

MEETING	Education and Economy Scrutiny Committee
DATE	16 October 2025
TITLE	Performance Report of the Cabinet Member for Corporate Services Department
REASON TO SCRUTINISE	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 it needs scrutiny?

In order that Committee Members can be satisfied that I, the Cabinet Member for the Corporate Services Department, have a grasp of 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 August 2025.

We are implementing the Council Plan for 2023-28, and I herein report on progress made to the end of August 2025. 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 All
5. Women in Leadership
6. Strategic Review of Health and Safety Management

I am very satisfied with the work carried out during the period under review, and Appendix 1 outlines the progress against the milestones set for the six priorities.

Please note that there has been a slippage on progress with the two milestones of the 'Strategic Review of Health and Safety Management' project. In terms of the first milestone the slippage is due to corporate changes to the Council's computer system, this had a direct impact on this milestone.

In relation to the third milestone there has been a delay in the submission of the detailed action plan to the Council's Management Team, it has not been possible to proceed with discussions with departmental managers regarding the development of the five-year audit programme. However, plans are underway to use the Corporate Forum and Departmental Forums as platforms to facilitate these discussions. This approach will enable managers to contribute directly to the process, fostering a sense of ownership for the plan and ensuring that the audit model reflects the operational needs of the organisation.

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. Which includes data for the latest period, context and observations that explain the performance of all areas.

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 Council's work.

External Auditors' Reports (if relevant)

The June report reported on the concern expressed in terms of the Council's performance in relation to the rate of response to requests for information under the Freedom of Information Act (2000) and the Environmental Information Regulations. The Information Commissioner's Office was commissioned to carry out an audit into 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 at the beginning of May, 2025.

The Auditor's view was that the Council had 'reasonable' arrangements in place to respond to the requirements of the Act. The Governance and Audit Committee has already received a copy of the report which was discussed at the meeting held on 22 May 2025.

A detailed work programme has been drawn up to address the recommendations. The recommendations have been prioritised (on a high, medium and low basis) and are in place. I would like to report that very positive progress is being made against the recommendations. The Information Commissioner's Office will revisit the Council in October.

3. Consultation

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

Appendices

Appendix 1: Council Plan Priority Areas Progress Reports

Appendix 2: Corporate Services Department Performance Measures