a project to deliver improvements in the way the Council analyses, uses and presents data. This has been a significant project which has naturally meant less capacity for undertaking other projects in this period.

Purpose

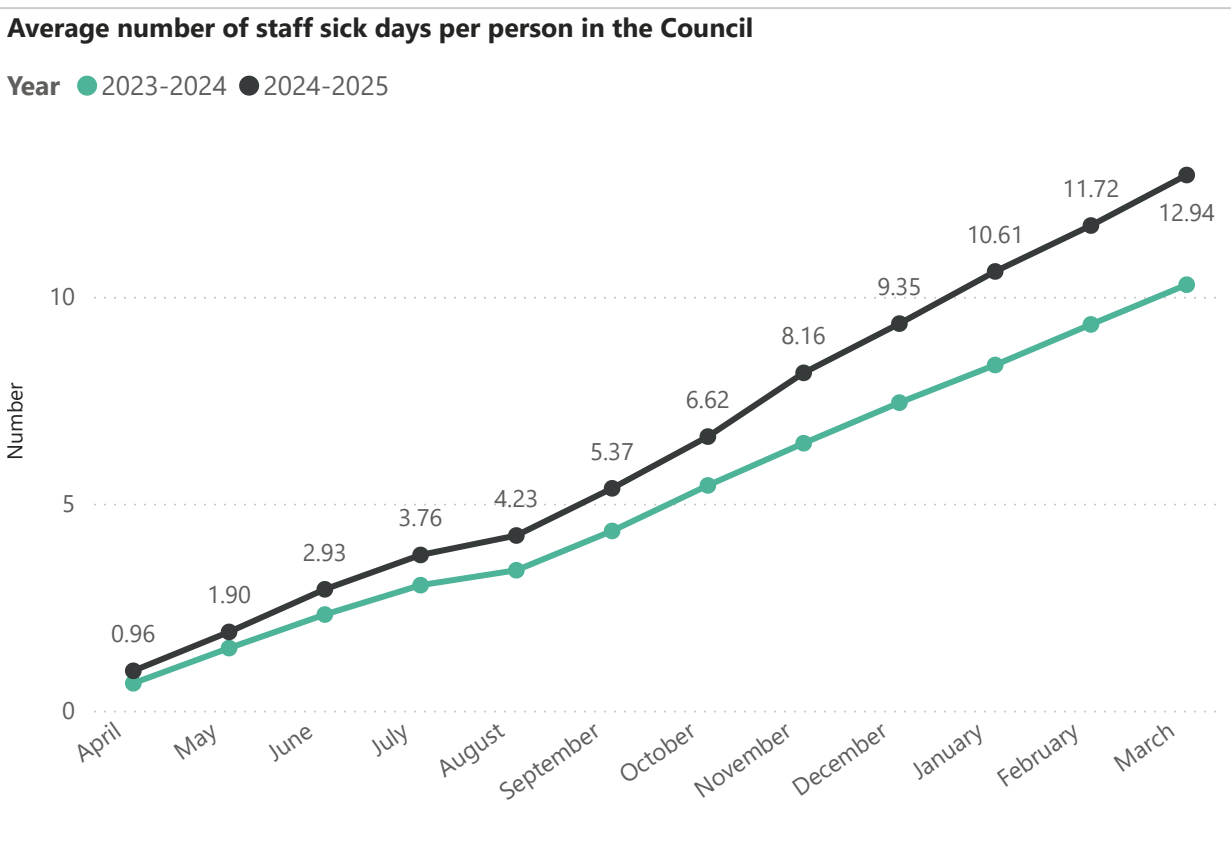
To support managers and staff to be satisfied and productive in their work, by providing advice and guidance on employment and equality issues and promoting good practice in both areas
To lead the work of developing local working conditions, and ensuring that equality issues are central to the work of all our services.

Newid i Gymraeg

Current Risks



AD01 - Sickness Days



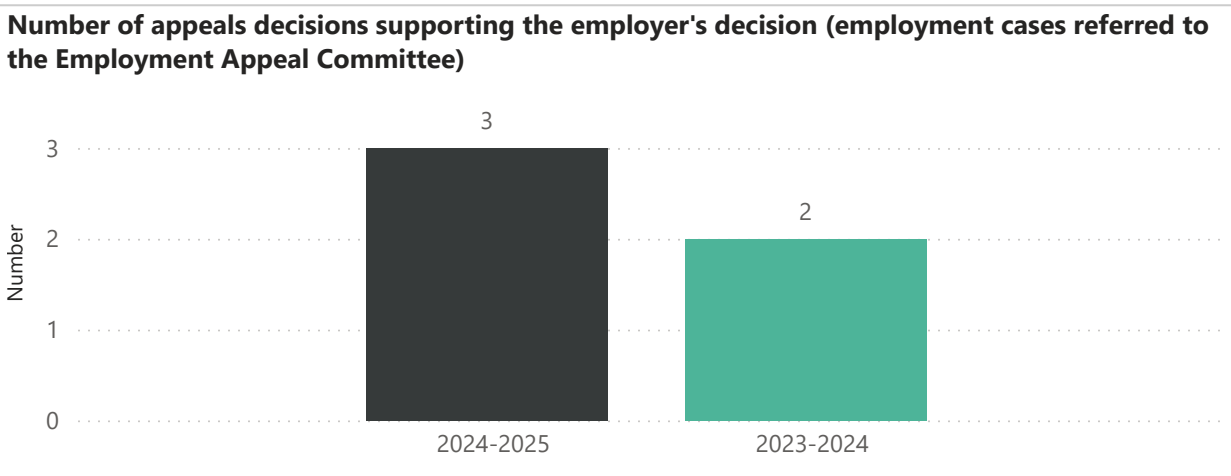
Comment

We have been aware for months that the council's sickness absence levels have been increasing when compared to recent years. This could be, partially, a result of improved record keeping since a new computerised module on managing the process was introduced at the beginning of the financial year. Having said that, the pattern of increase in sickness absence has been consistent for a number of years, and when considering the estimated costs involved, the impact on staff wellbeing and the possible impact on service resilience, then we need to form a clear response plan for 2025/26. The following are the initial steps:

1. The situation has been escalated on the corporate risk register.
2. An item outlining the sickness absence levels and the main aspects of the response plan will be presented to the corporate management team either in June or July.
3. Identifying a specific project officer to work full time on the response plan is crucial, so as to ensure that there is a specific emphasis and investment in improving the situation.
4. Having identified a suitable individual, the emphasis will be on investing time with managers and team leaders to follow processes in a timely manner and conduct effective conversations with staff. Research findings in the field of HR concludes that conducting timely and effective conversations about health issues and sickness absence levels, and following processes correctly, over time will lead to a reduction in sickness absence levels.

There is a lot of good work that is being undertaken by departments and a number of support services in this area, but the current situation point to a need for further specific intervention to support that good work.

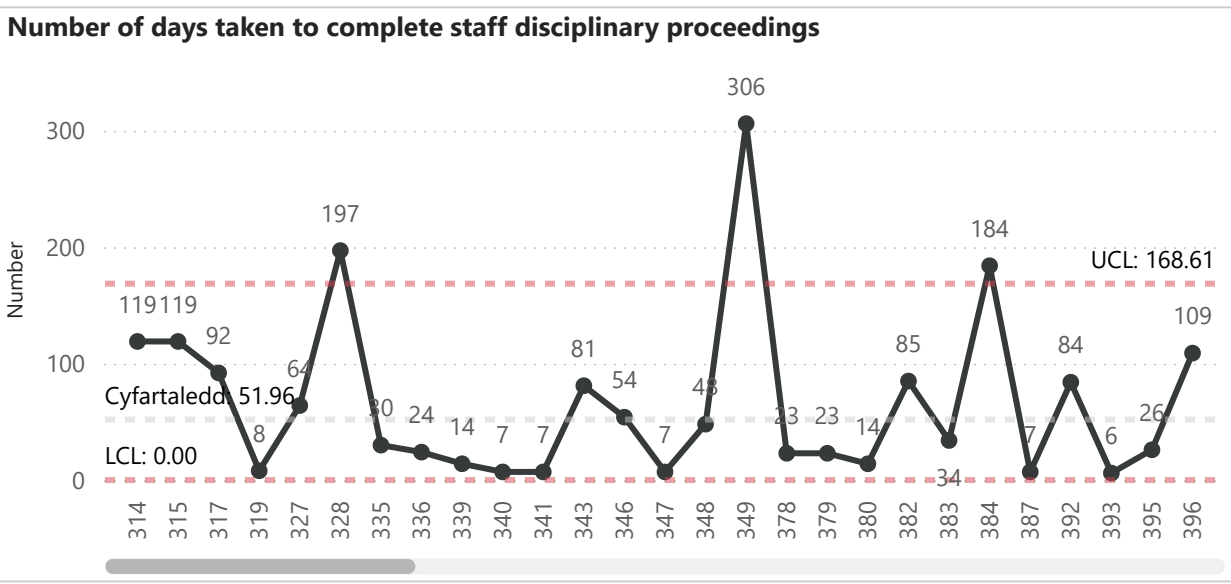
AD02 - Employment Appeal Committee (Yearly)



Comment

This measure shows the number of decisions that the employment appeals committee takes that change officers' original decisions in relation to employment cases. The work of the committee can lead to highlighting concerns about decisions or patterns of events or cases within the Council in general or certain departments. During 2024/25, this committee considered three appeals, with two of the decisions on those cases consistent with the original decision taken by council officers. One appeal was granted, thus amending the original decision taken by the employer.

AD03a - Disciplinary

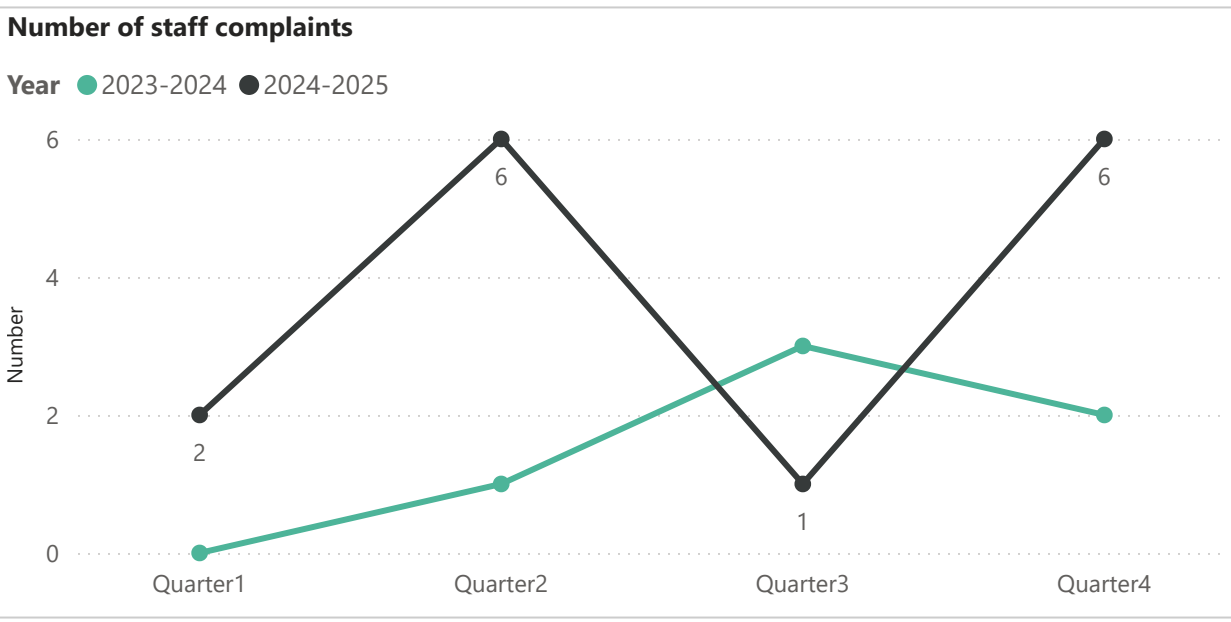


Comment

During 2024/25 , 117 new disciplinary cases were actioned, and currently 97 of those cases have been closed. The graph shows that there were 5 cases that went over the upper control limit for completing cases. We as a team will initially review the circumstances of those cases and form a conclusion as to whether there were any factors that we could have influenced to bring cases to a swifter conclusion.

One general concerns in relation to disciplinary cases is the effect on staff wellbeing, including those facing allegations, staff working on investigations and witnesses. A south Wales health board has fairly recently published a study on the topic, as a means to improving processes. Having received information on this study over the past fortnight, it would be useful for us to review and form a conclusion on any improvements that could be considered for our processes here in Cyngor gwynedd. This does not mean that disciplinary processes could be avoided, and unfortunately many cases can be very complicated, but we do believe that it would be beneficial for us as an employer to challenge ourselves on how we address disciplinary situations.

AD03b - Complaints (Quarterly)

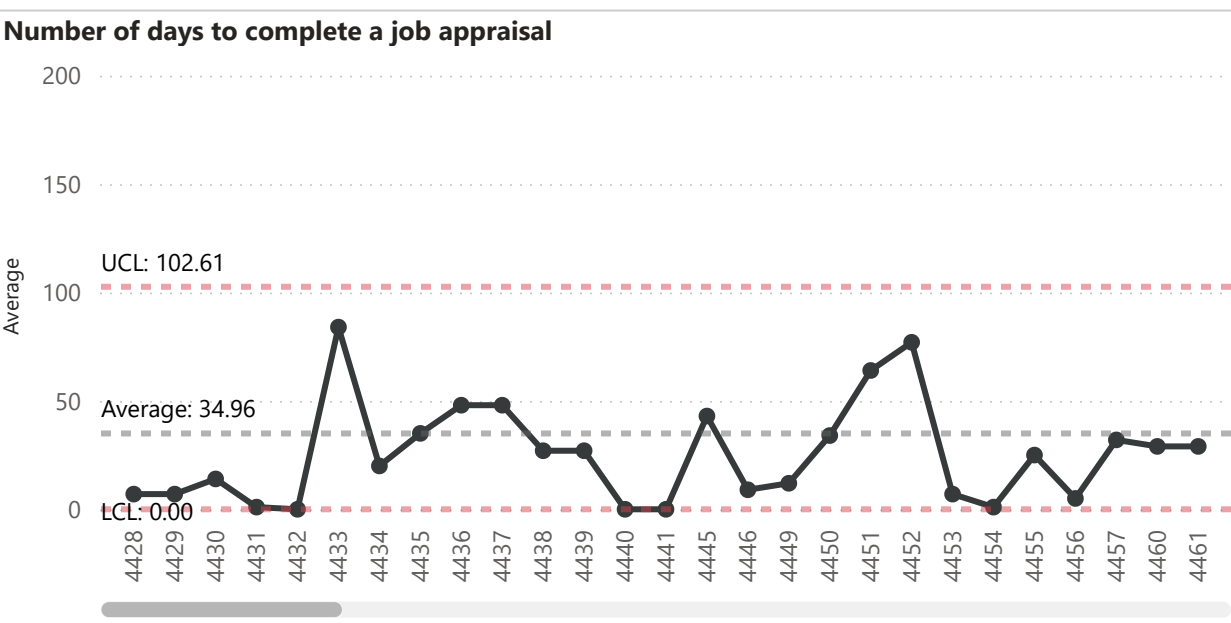


Comment

15 formal grievances were submitted by staff over 2024 / 25, with 6 of those complaints submitted during January to March 2025. This is a very low number of formal grievances, taking into account that the figures includes those submitted within Cyngor Gwynedd's schools, in addition to the council on a wider basis.

The comments provided in the report on the effect of processes on staff wellbeing in relation to disciplinary process is relevant to grievance processes as well, and we will work with trade union colleagues to improve processes in this area where possible.

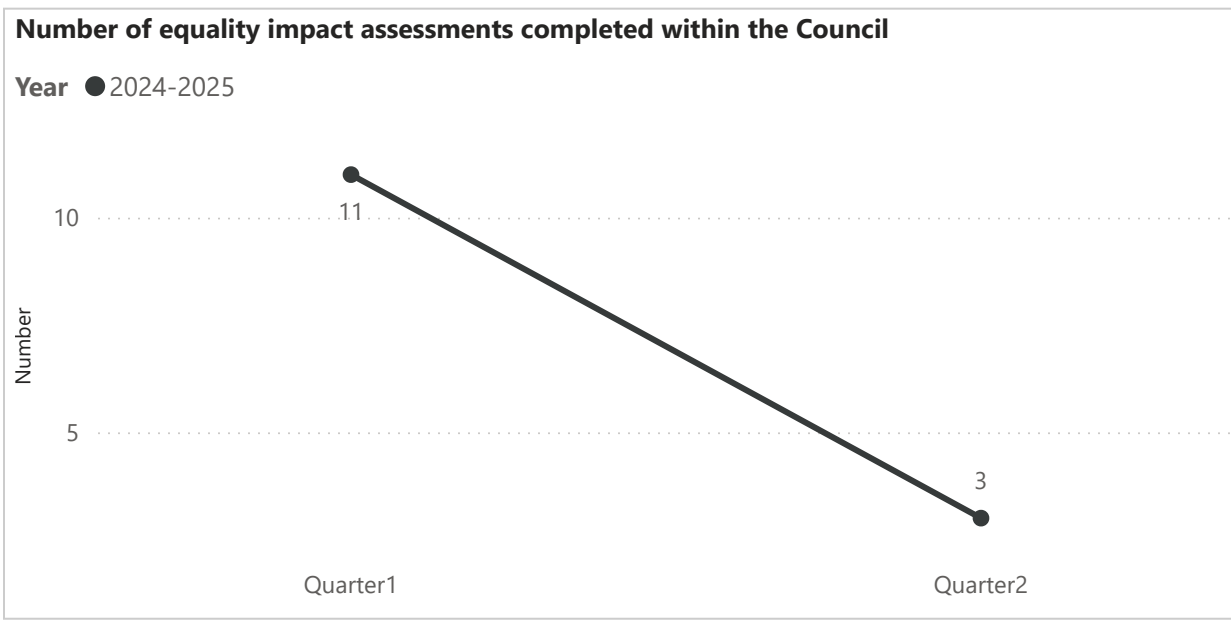
AD04 - Completion of Job Appraisals



Comment

During 2024/25 we received 147 requests from managers to undertake a job evaluation on roles, and 126 of those have been completed. The time to complete an evaluation varies, with the average near to 35 days. Having said that, the graph shows that there were 5 evaluations that were not resolved for a significant amount of time and we as a team have reviewed those situations. The main effects of delays for departments are their abilities to move ahead and amend roles / restructure services, and in understanding the importance of this work we as a team will prioritise those situations, sometimes leading to even more delays in backdating and amending grades for individual staff members. When considering the wider pressure on the Service, job evaluations tend to be given a low priority when there is significant pressure on the team.

AD05 - Equality (Quarterly)



Comment

There is no further data to be reported on this measure, and the team has concluded that it does not, in its current form, contribute effectively to understand performance in this area of responsibility. We have agreed to set a new measure for 2025/26 that will focus on gathering officers' opinion on how they use equality impact assessments to inform decisions on policies and plans.

AD99 - Other Activity by the Service

Comment

Following a period of sickness absence and vacancies arising from resignations, the Service is now operating on full capacity.

The Service is currently involved in the designing and managing of executive appointments, within the Council but also on a regional level.

The equality officers undertook a training session in aspects of equality on behalf of the Association of Welsh Translators and Interpreters recently, and received excellent feedback from the representatives of that organisation.