

Finance Department Performance Measures Report

Period:

- **October 2025**

Mandatory Training

Staff who have completed the
Safeguarding training

98.7%

Mandatory Training

Staff who have completed the
Domestic Abuse training

97.8%

Benefits Service

Days to process a benefit
application

16.99

Benefits Service

Days to process a change in
circumstances notice

5.05

Payroll Service

Incidents that have resulted
in further adjustments to salary.

September: 30
October: 12

Payroll Service

Statutory information on time

100%

IT Dept (Sept/October '25)

Number of incidents recorded
by the IT ServiceDesk

4252

IT Dept (Sept/October '25)

Total number of incidents
resolved

4184

IT Dept (Sept/October '25)

Incidents resolved within a
week

83%

IT Dept (Sept/October '25)

Incidents resolved with 1 day

63%

IT Servicedek only (1st line)

Incidents resolved within 1
day

63%

IT Dept (Sept/October '25)

Satisfaction: A very happy
or 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

99.99%

63%

IT (Development)

Number satisfied declared

100%

IT (Development)

Failure Demand (checks)

10% ↓ 1%

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

£3,184,411

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

£3.3bn

Investment and Treasury
Management Service

Pension Fund - Pension Returns
managers above benchmark

0.0%

Internal Audit Service

Annual plan completed
(2025/26)

34%

Internal Audit Service

Community councils audited

71

Taxation Service

Council Tax collection rate for
the current year

63.17%

Taxation Service

Current year's Non-Domestic
Rates collection rate

60.84%

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

20

Payments Service

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

27

Mandatory Training

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Overview of performance:

Based on the latest data, 3 members of staff have not completed the Safeguarding training, and 5 have not completed the Domestic Abuse training. A personal message has been sent to all those who have not completed the Safeguarding and Domestic Abuse training demanding that the course be completed – some of the officers are new to the Council in recent weeks

Number of individuals who have completed Mandatory Titles								Data updated 12/11/2025
Finance Department								
Number of unique individuals		Number of unique individuals who have completed Fol		Number of unique individuals who have completed Prevent		Number of unique individuals who have completed Domestic Abuse		Number of unique individuals who have completed Equality
226		23		171		221		217
		10.2%		75.7%		97.8%		96.0%
		Number of unique individuals who have completed Safeguarding		Number of unique individuals who have completed Data Protection		Number of unique individuals who have completed Health and Safety		Number of unique individuals who have completed Language Awareness
		223		219		115		105
		98.7%		96.9%		50.9%		46.5%

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 October performance: The average time taken to process a new benefit application for October is **16.99** days which shows an improvement when compared to the same period in 2024/25 at **20.20**.

218 new applications were processed in October.

On average, the time taken to process a change in circumstances notice during October is **5.05** days.

This also shows a slight improvement when compared to the same period in 2024/25, which is **6.34**.

1,739 change in circumstances assessments were processed during October.

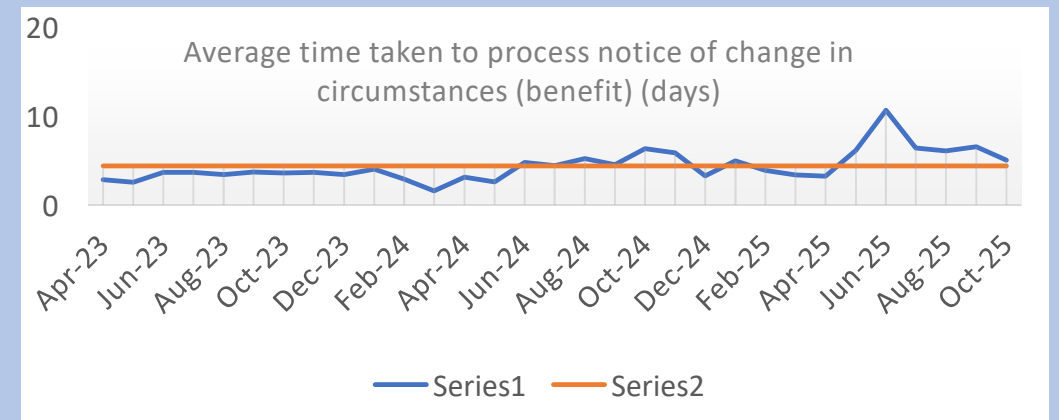
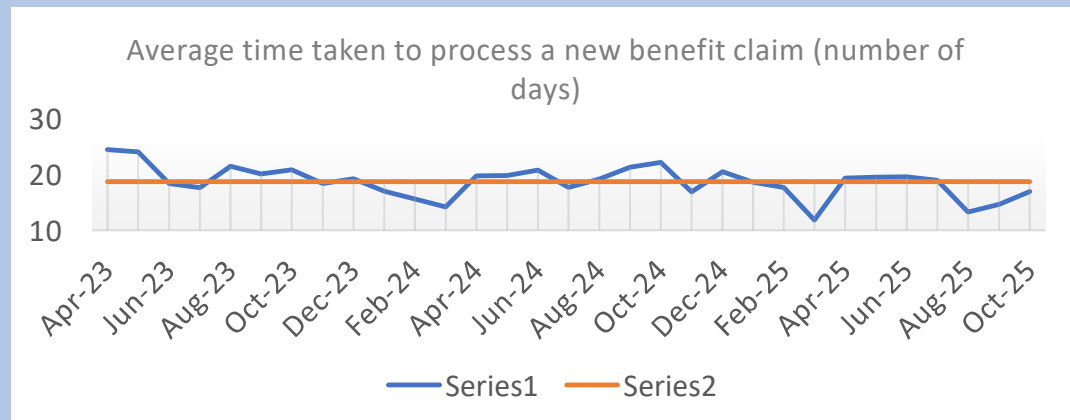
In addition to the above, the following data was received through electronic information sharing arrangements with the Department for Work and Pensions:

ATLAS (Automated Transfer to Local Authority Systems) : October – **1,911**

UCDS (Universal Credit Data Share) : October – **6,129**

VEP (Verify Earnings and Pensions) : October – **22**

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Benefits Service

Service Manager – Dylan Griffith

Financial value for Gwynedd residents during the current financial year :

Housing Benefit :

Currently **2,664** Gwynedd residents receive Housing Benefit with a financial value of **£9,385,522.13**.

Council Tax Reduction :

In addition, **8,283** Gwynedd residents receive a Council Tax Reduction award with a financial value of **£11,675,747.76**.

Discretionary Housing Payments :

The Benefits service is also responsible for processing claims for Discretionary Housing Payments, and currently have helped **953** families with financial aid with a value of **£304,449.18** from the Discretionary Housing Payment Fund, and have agreed to pay a further **£239,709.68** to the end of the current financial year, which totals to **£544,158.86**.

This extra award is to help the resident towards paying their rent. Through this process, we have been able to assist a significant number of Gwynedd tenants to remain in their current homes or to move to a new property.

Free Schools Meals :

The Benefit Service is also responsible for processing entitlements to Free Schools Meals and **2,771** of Gwynedd children have so far been deemed eligible.

School Essentials Grant :

Furthermore, the Benefit Service processes School Essentials Grant entitlements and to date we have assessed a financial value of **£274,425** for **2,091** children.

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.

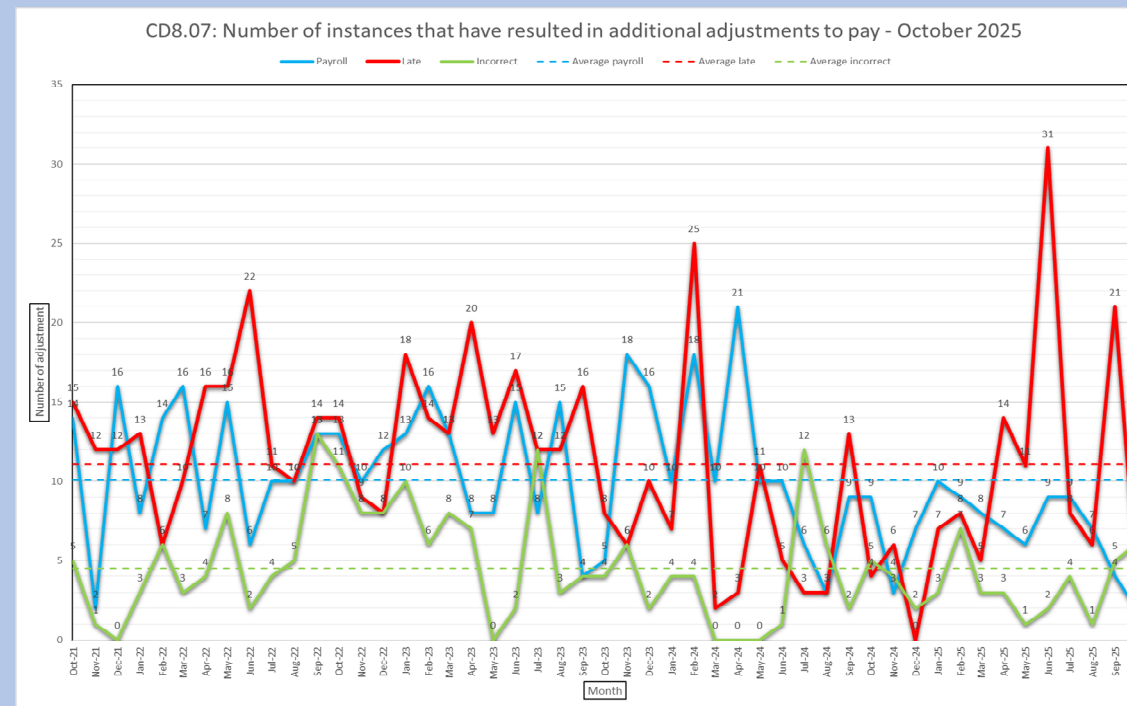
Overview of performance:

Pay increases for the year 2025/26, effective from 1st September 2025, applied as part of October pay to all workers employed under teacher's national terms and conditions, including any backpay that is owed.

Around 94 items received as part of the September payrolls that related to previous periods, with a 142 similar items received as part of the October payrolls, with the majority of the October information coming from schools.

Some initial work done within the current payroll system in order to tidy the information in readiness for transferring to the new payroll / HR system, once that has been chosen.

All payments and statutory information sent to external agencies before any relevant deadlines.



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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.

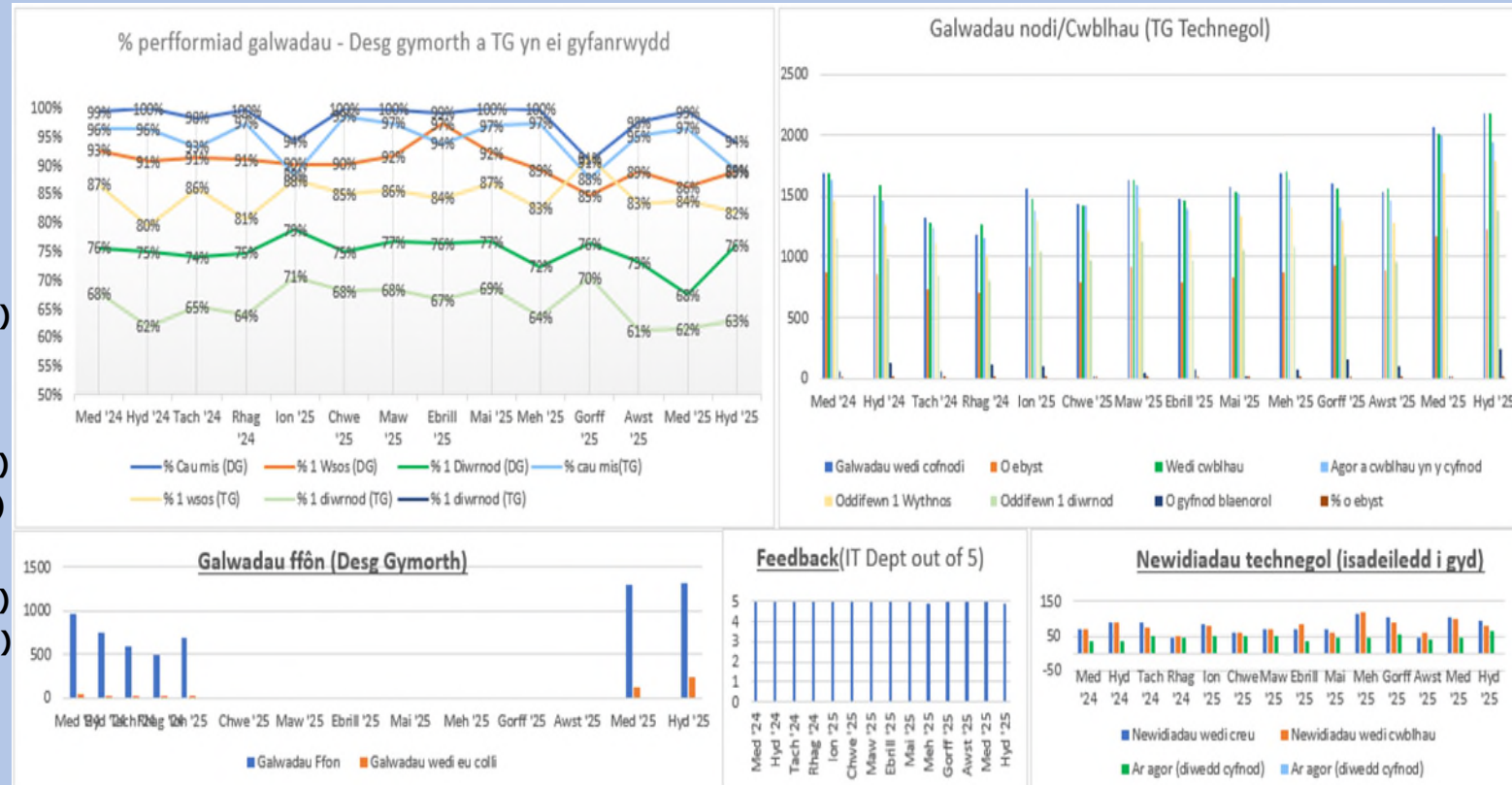
Performance Overview: 2 months (September / October '25)

Phone Calls to the Helpdesk

- Phone calls received: - **2609**
- Percentage answered - **87%**

Requests for Technical Support

- Total support requests recorded: **4252**
- Total support requests via emails **2386 (56%)**
- Total support requests *opened and closed* for period: **3945**
- Support requests completed (*all IT:*) **4184**
 - Completed within **1 week:** **3464 (83%)**
 - Of the above completed in **24 hours:** **2608 (63%)**
- Support requests completed (*1st line only*) **2631**
 - Completed within **1 week:** **2311 (83%)**
 - Of the above completed in **24 hours:** **1831 (63%)**
- Technical Changes
 - Number of technical changes created: **202**
 - Number of technical changes completed: **178**



- The work to update ALL computers under the Council's management to Windows 11 has been completed. This is to ensure the security and compliance of the digital estate and just under 3,000 have been upgraded or replaced in the past 12 months. This has had an affect on the ability of the IT Service Desk to resolve incidents as quickly as usual. The number of requests received by phone, email, and walk-ins has also increased over the period, mainly related to the upgrade work. Performance remains acceptable in terms of speed and quality

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 are recorded through the IT Help Desk. As a call is closed, all users who have logged that call are given the offer to leave feedback.

(Complex) Changes are a record of changes that can affect a system/server/network, and therefore several users. These are mostly entries from our internal users and do not include feedback.

				Feedback	
	Logged	Closed	Remain Open	Count	Average Score
Calls	841**	803	157	13*	5
Changes	153	142	33		

* number of responses was 1.62%

** Increase in the number of calls from the previous period, due to the Telephony project (migration of users, and questions regarding new solution).

***Availability

September: Upgrade of Core Authentication Services shows as reduction in availability (however, these are a resilient pair, and would not have been service affecting)

October: Core – Fault at Ffordd Y Cob caused by BT changing circuit unannounced! (Additional steps have now been added to stop this happening)

Systems – Essential Maintenance on Core Network by the Network Team (this was between 22:00 and 01:00, with systems still available during this time)

Availability***	September 2025	October 2025
Core Network	100.00%	99.98%
Critical Systems	99.99%	99.93%

Cyber Security

	<u>Attacks Blocked</u>	<u>Suspicious Emails Blocked</u>	<u>AntiVirus Warnings (Blocked)</u>	<u>SOC Incidents</u>
September 2025	49049		17	2
October 2025	58398	64368	18	5

Projects (of note):

- Core Network upgrade is progressing. Next steps to upgrade Data Centre network hardware and improve network connection into Caernarfon (with PSBA/BT)
- Server Infrastructure Software Upgrade completed (over 2 days). No impact to systems/users
- Patching Policy release (available via Porth Digidol on the intranet)
- Telephone System – This project should be completed by the end of November
 - 1621 members of staff have received the new software and are using it successfully (around 50 remain)
 - 1473 phone handsets replaced (e.g. in Schools) (Around 60 left)
 - Additional sites are now being discussed (e.g. Residential Care Homes etc.)
 - Multiple Contact Centres and Call Queues have been established successfully
- No Cyber Security Incidents/Risks of note to report in this period.

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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
12	2	43	42

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
4	0	0

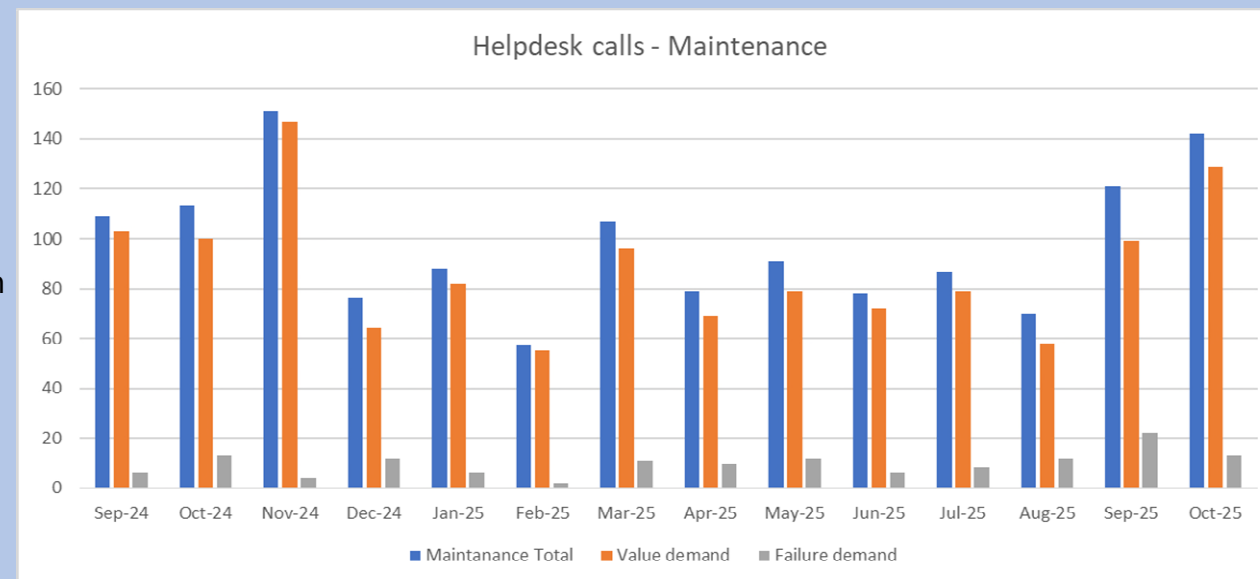
Opportunities to improve – None in this reporting period

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

- **Value demand (90%):** improvements to systems, as well as the provision of technical/expert support to users.
- **Failure demand (10%):** customers are struggling to achieve what they need to do or report defects in a system.
- **12 of the calls completed in the period received 5* feedback (September to October)**
- **798 Helpdesk requests during period 25/26**

Projects of interest

- Installing street waste bin sensors
- Health and Safety system - pilot phase
- Establishing information screens system at Pencadlys reception
- Artificial intelligence – Categorization/Automation of General Enquiries
- G-Werthu / Hwb hysbys



IT Service – Digital Learning Service

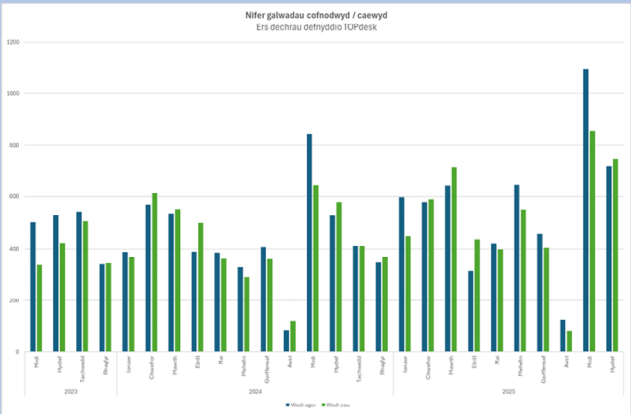
Service Manager: Gwenan Pritchard

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.

Calls – Sept / Oct 2025

Month	Open	Logged	Resolved	Open at the end of the period
Sept	523	1093	853	763
Oct	763	719	746	736

Calls since Sept 2023



Devices supported by the service

Devices	
Windows Teachers Devices	1,946
Windows Secondary Pupils Devices	6,481
Chromebooks	6,718
Ipads (across sectors)	2,966
Historical devices/servers (approx.)	30
Total	18,141

Project	Progress
Schools MIS (Management Information System) The project is moving concentrating on the migration of primary Schools at the moment.	Schools successfully migrated Ysgol Waunfawr Ysgol Cae Top Ysgol Llandwrog Ysgol Cymerau Ysgol Rhiwlas Ysgol Crud y Werin Ysgol Bethel Ysgol y Faenol Ysgol Trefferthyr Ysgol Hiraël Ysgol Gwaun Gynfi Ysgol Ffridd y Llyn Ysgol Bro Tryweryn Ysgol Glancegin Ysgol Llanllyfni Ysgol Santes Helen Ysgol Nebo
Moving away from the Anti Virus WithSecure to Defender for EndPoint	Completed
Upgrading devices from Windows 10 to Windows 11	Completed
Retiring all historic domain devices from schools and ensuring all systems are working on Hwb managed cloud devices	Completed
Rationalisation of the number of servers on prem in schools	
Upgrade of schools dinner system to the latest version	Completed
Implementation of a central door management system in Schools	3 schools

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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.

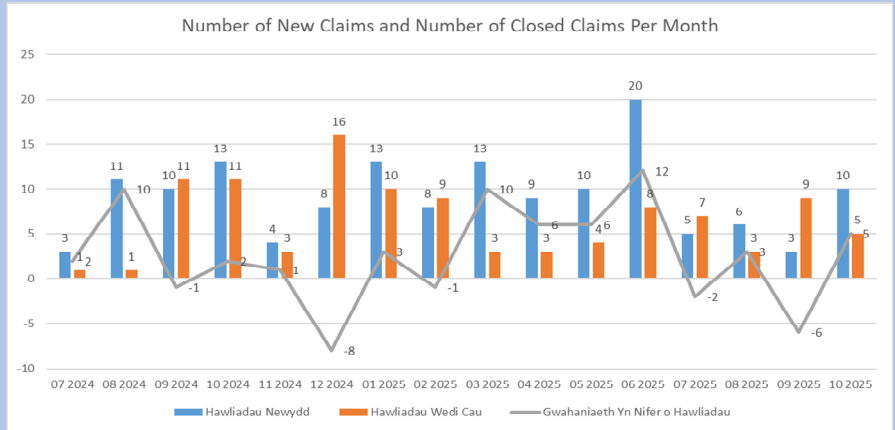
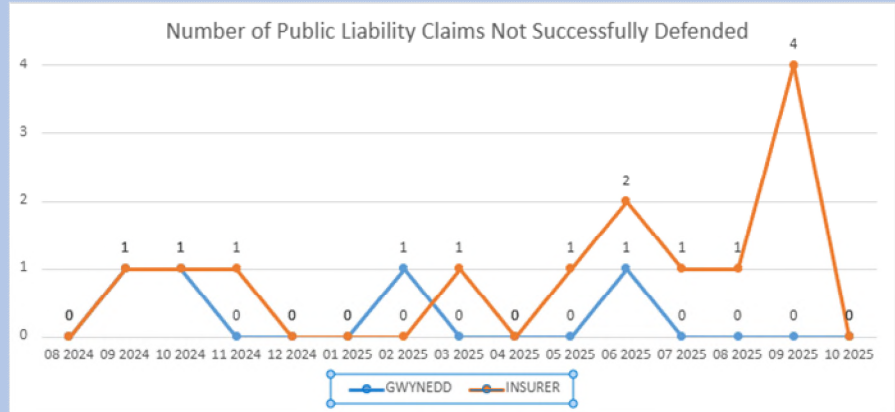
Overview of performance:

As the case has been for some time now, issues remain very challenging. Some of the latest key challenges include:

- A very tight timetable when going out to tender for several aspects of Council Insurance cover
- The complexity of claims continues to increase. This means more work, time and attention required by the Insurance Unit in order to be able to make an genuine liability decision.
- What is required as information from our brokers and insurers has increased, which means more research and work required by the Insurance Unit
- Developments in what the Council is doing poses further challenges for this service in terms of reporting and ensuring that further measures that may be required by insurers are in place

Despite these challenges, some successes can be noted, such as:

- The desire to achieve and succeed within the Insurance Unit remains very high, as well as a strong feeling of being part of a team in the Unit.



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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 October 2025.

- Value of sundry debts > 6 months old.

The total has increased significantly since the previous meeting on the 25th September 2025. The balance at the end of October 2025 is £3,184,411 which is an increase of £1,377,158. £1.2m of the increase pertains to the Health Board and another council. The other council has not paid 4 invoices to the value of £334K owing to problems with purchase order numbers in respect of the invoices however confirmation has recently been received that they will be paid soon. Arrangements are in place to solve the problem of failing to quote accurate order references on invoices as the financial systems of an increasing number of entities will not authorise payments without such details being quoted. Enquiries have been made with the Health Board as to their reasons for withholding £885K worth of invoices. As is the usual case the next highest category of debt is in respect of invoices raised on individuals for their care with an outstanding balance of £903,077. If the Health Board's debts are deducted the total reduces to £1,812,558. The Adults, Health and Wellbeing service are in discussions with the Health Board and as a result it is hoped that there will be a reduction in the Board's debt.

As usual debts other than those in respect of the Health Board will be targeted in order to reduce the outstanding balance further.

- Rate of collecting debts within the month.

The performance in respect of the months following the previous meeting is as follows:-

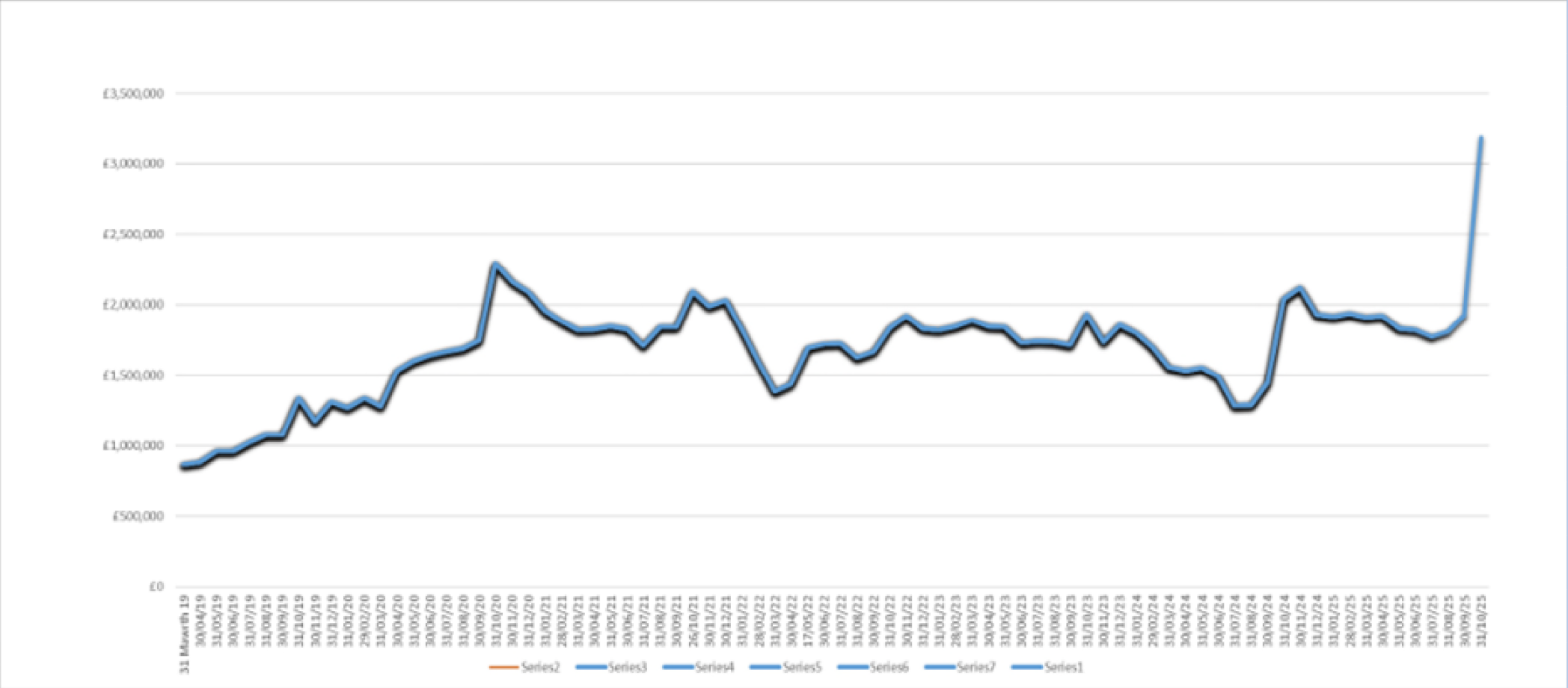
- o September 2025 65.40%
- o October 2025 80.88%
- o Average collection rate for the period :- 73.14% per month.

By the 7th of November 2025 86.35% of the invoices raised in September 2025 have been paid.

- The in-depth review of historic debts and the working processes of the Income Unit continues and areas for streamlining have been identified e.g. increased automation and the intention is to establish more efficient working practices to reduce the debt levels. The review is undertaken in conjunction with the Ffordd Gwynedd Consultant.
- Discussions to address the official complaint received via the Older People's Commissioner for Wales are continuing
- Since the previous meeting there have been staffing changes within the Unit. It is hoped that these appointments will contribute towards reducing the debt levels.

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Value of Sundry Debts Aged > 6 Months as at 31 October 2025



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Pension Service

Service Manager – Meirion Jones

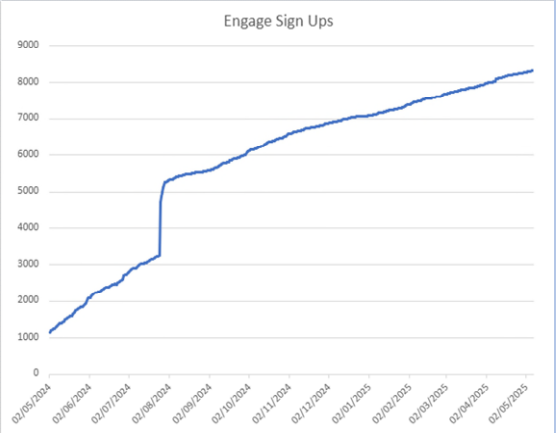
Purpose of the service: To administer the Local Government Pension Scheme on behalf of over 40 employers, including Cyngor Gwynedd, Isle of Anglesey County Council, Conwy County Borough Council in order to calculate and pay pensions promptly and accurately.

Overview of performance:

Measures	September 2025	October 2025	Average 2024/25
The average number of working days taken to send a letter informing the value of retirement benefits - estimate.	1	0.9	0.88 (2618 cases)
The average number of working days taken to send a letter informing the value of retirement benefits – true value.	0.9	0.6	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.	3.4	1	4.02 (419 cases)

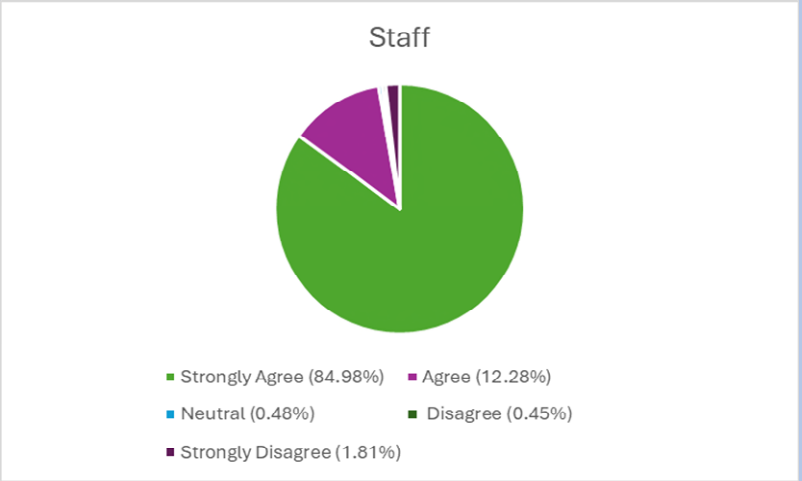
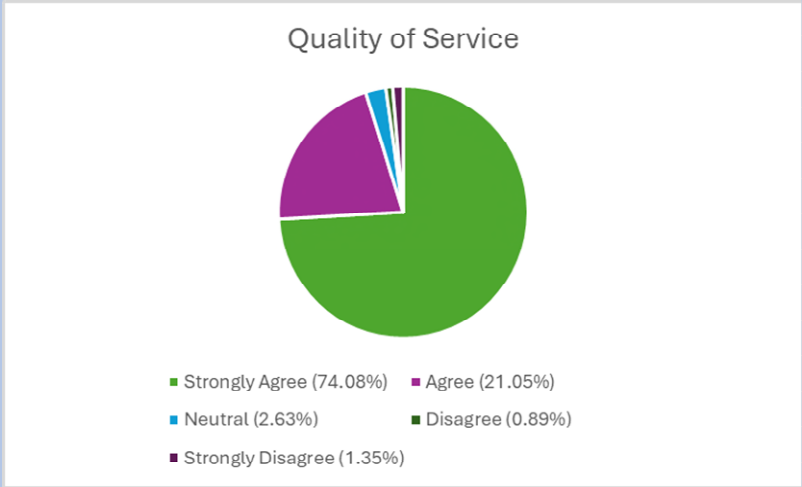
My Pension Online:

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 8,500 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 April – September 2025 (58 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 implement these developments. Wales will remain a single pool by creating a new investment management company by March 2026.
 - The audit of the Pension Fund's financial statements has been completed and the report will be presented to the Pensions Committee on 24th November 2025. The Fund's Annual General Meeting will also be held on the same day, and employers, officers and members of the board and committee are expected to attend.



Quarterly Performance (end June 2025)

Quarterly performance equals the benchmark. The Fund returned 2.7% over the quarter with the fund's assets increasing by £95.4 million to £3.3 billion.

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

Council Treasury Management – A number of indicators are reported to the Governance and Audit Committee and the performance for the period to 30th September is as follows:

Indicator	compliant.
Benchmark Commitments	✓
Loan Maturity Structure	✓
Fluidity Revelation	✓
Security Disclaimer	✓
Average Interest Rate	4.16%

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Internal Audit Service

Service Manager – Luned F Jones

Purpose of the Service: 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, and sustain value by providing objective, independent, risk-based and objective assurance, advice, insight and foresight to the Governance and Audit Committee

Overview of performance:

47 pieces of work were included in the final modified audit plan 2025/2026. 16 of these assignments were completed by 31 October 2025, representing 34% of the plan. 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%.

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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Taxation Service

Service Manager – E Bleddyn Jones

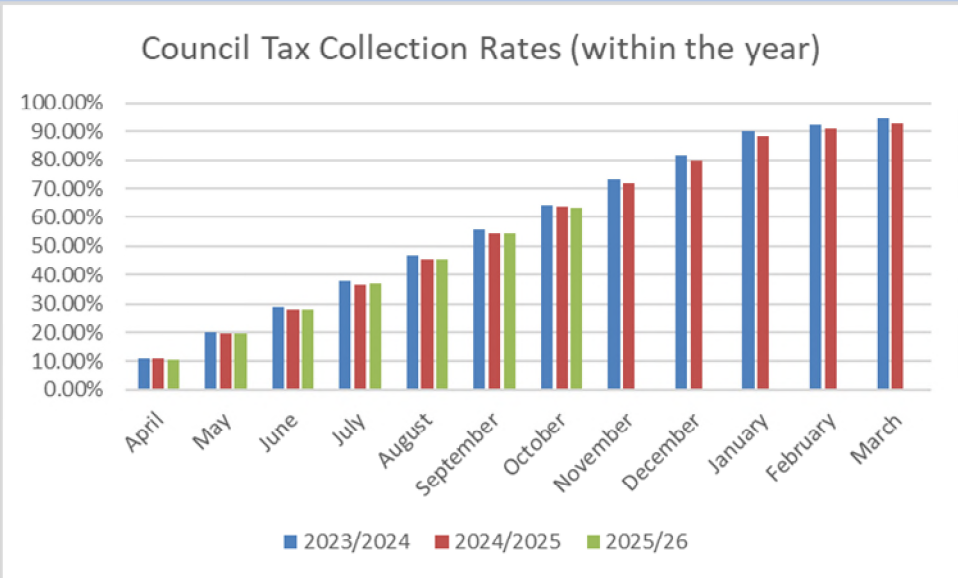
Service purpose: To collect taxes promptly and efficiently, seeking to be flexible and sympathetic to individuals' circumstances.

Overview of performance:

Council Tax

By the end of October 2025, the collection of Council Tax (i.e. in-year collection) was 63.17%, compared to 63.55% in 2024/25 and 66.42% in 2019/20. In addition, we have further analysed the collection rates of 63.17% to find out the effect of premium accounts on the collection rates, which gave rates of 62.28% (accounts including second home premium), 54.03% (accounts including council tax premium) and 63.86% (non-premium accounts). Self-contained units that did not meet the 182-day criteria for inclusion on the non-domestic rates list remain a significant problem, with 395 properties transferred to the Council Tax band since April compared to 134 cases during the same period last year. In 2024/25, 692 properties were transferred, of which 558 were transferred during the second half of the year. A specific report on "Council Tax Collection Rates" was submitted to the Governance and Audit Committee on 13 November 2025. We will continue to work on managerial data with the hope of being able to identify areas that need attention and prioritise them moving forward.

It was reported at the last meeting that although the number of emails had decreased from 3,500 to 900 at one time, 1,600 emails needed to be answered at the end of August due to reminders, summonses and staff absences. We are pleased to be able to report now that the emails are down to 185 with the oldest message awaiting attention being only 10 days old. The table also shows that the number of phone calls has decreased and as a result the percentage of calls answered has increased to 78% compared to 63.9% in the last period. We will continue to research electronic methods with the hope of improving efficiency and the service provided to customers.

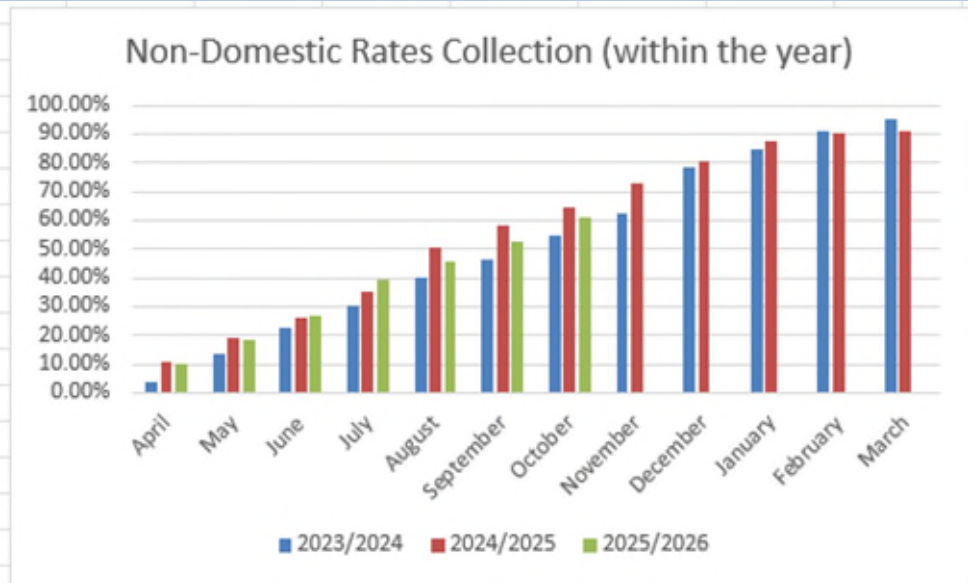


Period	Number of calls	Number answered	% of calls answered
19/08/24 – 18/11/24	12,029	8,732	72.6
19/11/24 – 18/02/25	11,849	8,239	69.5
19/02/25 – 13/05/25	11,600	10,713	92.4
01/07/25 - 16/09/25	8,428	5,383	63.9
17/09/25 - 11/11/25	4,714	3,675	78.0

Taxation Service

Non-domestic Rates

By the end of October 2025, the collection of Non-Domestic Rates (i.e. collection within one year) was 60.84% compared to 64.76% for 2024/25. External agency employees have been temporarily employed to tackle the backlog of work, and a review is underway and action is being put in place to strengthen our recovery arrangements. Reminders have been issued regularly during the year and the first cases are submitted to the Court on 26 November 2025.



Business Improvement Districts

The enforcement company is in the process of collecting historic debts, and during this period too, further summonses have been released to the taxpayers with the intention of submitting them to the Magistrates' Court for liability orders on 26 November 2025.

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 End of August Review position was reported, with an overview of the latest financial position reported to the Leadership Team on 21/10/2025, followed by reports on the revenue, savings, and capital side to the Governance and Audit Committee on 9/10/25 and 13/11/25, and to the Cabinet on 11/11/2025.
- The Final Accounts were successfully completed with an unqualified opinion following audit of the Gwynedd, GwE, and the Harbours accounts for 2024/25 in a timely manner. The accounts were submitted to the Auditors on time before the end of June, and following a thorough audit and regular meetings between the Accountants and Audit Wales, the audits were completed. The accounts subject to audit were presented to the Governance and Audit Committee in May and September, while the final accounts following audit were reported to the Governance and Audit Committee on 13 November 2025.
- The work on completing the 'Whole of Government Accounts' return, based on the final accounts is in the process of being completed.
- The Auditors have been completing detailed work on the 2026/27 budget including salaries, inflation, and savings, as well as coordinating the bids.
- Work has been carried out and is being carried out by the Accountants on the financial side to collaborate with the Heads of Departments and Managers on bids and also on identifying Savings plans for 2026/27.

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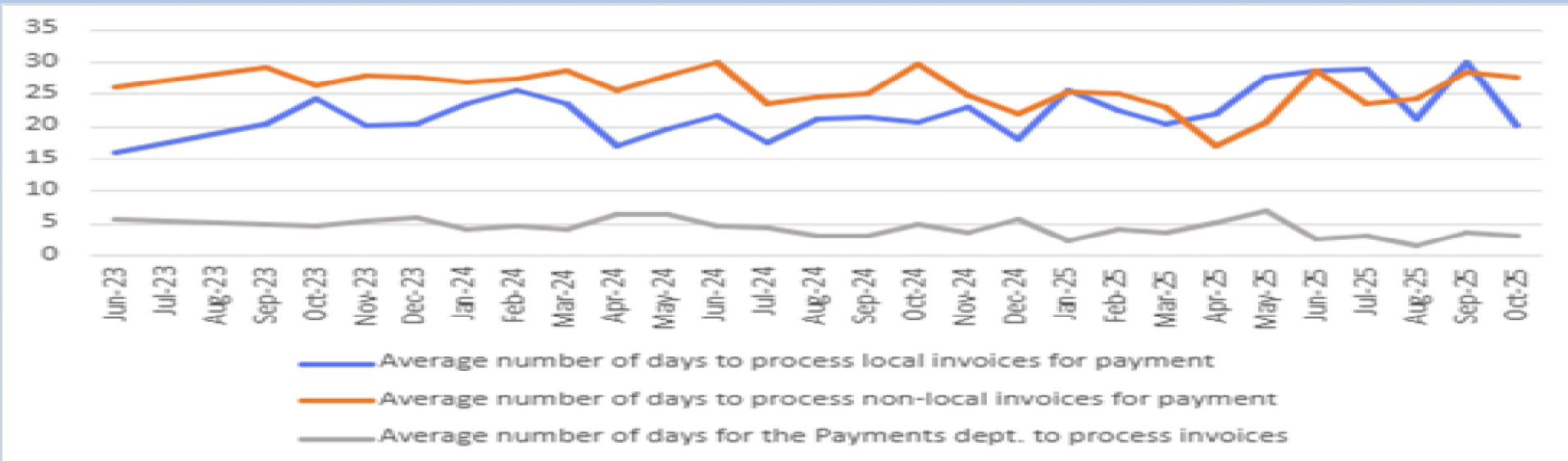
Payments Service

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 October 25, local invoices were processed for payment in an average of 20 days, while the non-local invoices took 27 days, within these days, the Payments Unit took 3 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.
- 90% of local invoices were paid within 30 days, with the rate for paying the non-local invoices being 87%.
- 100% of payments were paid through BACS in October. The campaign to move more from Cheques to BACS has completed allowing us to 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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