Gwynedd Council Plan 2023-28 – Year 3 Actions – November 2025 Update

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

Section	Project	What we want to achieve during the THIRD year 2025-26 (milestones):	A BRIEF update on progress on milestones to date (insert date)	Is the milestone completed/likely to be completed by the end of the financial year (Yes / No)
Finance	**Managing the impact of national fiscal cuts**	1. Monitor that the savings and cuts of £3,463.390 for 2025/26, which were approved by the Full Council 06/03/25, together with any savings still remaining to be realised are prioritised by the Departments for realisation during the financial year Annex 3 - Savings and Cuts	1. Savings of £45.8 million realised since 20215/16. The latest position has been reported to the Governance and Audit Committee 09/10/25 and to Cabinet 11/11/25.	1 Yes
		2. Monitoring that the Departments are prioritising the realisation of savings that have slipped from previous financial years.	2 During the year we monitor and report on the performance to Cabinet 11/11/25 and 20/01/26 and to the Governance and Audit Committee 09/10/25 and 15/01/26.	2 Yes
		3. The Chief Executive, Directors and Head of Finance to meet quarterly to review the realisation status of all the Council's savings and cuts and to consider the plans that	3 Due to other demands the meeting were not held during the first half of the year, but they will be held before the end of the year.	3 Yes

		have slipped in order to carry out an objective assessment of how realistic they are expected to be realised.		
		4. Report to Cabinet 14 October 2025 and 20 January 2026 and to the Governance and Audit Committee 9 October 2025 and 15 January 2026 on the status of the realisation of all the Council's savings and cuts plans.	4 Have reported on the end of August position to the Governance and Audit Committee 9 October 2025 and to Cabinet 11 November 2025.	4 Yes
		5. Collaborate with the Chief Executive and the Directors and Heads of Department on the 2025/26 savings and cuts plans, looking at efficiencies and alternative ways of delivering services.	5 Following the establishment of the Medium Term Financial Plan Programme Board, as part of work for the Board, the Finance Department provides information on savings and cuts for 2025/26.	5 Yes
Finance	**Digital Plan**	The following plans are either self-funded from resources that the Council already has, or have received full support to be implemented over the next two years: The projects that will be implemented in 2025/26 are:	The annual report has been completed in draft form and shared for a second round of feedback, as well as receiving input from the Authority's designer. It will be presented to the Cabinet on 16 December.	Yes
		CC3 – redesign of the Council's corporate website • Agreeing a design • Developing and testing the changes • Bringing the new design live	• Design completed • The changes have been tested • Further development work is underway to roll it out as a "Beta" and receive feedback from the public.	Yes
		CC2 – improvements to the Council's telephone provision	• "Voice Executive Leader" position filled • The Contact Centre live and fully operational on the new solution	Yes

		- Procurement exercise already completed and work has commenced on solution engineering - Project manager in place 'Voice Executive Leader' position to be filled in Q1 - Contact Centre solution to go live in Q1 - Everyone has migrated to the new provision by the end of Q2	All users have been migrated to the new solution.	
		GCB1 – introducing Artificial Intelligence for discussion and regular activities - Solutions for analysing the content of documents and emails already submitted for the Department of Education - Copilot suitability assessment to be carried out during Q1 and Q2 before the technology can be fully rolled out - Paper research on other opportunities to deliver DD solutions	- Copilot is being trialled by a handful of officers - Further discussions have been held to create a series of 'Case Studies' to evaluate the benefits and risks of introducing AI and where within the Council - Workshops with an external provider will be held to develop the 'Case Studies' - We will revisit the need to introduce a dedicated resource following the practice of creating the 'Case Studies'.	Yes (but AI will establish itself as an ongoing effort)
		GSB5 – review of the organisation's ERP systems - A review has already been undertaken and a business case for the introduction of a Payroll/HR system will be underway in Q1 - Rollout of the new solution to start Q3 and continue until the end of 2026/27 - Review of financial systems to continue	- Council's Cabinet has approved a request to allocate funding from the transformation fund to fund the project - Partnered with a specialist procurement company to form a requirements specification - Competition launched through a specialist framework	No, the establishment of the system will continue until Quarter 3 2026/27.

			• Two responses have been received and are being evaluated • The evaluation exercise is to be completed by the end of November • The successful provider will be confirmed by mid-December.	
		GWYD2- business continuity • New cyber resilience officer added to team in 2024/25 • Setting up an incident response plan • Testing the incident response plan • Establishing cyber resilience groups and responding to a cyber incident in Q2 • Creating an annual report on the resilience of our services	• Cyber incident resilience and response governance groups set up • Revisited the idea of introducing two groups, with the Digital Board agreeing that establishing one cyber group is more sensible to avoid confusion and duplication of tasks • Work to create the response plan will be embedded by the governance groups • Responsibility for the Cyber Assessment Framework (CAF) will be owned by the group • A project manager has been designated to facilitate the work of establishing the CAF • Annual report to be prepared following maturity of response plans.	No – this will be a permanent work-stream.
		GSB7 – make the best use of the Microsoft365 platform • Conduct a Copilot suitability assessment to measure the readiness of our	• Information governance officer has begun to assess the impact of the product from an information management perspective	No – work is ongoing on this project.

		data/content's infrastructure and health to deploy artificial intelligence on a large scale • Impact of the use of the packages from a technical and information governance perspective • Administration of our use of the platform reducing the burden of platform costs • Getting the extended team in place to use the platform to its full potential • Analysing the impact of the exercise • Preparing a business case for ongoing support	• A new 3-year deal agreed with Microsoft and we have successfully moved 285 officers to (cheaper) educational licenses • Direct support with Microsoft piloted for a year and continuation of support has been presented as a bid for consideration of permanent funding from 2026/27.	
		GWYD1 – upgrading analogue to digital lines • This task continues with significant progress made in 2024/25 • Prioritise the central resource to carry forward work that has already been carried out (Step 1) to identify analogue links that need to be upgraded • Move the project to Phase 2, identifying which links need to be continued and organising to turn off the unnecessary links • Identifying alternative technology for the services that need to continue • Collaborate with the departments so that they own the tasks and cost of migration to the new provision	• Significant savings realised by switching off unused historical links • A collection of links that the project team cannot conclude on has been submitted to the departments for further implementation.	Yes
		GWYD3 – upgrading broadcasting provision in Council chambers • Improvements to visual broadcasting provision in the Dafydd Orwig and Hywel Dda Chamber	• New display screens have been introduced at Siambr Hywel Dda • The Democratic Service is working with the provider who delivered SHDd to identify the	Yes

		• Introducing new video conferencing provision to a new seminar room at HQ • Make minor adjustments to voice deficits in the other meeting rooms • Introducing video conferencing equipment suitable for departmental meeting rooms	effort and costs to fully reform broadcast provision in SHDd and Siambr Dafydd Orwig – this will be presented as a bid • Department based meeting rooms provisioned with AV and hybrid meeting capabilities • Having agreed with an external company to set up conference provision in the new meeting room – the company is co-ordinating the work with the builders but the work has stagnated recently as we await the outcome on the room setup design.	
		GD2 – Data Chart • Data subgroup to create a data charter **GD4 – data reporting platform** • Interpreting the needs • Review available options • Procurement of a solution as a pilot Measuring the impact of the pilot and preparing a business case for expanding provision **GD6 – performance reporting** • A data sub-group to collaborate with the Corporate Management Team to create recommendations to improve performance reporting reports	• Significant work is underway with the company Basis • Cross-departmental officers involved in the exercise.	No.
		GWEI1 – introducing a digital account to all officers	• The research has been completed and a business case has been	Yes – the first phase of

		• Running workshops to identify the needs • Assessing needs for all officers, casual workers and volunteers • Preparing a business case for attracting financial support	submitted as a bid for the realisation of the project during 2026/27	submitting the business case for bid competition has been completed, and if successful, the work of introducing the solution will commence next year.
		GSB6 – internet of things • Application for SPF funding submitted to employ a temporary resource for one year to research solutions and create a range of case studies for its use • Preparing a business case for permanent resources • Collaborating with the Digital Board in North Wales Ambition to roll out the internet of things network in the north Wales region (LoRaWAN)	• Application for SPF funding has been successful • Procurement exercise undertaken to select a suitable provider • A provider has been appointed and an initial series of workshops have been held with officers from the Care sector and the Climate and Environment areas • A shortlist of projects has been presented and will be discussed further in follow-up workshops • The final list of projects to be promoted to 'Case Studies' will be decided after the follow-up workshops • Business cases have been submitted to Ambition North Wales to extend the Internet of Things network and to introduce	Yes.

			70 additional sensors on public litter bins.	
		GWE14 – promoting Gwynedd Council as a digital employer • Employing a 'Digital Transformation Trainee'	• Our efforts to appoint a "Digital Transformation Trainee" have been unsuccessful • We will retry next year, but we have to look at our requirements and manage our expectations • Despite the disappointment of failing to appoint a trainee, a new software engineering degree apprentice has been appointed for Gwynedd Consultancy and placed with the Development Team • A further programme of activities to engage with schools is to be delivered through the Workforce Sub-group	No