

Complete Agenda

CABINET



GWYNEDD COUNCIL

DATE	Tuesday, 18th September, 2018
TIME	1.00 pm
LOCATION	Siambr Hywel Dda, Council Offices, Caernarfon, Gwynedd, LL55 1SH
CONTACT POINT	Annes Siôn 01286 679490 cabinet@gwynedd.llyw.cymru

GWYNEDD COUNCIL CABINET MEMBERS

Members	
Dyfrig L. Siencyn	Leader
Dafydd Meurig	Deputy Leader, Cabinet Member for the Environment
Craig ab Iago	Cabinet Member for Housing, Leisure and Culture
Gareth Wyn Griffith	Cabinet Member of Highways and Municipal
Nia Wyn Jeffreys	Cabinet Member for Corporate Support
Peredur Jenkins	Cabinet Member for Finance
Dilwyn Morgan	Cabinet Member for Children and Young People
W. Gareth Roberts	Cabinet Member for Adults, Health and Wellbeing
Gareth Thomas	Cabinet Member for Education
Ioan Thomas	Cabinet Member for Economic Development

AGENDA

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2	DECLARATION OF PERSONAL INTEREST			
3	URGENT ITEMS			
4	MATTERS ARISING FROM OVERVIEW AND SCRUTINY			
5	ANNUAL EQUALITY REPORT 2017-18	Cyng / Cllr Nia Jeffreys	Delyth Gadlys Williams	4 - 36
6	WELSH LANGUAGE PROMOTION PLAN	Cyng / Cllr Nia Jeffreys	Gwenllian Mair Williams	37 - 62
7	PERFORMANCE REPORT OF THE CABINET MEMBER FOR CORPORATE SUPPORT	Cyng / Cllr. Nia Jeffreys	Dilwyn Williams	63 - 86
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GWYNEDD COUNCIL CABINET



Report to a meeting of Gwynedd Council Cabinet

Date of meeting: 18 September 2018
Cabinet Member: Councillor Nia Jeffreys
Contact Officer: Delyth G Williams, Equality and Policy Officer
Contact Telephone Number: 01286 679708
Title of Item: Annual Equality Report 2017-18

1 THE DECISION SOUGHT

The Cabinet is asked to note and accept the information in the report.

2 THE REASON FOR THE NEED FOR A DECISION

The purpose of this report is to provide an update on the work that is ongoing in the field of equality as a result of the Strategic Equality Plan 2016-20, and more widely. The report is an accurate record of what has been done during the year.

It is also a statutory duty on the Council to complete an Annual Report and to note employment information each year (Equality Act 2010).

3 INTRODUCTION

In March 2016, the Council published its Strategic Equality Plan for the period of 2016-20 in order to reduce inequality between people who have equality characteristics and the rest of society. Those characteristics are:

- Age
- Gender reassignment
- Gender
- Race – including ethnic or national origin, colour or nationality
- Disability
- Pregnancy and maternity
- Sexual orientation
- Religion or belief - including lack of belief
- Marriage and civil partnership

(Equality Act 2010)

In the Strategic Equality Plan, the Council noted four objectives to work towards over the next four years. The objectives were chosen based on a

variety of evidence including internal information, the voice and participation of members of the public and data on equality characteristics.

The objectives are:

- Improve our arrangements to discover and use the opinion of people who share equality characteristics
- Improve our equality impact assessment arrangements
- Create circumstances for people from different backgrounds to represent the people of Gwynedd by standing in an election to become an elected member
- To identify any employment and pay inequalities and to take action to reduce them.

The purpose of this document is to note some of the most important things that Gwynedd Council has done during the year from April 2016 to March 2017 in the field of equality.

It was also decided to add a 5th Objective namely:

- Improve our information provision for people who do not use Welsh as English as a first language or need information in different formats

We decided to add this because we realise that we do not have enough information about why the number of requests for files in different formats, e.g. Easyread, British Sign Language etc. is low. Is this because there no demand, because of a lack of information or some other reason? Our intention is to engage with relevant organisations to find out the need and any barriers.

The document also includes an appendix which gives employment details according to equality characteristics.

4 NEXT STEPS AND TIMETABLE

None to note

5 ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

The Strategic Equality Plan's Equality Impact Assessment was reviewed, and there is currently no need to update it.

The Views of the Statutory Officers

- i) **Chief Finance Officer**
Nothing to add from a financial propriety perspective
- ii) **Monitoring Officer**

The annual report reflects progress and gives an overview in this important area. Equality considerations have embedded in the Council's decision-making processes and this is to be welcomed in terms of propriety.



Equality Annual Report

2017/18

www.gwynedd.llyw.cymru



The Report's Purpose

In March 2016, the Council published its Strategic Equality Plan for the period of 2016-20 in order to reduce inequality between people who have equality characteristics and the rest of society. These characteristics are:

- Age
- Transgender
- Gender
- Race – including ethnic or national origin, colour or nationality
- Disability
- Pregnancy and maternity
- Sexual orientation
- Religion or belief - including lack of belief
- Marriage and civil partnership

(Equality Act 2010)

In the Strategic Equality Plan, the Council noted four objectives to work towards over the next four years. The objectives were chosen based on a variety of evidence including internal information, the voice and participation of members of the public and data on equality characteristics. The objectives are:

- Improve our arrangements to discover and use the opinion of people who share equality characteristics
- Improve our equality impact assessment arrangements
- Create circumstances for people from different backgrounds to represent the people of Gwynedd by standing in an election to become an elected member
- Identify any employment and pay inequalities and take action to reduce them.

The purpose of this document is to note some of the most important things that Gwynedd Council has done during the year from April 2017 to March 2018 in the field of equality in order to ensure that equality consideration receive due regard and permeate naturally into all the Council's work.

Action Plan

Strategic Equality Plan 2016-20

Objective 1

Improve our arrangements to discover and use the opinion of people who share equality characteristics



What the Council will do during 2016-20?	What is the timescale?
1.1 Strengthen the Council's link to specific groups and establish an equality core group. Share the information that comes from the group throughout the Council.	2016-17
1.2 Share information from engagement exercises on the Council's intranet so that it is available to all. (Further consideration to be given to discover the best method)	Ongoing
1.3 Strengthen the equality element in the Engagement Handbook based on good practice to ensure that the services are reminded of the benefit that comes from receiving the views of people with equality characteristics, as well as the duty to do so.	2016-17
What has happened during 2017-18?	
<p>During this time the Equality Core Group was established and the first meeting was attended by approximately 12 people. We will be working to encourage more members to join us during the remainder of the Plan's term. There is a list of approximately 150 organisations working in the equality characteristics field available on the Council's intranet for broader engagement (1.1). This should improve our equality impact assessments and ensure that our policies and procedures are more suitable.</p> <p>A link to the available opinion poll exercises is available on the Council's website in order for the information to be used by all Departments (1.2).</p> <p>The work of amending the Engagement Booklet is complete in order to remind people of their duty towards equality (1.3).</p>	

Objective 2

Improve our equality impact assessment arrangements



What the Council will do during 2016-20?

What is the timescale?

2.1 Give assistance and training to officers to ensure that they have information about their duty towards people with equality characteristics. This should include ensuring that impact assessments are a part of the development of any policy, project or procedure before any decisions are made.

Ongoing

2.2 Ensure that the messages that come from seeking input from groups and individuals with protected characteristics are shared throughout the Council so that they can be included in impact assessments.

Ongoing

What has happened during 2017-18?

The equality e-module is available on the Council's website (2.1).

The impact assessment sheets have been amended and are available on the intranet. More comprehensive guidance has been created and included with them in order for the resource to be available for all (2.1).

Different types of information have been placed on the Council website, e.g. Accessible Meetings and Various Methods of Communication for Council staff to be aware of equality matters. This information will be updated regularly with the support of the Equality Core Group (2.1).

Messages from the equality Core Group minutes will be available on the intranet (2.2) for everyone to have access to them.

This work should strengthen the equality impact assessments that are prepared when changing services.

Objective 3



Create the circumstances for people from different backgrounds to represent the people of Gwynedd by standing in an election to become an elected member.

What the Council will do during 2016-20?

What is the timescale?

3.1 Conduct a local survey to identify the elements that prevent individuals from standing an election to become a local councillor.

2016/17 –
2017-18

3.2 Act on the outcome of the above (where possible) to remove obstacles.

2016/17 –
2017-18

3.3 Various methods to raise the awareness of the people of Gwynedd of democracy and the opportunities to represent as a local councillor.

2016/17 –
2017-18

What has happened during 2017-18?

This work was completed in 2016-17 when preparing for the May 2017 local government elections. The Council accepts that the work did not succeed in creating a more diverse Council. Attracting people from different backgrounds, especially women, young people and disabled people, continues to be a priority and therefore the Council endeavours to look for ways of achieving this. We are aware of the need for a combination of different interventions to influence the situation, and there is a possibility that the fruit of this labour will not be evident for some years. During 2017-18 a sub-group of members was established to build on the work that has already taken place.

Objective 4



To identify any employment and pay inequalities and to take action to reduce them

What will the Council do during 2016-20?

What is the timescale?

4.1 A campaign to fill in gaps in the equality characteristics data

Commencing in June 2016

4.2 Complete a pay audit

2016/17 – 2019/20.

4.3 Act based on the evidence from the pay audit and any other relevant information

2016/17 – 2019/20

What happened during 2017/18?

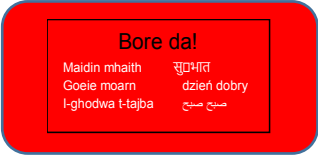
The latest pay audit was completed earlier in the year. The audit concentrated on considering whether there was any difference in basic salaries, and specifically between men and women who deliver the same type of work. The assessment concluded that there are no equal pay gaps in the workforce (4.2).

In undertaking the next audit the Council will consider extending the brief, to assess whether there is any pay gaps against some of the other equality characteristics e.g. age. In the meantime we will also plan how to address the gender pay gap within the workforce (4.3).

The Council also continues to endeavour to fill the gaps in information on the equality characteristics of our staff members. Every staff member is free to respond to questionnaires that ask for that information, but obviously as an employer we need as much information as possible so that we can then respond to the situation and abolish any discrimination (4.1). It was decided to revise the form as the questions were not consistent and in order to clearly explain the reasons we would urge people to complete it.

Amending the 2016-20 Strategic Equality Plan

The Equality Act 2010 permits Local Authorities to change their Plans if they have adequate reason and evidence to do so. Gwynedd Council has decided that we need to add an objective to our equality plan as follows:

Objective 5	Improve our information provision for people who do not use Welsh or English as first language or who require documents in different formats 
Why did we decide on this field?	We have noticed that the Council does not do enough to meet the needs of these individuals.
Which equality groups in particular does it affect?	Disabled people, black and ethnic minority people, older people and young people
How are we going to do this?	<ul style="list-style-type: none"> Engage with the Equality Core Group and other relevant groups to identify the greatest need Act on what they say, if possible
What is the timescale?	2018-20
What other results do we want to see?	<ul style="list-style-type: none"> Better understanding of the needs of the people of Gwynedd. Act on the outcomes of the engagements
The evidence for doing this	I appears that the demand for alternative formats is generally low throughout the Council, except for some specific cases (e.g. over 1,000 copies of Newyddion Gwynedd in audio format are sent out every time). It is not possible to say if the present low demand is because of a lack of need, or are there barriers e.g. lack of information. We need to undertake further work to ensure suitable provision for individuals

Has the Council done anything else?

The Council has not worked on these objectives in isolation in the field of equality during 2016-17. Most of the work in the field is an integral part of officers' day-to-day work as can be seen below. Many of these are undertaken jointly with partners in the public or third sector.

The Sport for Life Team has held the Snowdon Junior Race in 2017 for the first time. More than 230 children competed under five age categories from under 10 to under 18, with medals awarded the first three girls and three boys in every category. It included thrill of starting at the Snowdon Race starting line, 5 minutes after the main race set off.



to

Over the course of 4 days in June, the Gwynedd Primary School Orienteering Series was held in three striking locations across the county. Organised by the Sport for Life Team, more than 700 children participated in the event. Orienteering is an exciting and challenging outdoors activity. The aim is to navigate between control points that are marked on an orienteering map and to complete the course in the quickest time possible.

Also a walking with prams group was established in Maesgeirchen in order to improve parent health.

Nefyn and District Golf Club has received funding from Gwynedd Community Chest to develop a new team for girls aged 7-11 years old.



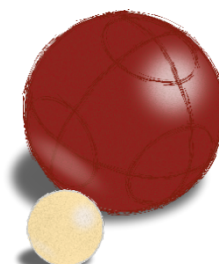
A new accessible cycling club called Cycle Power was set up in Plas Menai. There are 15 adapted bikes available, and they vary from multi-seater, to tandem bikes, tricycles and wheelchair cycles. The club, which convenes every other week, uses the Lôn Las Menai Cycle Path which goes from Caernarfon to Felinhelli and beyond.

Gwynedd Council consulted with the public about its disabled sports provision across the county. The intention was to look at how disabled people take part in sports of physical activity and to identify and seek to solve any obstacles they face. It must be ensured that everyone who wishes to participate has access to sport in order to develop skills, gain confidence and stay healthy

More than 600 disabled users have registered with sports clubs in Gwynedd. The county holds more sessions such as Boccia and 'Rebound Therapy' than any other county in Wales.

The second Boccia Tournament for people living with impairments and chronic health conditions took place at Glaslyn Leisure Centre, Porthmadog. Thanks go to Councillor John Hughes and his wife for financing the event and giving a trophy in memory of his son, Wil Hughes.

Boccia is similar to 'boules', is played with soft leather balls and it was originally planned for wheelchair users. Players can choose to throw, kick or use a ramp to place a ball on the court with the aim of getting nearer to the 'jack' ball. 32 teams competed for the Will Pent Memorial Trophy title including clients from DementiaGo and NERS project as well as the MS Society, the local Stroke Club and Parkinson's Support group, Antur Waunfawr, Abergele Boccia Club and the Pines Nursing Home.



The DementiaGo weekly programme is held at five of the Council's leisure centres. It provides exercise classes that help to improve stamina, strength, balance and coordination. There is also an opportunity for parents who attend to participate in games such as Boccia and table tennis and the most important element is that every class ends with a cuppa and a chat.



People who receive a diagnosis of dementia can lose confidence and give up on participating in activities they used to enjoy, this can lead to loneliness and isolation. This can also apply to carers who are trying to cope with the situation and the stress. One specific event held during the summer was an afternoon of fun, dancing and laughter with the television personality Russell

Grant who's a former competitor on the BBC's Strictly Come Dancing programme.

The Council supports a number of different national awareness raising days, weeks and months e.g. National Hate Crime Awareness Week, LGBT (Lesbian, Gay, Bisexual and Transgender) History Month. As an example, for International Women's Day (8 March), the Council published a video to celebrate and to highlight Gwynedd women's contribution to the county, to Wales and beyond. The video has been viewed more than 14,000 times.



Pen Llŷn was the first area in Wales to implement a pioneer project to encourage mums, and women in general, to learn about the digital world. The purpose of the #Techmums charity is to give mums and women who have left work the skills and confidence to enable them to return to work using the latest technology, be that in an office or in their own homes.

Since November 2016, William Mathias Music Centre has been holding music sessions on behalf of Gwynedd Council's Community Arts Unit with the older residents of Gellilydan and Awel y Coleg, Bala under the guidance of the musician, Nia Davies Williams. The plan's main objective is to tackle loneliness and isolation amongst Gwynedd's older population. Children from the local primary schools were invited to participate in Camau Cerdd sessions with Marie-Claire Howorth before joining the older people to sing together and enjoy musical activities. The sessions have helped to bring people together to reminisce and enjoy music, in addition to raising confidence and offering the opportunity to meet new people. From October 2017 onwards, it has been possible for people from the Bethesda and Deiniolen areas to take advantage of the scheme.

MANYLION CYSWILT NEWYDD AR GYFER GWASANAETHAU GOFAL I OEDOLION

NEW CONTACT DETAILS FOR ADULT CARE SERVICES

Mae gwasanaeth newydd yn cymryd lle Tîm Cyngor ac Aseu Oedolion Gwynedd.

O hyn ymlen, am wybodaeth, cyngor a chymorth ar gyfer oedolion yng Ngwynedd, cyffwrthwch â:

- 1 Llyn 01758 704099
OedolionLlyn@gwynedd.llyw.cymru
- 2 Caernarfon 01284 679099
OedolionCaernarfon@gwynedd.llyw.cymru
- 3 Bangor 01248 383240
OedolionBangor@gwynedd.llyw.cymru
- 4 Eifionydd-Capeli/Kiorth Meirionnydd 01766 510300
OedolionEifionyddMeirionnydd@gwynedd.llyw.cymru
- 5 Deiniolen 01241 434499
OedolionDeiniolen@gwynedd.llyw.cymru

www.gwynedd.llyw.cymru

The way in which adults have access to social services in Gwynedd has changed. The Information, Advice and Support service is now available on a more local level, with teams based in Llŷn, Caernarfon, Bangor, Eifionydd / north Meirionnydd and south Meirionnydd. The five new teams have replaced the former Adults Advice and Assessment Team and the Arfon, Dwyfor and Meirionnydd Area Teams. This change means that the people who require these services, and their families, can make direct contact with the relevant officers. The smaller areas will also make it easier for staff to have a better understanding of what is taking place within local communities that will in turn improve individuals' experience.

The OPUS Team which is funded by the European Social Fund, via Welsh Government, works to help people who are 25 years old or older and who have been unemployed for an extended time to return to employment. They specifically support those to experience additional obstacles e.g. disabled people or people who do not speak Welsh or English as a first language.



Complaints

No official complaints were received about equality matters and the Equality Officer is not aware of any unofficial complaints either. One informal complaint was resolved that had been received during 2016-17. It was identified that it was not an equality matter

Equality Information

See Appendix 1 for the Gwynedd Council staff monitoring figures

As noted in Objective 4, the Council has identified the need to improve the Council's procedure for monitoring staff equality. Work has commenced on amending the questions being asked and the process will be completed by the end of 2018-19.

2017-18 Employment Information

The Council has a duty, according to the Equality Act 2010, to provide employment information annually. This is the information for 2017-18.

1. Details of the workforce in general

42.2% of the Council's staff have filled in an optional equality questionnaire, and the figures below are based on these unless noted differently. The information about the equality characteristics are as follows:

Can you speak Welsh?

	% of the sample	% of the workforce
No	4.4%	1.8%
Yes	94.0%	39.6%
I prefer not to say	1.7%	0.7%
Total	100.0%	42.2%

Nationality:

	% of the sample	% of the workforce
Welsh	91.9%	38.8%
English	4.8%	2.0%
Scottish	0.2%	0.1%
Irish	0.1%	0.0%
Other	2.2%	0.9%
I prefer not to say	0.8%	0.3%
Total	100.0%	42.2%

Ethnicity:

	% of the sample	% of the workforce
White	98.1%	41.4%
Other	0.3%	0.1%
Mixed - White and Black African	0.1%	0.0%
Mixed - White and Asian	0.2%	0.1%
Black - African	0.0%	0.0%
Black - Caribbean	0.0%	0.0%
Asian - Other	0.0%	0.0%
Pakistani	0.1%	0.0%
Indian	0.0%	0.0%
I prefer not to say	1.1%	0.5%
Total	100.0%	42.2%

Gender:

	% of the sample	% of the workforce
Female	69.9%	29.5%
Male	29.6%	12.5%
I think of myself in another way	0.04%	0.02%
I prefer not to say	0.5%	0.2%
Total	100.0%	42.2%

Religion :

	% of the sample	% of the workforce
I have a religion or belief	59.3%	25.0%
I do not have a religion or belief	30.2%	12.8%
I prefer not to say	10.5%	4.4%
Total	100.0%	42.2%

Sexual Orientation :

	% of the sample	% of the workforce
Bisexual	0.0%	0.0%
Hetrosexual or straight	95.9%	40.5%
Lesbian or Gay	0.4%	0.2%
Other	0.3%	0.1%
I prefer not to say	3.4%	1.4%
Total	100.0%	42.2%

Disability :

	% of the sample	% of the workforce
I do not see myself as a disabled person	93.4%	39.4%
I see myself as a disabled person	3.6%	1.5%
I prefer not to say	3.0%	1.3%
Total	100.0%	42.2%

Age: These figures relate to the whole workforce as the Council has every worker's date of birth. They include casual workers as they appeared on 31 March this year.

Age Band	% of the workforce
16-19	1.8%
20-24	5.7%
25-29	8.8%
30-34	9.3%
35-39	11.3%
40-44	11.7%
45-49	14.6%
50-54	13.9%
55-59	12.4%
60-64	7.1%
65-69	2.1%
70-74	0.8%
75+	0.4%
Cyfanswm	100.0%

2. The Nature of the Posts

There is only a need to note a gender equality characteristic here.

a) The numbers employed according to posts

Analysis not available

b) The numbers employed according to the salary scale

	Male	Female	I think of myself in another way	I prefer not to say	Percentage of the sample
Apprentice	0.0%	0.0%	0.0%	0.0%	0.0%
Sessional Workers	0.2%	0.3%	0.0%	0.0%	0.6%
Basic Scale (BS)	10.5%	39.2%	0.04%	0.3%	50.0%
Officers (O)	7.9%	9.7%	0.0%	0.0%	17.6%
Senior Officers (SO)	6.8%	7.4%	0.0%	0.1%	14.4%
Senior Managers (SM)	0.5%	0.2%	0.0%	0.0%	0.7%

Chief Officers	0.1%	0.1%	0.0%	0.0%	0.2%
Teachers (Including unqualified and supply)	2.5%	9.6%	0.0%	0.00%	12.2%
Headteachers / Deputy Headteachers	0.9%	2.8%	0.0%	0.0%	3.7%
Soulbury	0.1%	0.5%	0.0%	0.0%	0.7%
Total	29.6%	69.9%	0.03%	0.5%	100.0%

c) The numbers employed according to salary range

Salary Band - Full-Time Equivalent	Male	Female	I think of myself in another way	I prefer not to say	Percentage of the sample
£10,000 - £19,999	11.2%	42.6%	0.04%	0.3%	54.2%
£20,000 - £29,999	8.2%	10.9%	0.00%	0.0%	19.1%
£30,000 - £39,999	5.9%	7.4%	0.00%	0.1%	13.3%
£40,000 - £49,999	3.0%	6.7%	0.00%	0.1%	9.8%
£50,000 - £59,999	0.8%	1.8%	0.00%	0.0%	2.6%
£60,000 - £69,999	0.3%	0.2%	0.00%	0.0%	0.5%
£70,000 - £79,999	0.1%	0.1%	0.00%	0.0%	0.3%
£80,000+	0.1%	0.0%	0.00%	0.0%	0.2%
Total	29.6%	69.9%	0.04%	0.5%	100.0%

d) The numbers employed according to contract type

	Male	Female	I think of myself in another way	I prefer not to say	Percentage of the sample
Fixed Term	1.1%	3.6%	0.0%	0.0%	4.7%
Casual	0.8%	3.5%	0.0%	0.1%	4.5%
Permanent	27.7%	62.7%	0.04%	0.4%	90.8%
Total	29.6%	69.9%	0.04%	0.5%	100.0%

e) The numbers employed according work pattern

	Male	Female	I think of myself in another way	I prefer not to say	Percentage of the sample
Full-time	25.5%	36.6%	0.00%	0.3%	62.5%
Part-time	4.1%	33.2%	0.04%	0.2%	37.5%
Total	29.6%	69.9%	0.04%	0.5%	100.0%

3. People who have applied for jobs with the authority during the past year

Note: these are applicants who have applied for a job on-line only - it does not include those who have made a paper application. It includes people who already work for the Authority as well as external applicants. A person can have applied for more than one post and so appear twice in the data.

Gender	Number
Male	1,209
Female	1,862
I think of myself in another way	*
I prefer not to say	15

*Note: * means that the figure is too low to disclose*

Race	Number
White	3,015
Mixed - White and Black Caribbean	*
Mixed - White and Asian	9
Black - African	17
Asian - Other	6
Pakistani	*
Bangladeshi	9
Chinese	*
Indian	*
Other	5
I prefer not to say	*

Note: * means that the figure is too low to disclose

Nationality	Number
Welsh	2,670
English	270
Scottish	7
Irish	18
Other	113
I prefer not to say	9

Note: * means that the figure is too low to disclose

Religion	Number
I have a religion or a belief	1,067
I do not have a religion or a belief	1,751
I prefer not to say	269

Note: * means that the figure is too low to disclose

Sexual Orientation	Number
Bisexual	18
Heterosexual or 'straight'	2,938
Lesbian or Gay	35
Other	*
I prefer not to say	92

Note: * means that the figure is too low to disclose

4. Council employees who have applied for a different job within the same authority

Part of the above figure

5. Council employees who have made an application for training and the number who were successful

This data regarding those who were successful is unavailable.

6. Council employees who have completed the training successfully

2,771 members of staff have completed training during the year, either traditional training or e-learning module. Of those 1,279 had completed the equality questionnaire.

Gender	Number
Male	409
Female	864
I think of myself in another way	0
I prefer not to say	6

Note: * means that the figure is too low to disclose

Race	Number
White	1,255
Mixed - White and Asian	*
Mixed - White and Black African	*
Pakistani	*
Other	3
I prefer not to say	16

Note: * means that the figure is too low to disclose

Nationality	Nifer
Welsh	1,176
English	61
Scottish	*
Irish	*
Other	28
I prefer not to say	10

Note: * means that the figure is too low to disclose

Religion	Nifer
I have a religion or a belief	696
I do not have a religion or a belief	421
I prefer not to say	162

Note: * means that the figure is too low to disclose

Sexual Orientation	Nifer
Bisexual	*
Heterosexual or 'straight'	1,225
Lesbian or Gay	9
Other	2
I prefer not to say	42

Note: * means that the figure is too low to disclose

Anabled	Nifer
I do not see myself as a disabled person	1,195
I see myself as a disabled person	47
I prefer not to say	37

Note: * means that the figure is too low to disclose

7. Staff members who have been part of the complaints procedure, either as a complainant or as the person the complaint was made against

22 individuals have been involved in a complaints procedure. It is not possible to analyse further because of the danger of identifying individuals. Looking at the figures it is possible to say that no pattern emerges.

8. Staff members who have been through the disciplinary procedure

51 cases of disciplinary procedures have occurred during the year. It is not possible to analyse further because of the danger of identifying individuals. Looking at the figures it is possible to say that no pattern emerges.

9. Staff members who have left the Council's employment

569 individuals left the Council employ during 2017/18. Of those, 200 had completed the equality questionnaire

Gender	Number
Male	54
Female	146
I think of myself in another way	0
I prefer not to say	0

Note: * means that the figure is too low to disclose

Race	Number
White	200
Mixed - White and Black Caribbean	0
Mixed - White and Asian	0
Black - African	0
Asian - Other	0
Pakistani	0
Bangladeshi	0
Chinese	0
Indian	0
Other	0
I prefer not to say	0

Note: * means that the figure is too low to disclose

Nationality	Number
Welsh	184
English	9
Scottish	*
Irish	0
Other	5
I prefer not to say	*

Note: * means that the figure is too low to disclose

Religion	Number
I have a religion or a belief	128
I do not have a religion or a belief	50
I prefer not to say	22

Note: * means that the figure is too low to disclose

Sexual Orientation	Number
Bisexual	0
Heterosexual or 'straight'	192
Lesbian or Gay	*
Other	*
I prefer not to say	5

Note: * means that the figure is too low to disclose

Disability	Number
I do not see myself as a disabled person	187
I see myself as a disabled person	9
I prefer not to say	4

Note: * means that the figure is too low to disclose

EQUALITY IMPACT ASSESSMENT STRATEGIC EQUALITY PLAN

1) ASSESSMENT AUTHORS

Delyth G Williams, Policy Officer

2) PARTNERS

Who are your partners when starting or changing the policy / plan / practice?
They will need to be included when undertaking this assessment.

- People who share equality characteristics
- Groups who represent people who share equality characteristics

3) DATE ASSESSMENT BEGUN

8 October 2015

Fersiwn 2018 – 11 Mehefin 2018

5) AIMS AND OBJECTIVES OF THE POLICY / PLAN / PRACTICE

Note why the policy / plan / practice is necessary. Note what the Authority hopes to achieve.

The purpose of the 2016-20 Strategic Equality Plan is to reduce inequality between people with equality characteristics and the rest of society. The intention is to do so by setting objectives that will ensure that the voice of people with those characteristics is given fair consideration. It is also important to ensure that equality is mainstreamed throughout the work of the Council.

The purpose of the Annual Report is to report on any progress.

6) PARTICIPATION AND CONSULTATION

Have you consulted regarding the change in policy / plan / practice? What was the result? Remember it is a statutory requirement to consult with the people who will be affected.

We have received input through a number of sources. A regional engagement day was held with various stakeholders to discuss our regional objectives.

The Council has collected information regarding people's priorities through Gwynedd Challenge, an opinion gathering exercise, which included a meeting with groups of older people, young people and disabled people. This information has been used in forming the following objectives but also will be used in shaping of our future work.

Information from previous engagements has also been used.

We now intend to have a consultation period, with widespread advertising and contact with specific groups.

7) EVIDENCE AVAILABLE

The evidence can be based on local, regional or national evidence, e.g. the service's data or regional equality statistics or a national report.

Our evidence has come from a variety of sources including

- Engagement - see above
- The Council's internal information
- Data on equality characteristics

There is more information on this data in the plan.

8) GAPS IN EVIDENCE

Note any gaps in evidence and explain how you intend to fill them.

We have identified gaps in evidence in the Plan and identified methods to correct this e.g. collecting information on the equality characteristics of the workforce.

We do not feel we have enough information about the need for documents in different formats, e.g. Easy Read or British Sign Language. There has not been much demand for alternative sources but we are not sure if this is because there is no real demand or because people are unaware of their

rights in this regard. We have therefore decided to include an additional Objective in our plan from now on to identify the real need and act on the information we receive.

9) RELEVANCE AND EFFECT

The relevance of the policy / plan / practice to the general equality duty and to each one of the equality groups (protected characteristics) must be shown. The real or likely effect must be clearly notes. It is possible that not every characteristic will be relevant or be affected.

9a)

Equality Act General Duty	Relevance	The real or likely effect
Removing illegal discrimination, harassment and victimisation	Positive	The Plan intends to respond to these duties and will therefore have a positive impact.
Promoting equal opportunities	Positive	The Plan intends to respond to these duties and will therefore have a positive impact.
Foster good relations	Positive	The Plan intends to respond to these duties and will therefore have a positive impact.

9b)

Characteristics	Relevance	The real or likely effect
Race	Positive	The purpose of the plan and objectives are to reduce inequality and will therefore have a positive impact on people who share this characteristic. Each of the objectives will have an impact by including people by engagement, fully take into account the needs of people by assessing the impact of our policies, encouraging more people to stand in elections, and looking at our employment arrangements. Objective 5 will be important for people with this characteristic because considers the needs of people who do not speak Welsh as English as their first language.
Disability	Positive	The purpose of the plan and objectives are to reduce inequality and will therefore have a positive impact on people who share this feature. Each of the objectives will have an impact by involving people through engagement, fully take into account the needs of people by assessing the impact of our policies, encouraging more people to stand in elections, and looking at our employment arrangements. Objective 5 will be important for people with this characteristic because it looks at the needs of people who use British Sign Language or need documents in Easyread, large print or audio.
Sex	Positive	The purpose of the plan and objectives are to reduce inequality and will therefore have a positive impact on people who share this characteristic. Each of the objectives will have an impact by involving people through engagement, fully take into account the needs of people by assessing the impact of our policies, encouraging more people to stand in elections, and looking at our employment arrangements. Objective 5 will not affect people with this characteristic.
Gender reassignment	Positive	The purpose of the plan and objectives are to reduce inequality and will therefore have a positive impact on people who share this feature. Each of the objectives will have an impact by involving people through engagement, fully take into account the needs of people by assessing the impact of our policies, encouraging more people to stand in elections, and looking at our employment

		arrangements. Objective 5 will not have an impact on people with this characteristic
Sexual orientation	Positive	The purpose of the plan and objectives are to reduce inequality and will therefore have a positive impact on people who share this feature. Each of the objectives will have an impact by involving people through engagement, fully take into account the needs of people by assessing the impact of our policies, encouraging more people to stand in elections, and looking at our employment arrangements. Objective 5 will not have an impact on people with this characteristic.
Religion or belief	Positive	The purpose of the plan and objectives are to reduce inequality and will therefore have a positive impact on people who share this characteristic. Each of the objectives will have an impact by involving people through engagement, fully take into account the needs of people by assessing the impact of our policies, encouraging more people to stand in elections, and looking at our employment arrangements. Objective 5 will not have an impact on people with this characteristic
The Welsh language	Positive	There is no specific effect on the Welsh language but, of course, all the work will be done in accordance with the Council's Language Policy
Age	Positive	The purpose of the plan and the objectives is to reduce inequality and therefore it will have a positive impact on people who share this characteristic. Each of the objectives will have an impact by involving people through engagement, fully take into account the needs of people by assessing the impact of our policies, encouraging more people to stand in elections, and looking at our employment arrangements. Objective 5 can have an impact on older people because people's needs change as they get older. It will be relevant especially for older people who do not speak Welsh or English as a first language. It is also important to consider the needs of young people and create appropriate information.
Pregnancy and maternity	Positive	The purpose of the plan and objectives are to reduce inequality and will therefore have a positive impact on people who share this characteristic. Each of the objectives will have an impact by involving people through engagement, fully take into account the needs of people by assessing the impact of our policies, encouraging more people to stand in elections, and looking at our employment arrangements. Objective 5 will not have an impact on people with

		this characteristic
Marriage and Civil Partnership	Positive	The purpose of the plan and objectives are to reduce inequality and will therefore have a positive impact on people who share this characteristic. Each of the objectives will have an impact by involving people through engagement, fully take into account the needs of people by assessing the impact of our policies, encouraging more people to stand in elections, and looking at our employment arrangements. Objective 5 will not have an impact on people with this characteristic

10) ADDRESSING THE EFFECTS

a)	<p>Note any possible effects from an equality perspective</p> <p>The plan and the objectives are expected to have a positive effect from an equality perspective.</p> <p>Objective 5 is also expected to have a positive impact, especially the Deaf people, disabled people and people who do not speak Welsh as English as their first language as well as older people and young people.</p>
b)	<p>What steps can be taken to lessen or improve these effects?</p> <p>Monitoring and reviewing, see below.</p>
c)	<p>Is it necessary to reconsider the proposal?</p> <p>No</p>

11) ARRANGEMENTS FOR MONITORING AND REVIEWING

What steps will you take to review the policy / plan / practice once it has been adopted? Although the above assessment recognised the possible effect, it must be remembered that the full effect will not be seen until the policy is implemented

An annual report will be completed yearly to note the work which has been completed and to recognise any gaps

It is acceptable to change the Plan at any time, as we have done in the current Annual Report

12) DECISION

Submit to Cabinet for approval of the contents, and for information

GWYNEDD COUNCIL CABINET



Report to Gwynedd Council Cabinet meeting

Meeting Date: 18 September 2018
Cabinet Member: Cllr Nia Jeffreys
Liaison Officer: Gwenllian Mair Williams
Contact number: 01286 679469
Item Title: Welsh Language Promotion Plan in Gwynedd 2018-2023 (County Language Strategy)

1 THE DECISION SOUGHT

1.1 Seeking the Cabinet's approval on the final version of the Welsh Language Promotion Plan and initial Work Programme, for its implementation.

2 THE REASON FOR THE NEED FOR DECISION

2.1 To ensure that there is agreement on the content of the Promotion Plan and the priorities set out in it, and that they are in line with the priorities identified in other plans such as the Council's Plan and the Gwynedd and Anglesey Well-being Plan. Also that Cabinet members are content with the initial action steps set out for the priorities of the Promotion Plan

3 INTRODUCTION

3.1 In accordance with the requirement of Standard 145 (Welsh Language Standards, Welsh Language Measure (Wales) 2011), the Council has a statutory duty to produce a 5 year strategy setting out how we intend to promote the Welsh language and to facilitate the use of the Welsh language more widely in our area.

3.2 This is the Council's plan and therefore all Council departments will be expected to contribute towards achieving the goals. We will also be working with other external partners where there are commonalities, in order to share resources and expertise in working towards achieving the objectives.

3.3 The Promotion Plan also reflects the current commitments made in relation to the Welsh language in the Council's Plan and the Gwynedd and Môn Well-being Plan as well as wider commitments in areas of education and planning.

3.4 The content of the draft Plan was consulted upon earlier this year, and the final Plan has been revised in light of that consultation, taking into account some of the issues raised. For example, there is an attempt to place a greater emphasis on the need to look at support for learners and also the role of technology in the final Plan.

3.5 An initial work programme has been drawn up to give an idea of the first steps that will be taken to achieving the objectives of the Plan. These actions are based on discussions with relevant departments, and partners, to identify work streams that meet the priorities, and also opportunities for collaboration or new projects. Some external partners had identified specific collaborative opportunities in their consultation response, which have been reflected in the Plan and the Work Programme.

3.6 Meetings will be held during the Autumn which will include representatives from the various areas and partners, in order to agree on the collaboration details, as well as timetables and means of monitoring. These will be added to the Work Programme, which will be updated as the work develops.

4 NEXT STEPS AND TIMETABLE

4.1 The Cabinet is asked to approve the final Promotion Plan and the attached Work Programme in order to present it to the full Council on the 4th of October.

5 ANY CONSULTATIONS HELD PRIOR TO RECOMMENDING THE DECISION

5.1 A report on the consultation responses was presented to the Welsh Language Committee in July and some of the themes raised were discussed and should be considered in the further development of the Plan.

5.2 Comments of Statutory Officers

Monitoring officer:

"The strategy complies with the statutory requirement placed on the Council under Standard 145 of The Welsh Language Standards (No. 1) Regulations 2015 to produce a 5 year strategy to promote the Welsh language. I note the steps in the Work programme in order to achieve these priorities, and also the

need to keep in mind to statutory obligation under Standard 146 after 5 years to assess to what extent the Council has followed the strategy"

Finance Officer:

"The author has confirmed that no additional costs should arise for the Council as a result of adopting the attached Welsh Promotion Plan. I therefore have no further comment from the perspective of financial propriety."

Welsh Language Promotion Plan for Gwynedd 2018-2023

– final

Content

- 1. Introduction**
- 2. Summary of the present situation and challenges**
- 3. What we would like to see**
 - 3.1 Priority Area 1 – The language of the family**
 - 3.2 Priority Area 2 – The language of learning**
 - 3.3 Priority Area 3 – The language of work and services**
 - 3.4 Priority Area 4 – The language of the community**
 - 3.5 Priority Area 5 – Research and technology – setting the right foundations**
- 4. Implementing the Promotion Plan**

1. Introduction

Standard 145 of the Welsh Language Standards, as imposed on Gwynedd Council in accordance with Section 44 of the **Welsh Language Measure (Wales) 2011** sets a requirement on the Council to produce a 5-year strategy that will show how we intend to promote and facilitate the use of the Welsh language in the county.

Gwynedd Council has a long history of promoting and protecting the Welsh language as a natural means of communication in all of its services. The language is given a prominent place in the strategic plans of the Council, and the Language Policy sets out our commitment to the Welsh language by noting that it is the responsibility of **all** staff and council Members to promote the Welsh language in all aspects of their work.

The **Gwynedd Council Plan 2018-23** sets as one of its well-being objectives the aims to ensure that all residents can live in a community where the Welsh language is a natural part of life.

This is not the Council's first language strategy as the Gwynedd Welsh Language Strategy (latest version 2014-2018) had set out the priority and foundations for the work of *Hunaniaith*, the language initiative that has been operating as part of the Council's Language Unit, for several years. This strategy, therefore, sets out the current opportunities available to promote and increase use of the Welsh language as a natural part of everyday life in the county, and also reflects the Council's wider commitments in relation to the Welsh language, in areas such as education, planning and care and social services¹, and complements the priorities noted in the **Gwynedd Council Plan** and the **Gwynedd and Anglesey Well-being Plan**.

The Strategy will also offer ideas on how Gwynedd can contribute towards the **Welsh Government Language Strategy: Cymraeg 2050**, which sets the target of getting a million Welsh-speakers in Wales by 2050.

The implementation and success of the Strategy will depend on cooperation with many partners, such as public bodies and community groups, in order to tackle the various challenges and barriers that face the Welsh language across the county.

¹ More than just words.... Follow-on strategic framework for Welsh language services in health, social services and social care
<http://gov.wales/topics/health/publications/health/guidance/words/?skip=1&lang=en>

2. Summary of the present situation and challenges

2.1 Key statistics

According to the 2011 Census 65.4% of the population of Gwynedd can speak Welsh.

There was an increase in the percentage of Welsh-speakers in some parts of the county, namely the wards of Waunfawr, Ogwen, y Groeslon, Llanbedr, Corris/Mawddwy and an increase back over the 70% mark in the ward of Clynnog.

However, there was a general decline in the number of wards with over 70% of the population able to speak Welsh, with only 39 left of the 71 wards according to the 2011 census.

The largest drop in Welsh-speakers was seen in the 65+ age group, with the biggest increase amongst the youngest of our population, with an increase from 70.9% to 73.0% in the 3-4 age group and from 91.8% to 92.3% in the 5-15 age group, which suggests that early years programmes and the education system is doing a good job of setting strong foundations for the children and young people in regards to their abilities and use of the language.

2.2 Summary of the challenges

In order to find the opportunities to increase the use of the Welsh language that will lead to the increase in the number of speakers, we must also acknowledge the challenges and barriers that stop that from happening. We need to be able to identify those areas in the county or parts of life where people use less of the language during their day to day lives, and understand the factors that can affect the personal language use of individuals.

Certainly, the challenge, and one of the most important factors in the prosperity of the language in Gwynedd, is to get people to use the skills and abilities they have in as many situations and circumstances as possible.

In order to encourage that increase in use, we need to consider the effects of the following factors, and how we can counteract them to increase the opportunities available to people in all parts of the county to use and feel a connection with the language.

- **Geographical challenges :**

Varying levels in the number and percentage of Welsh-speakers across the county, and the range of jobs/services available in some rural areas, means that different answers and interventions are needed in different areas in order to protect the Welsh language.

- **Mobility and migration:**

Young people moving out of the area to find work and fewer families moving in to some areas – particularly rural ones – because of a lack of services. The number moving into areas from other areas of the county and outside Gwynedd create demographic changes.

- **Transferring the language within the family:**

Families not transferring the language to the children, leading to losing the language as a language of the home.

- **Losing Welsh-speakers after 16 years of age:**

No steady progression in regards to language use as young people leave education and stop using the language when they move into work or in their social life as young adults.

- **The status of the Welsh language as a language of business:**

The language not given a prominent enough place in business.

- **Opportunities and support for learners:**

A number of newcomers who are keen to learn but find it difficult because of a lack of timely and convenient opportunities.

- **Technological influences:**

Technology plays an increasing role in people's lives, particularly young people. The lack of Welsh-medium resources and developments means that there is an increasing English influence on everyday lives.

- **People's confidence in their own ability and skills:**

A lack of opportunities to use the language regularly in socialising, and difficulties in accessing Welsh-medium services can lead to a lack of confidence, and to less use.

3. What we would like to see

Our wish for the long term is to see Gwynedd raise again over the 70% mark for the percentage of Welsh speakers, and the percentage being maintained above that number in the strongest communities.

Our successful education system already means that 92% of the 5-15 age group can speak Welsh. The challenge for us is getting those Welsh speakers to continue to do so through their lives.

Our priority for the first period of this plan, leading up to the next Census in 2021, therefore, is to increase the opportunities for using the Welsh Language, to increase the confidence of those who don't consider themselves Welsh speakers, and also to look at opportunities that will help us keep young people in their communities.

To get to that point of increased use, these are the things that we need to see happening:

- Families that see the benefit of using the language as a language of the home
- Schools and educational institutions that give encouragement and support to developing confident Welsh-speakers
- Young people that see a value to the language as a skill for life and as a means of entertainment and socialising, and who use it in every aspect of their lives
- Public bodies that offer Welsh language services regularly and to a high standard
- Private and business sector that gives the Welsh language value and status and that understands its value as a skill and a business asset
- The Welsh language is used naturally when developing and using technology
- Community groups given support to maintain the language as the natural means of communication and to ensure that people of all linguistic and social backgrounds are included in community activities.
- The Welsh language given prominence in economic, housing and planning schemes locally in order to ensure that any schemes and developments contribute in a positive way towards the efforts to safeguard the Welsh language in our communities
- Residents that are confident in using the Welsh language and show good will and a positive attitude towards it.

In the next part of the document, we will take a closer look at some of the points above under five thematic areas that also reflect the key strategic areas in the Welsh Governments Language Strategy, Cymraeg 2050.

Specific steps and work streams that contribute the vision and change we would like to see under the five main priority areas will be identified in an action plan, which will be an Appendix to this Promotion Plan.

3.1 Priority Area 1 – The language of the family

The vision...

- Better collaboration between partner organisations to ensure that Welsh medium care providers are monitored and supported adequately.
- Better understanding amongst parents of the value of transferring the language to their children, and of the benefits of bilingualism and multilingualism
- An increase in the number play opportunities available for pre-school age children through the medium of Welsh
- An increase in the number of opportunities for families and parents to learn some Welsh in order to use those skills with their families.
- An increase in the number of children who come from homes where more than one language is spoken who can speak Welsh.

The statistics..

90% of 3-4 year olds in Gwynedd can speak Welsh if they come from homes where both parents speak Welsh.

63% of 3-4 year olds can speak Welsh when only one parent in the home can speak Welsh.

Even more positively, 35% of children in Gwynedd who are being raised in homes where neither parent can speak Welsh, are noted as Welsh-speakers in the 2011 census.

What needs to happen next?

In order for the Welsh language to be a natural means of communication in families, we must ensure that positive language patterns are set from early on in children's lives. The priority in this area as a result is to work with agencies and partners in the early years sector to ensure that positive and consistent messages are being shared with parents and carers about the value of the language, not only for the children but for the whole family, and also to ensure there are enough opportunities provided that will encourage more families to learn the language alongside their children.

We need to make sure that efforts are targeted effectively, and therefore we will need to ensure that resources and expertise are shared effectively between organisations and providers to ensure the widest and best possible reach and influence.

We need to ensure that early year care providers are given all the support they need to maintain the language medium of the care, and to have the best possible influence on the language acquisition of children in their care.

We need to make sure that enough informal play opportunities are available that will encourage parents and carers to learn and use the Welsh language with their children. They should be welcoming and supportive to anyone, whatever their own language abilities, and be available across the county.

There are also a host of independent groups and providers in Gwynedd, who provide a variety of informal play and socialising opportunities for young families, such as story and song sessions, swimming and keep fit sessions.

This provides an opportunity to influence those providers by offering them language awareness sessions and training tailored especially for them on matters such as their role in conveying positive messages about the Welsh language to parents. *Hunaniaith* has already done some work in this area, in partnership with Cymraeg for Kids, and we would like to see that work continued and developed over the next few years.

3.2 Priority Area 2 – The language of learning

The vision...

- Schools that give the language prestige and value and encourage more use of the Welsh language as a medium of socialising, by continuing to implement the Language Charter in primary schools and the Language Strategy for secondary schools
- An increase in the number of young people who choose to study and receive qualifications or recognised accreditations through the medium of Welsh
- More pupils continuing to improve their Welsh language skills in transferring from primary to secondary, and on to post-compulsory education.
- More extended learning opportunities offered to young people – in the form of work experience and apprenticeships with employers that give the Welsh language a certain status. This will develop an understanding amongst young people of the demand for Welsh language skills in the workplace.

The statistics...

According to the 2011 Census, 1,997 or 73% of 3-4 year olds in Gwynedd can speak Welsh and 13,038 or 92% of 5-15 year olds.

According to the data of the Language Charter, published in the Gwynedd Well-being Assessment recently, only 41.2% of KS2 pupils use the Welsh language “all the time” on the schoolyard.

The percentage of Welsh-speakers in Gwynedd drops sharply when you move from the 3-15 age group to the 16-24 age group, from 89% to 58.6%.

The Welsh Language Strategy of the Welsh Government, Cymraeg 2050, notes that over half of Wales’s learners leave school at 16 years of age, moving on to further education, work-based learning or employment.

What needs to happen next?

In order to ensure that the Welsh language remains the main language of education and learning in the county, the priority for this area will be to ensure a strong link between the language of learning and the language of work, and raising awareness and understanding amongst teaching staff and the wider family of the school and college of their role in promoting the Welsh language within their establishments and their contribution to the wider vision for the county.

Various projects are being implemented by the Council’s Education Department in relation to this priority area, with Gwynedd Education Department’s Language Policy and the Welsh in Education Strategic Plan setting strong foundations for that work. In extending the reach and operation of those projects over the next few years, we hope to have a positive effect on the language use and choices of our young people, which in turn will lead to a better attitude towards the language as they grow older.

The project that will be the main focus for the next few years will be the **Secondary Sector Language Strategy**, which has been developed as a continuation to the work of the Language Charter – a project developed under the previous Gwynedd Language Strategy. The aim of the strategy is to ensure that the Welsh language is an effective medium for schoolwork and life in all its variations, and to have a positive influence on the language used by young people in a curricular and social context.

Every school will implement the **Secondary Sector Welsh Language Strategy**, and work towards ensuring that all school stakeholders are a part of the scheme. It will try and ensure that more young people choose to study and gain qualifications through the medium of Welsh in the secondary schools -that will hopefully lead to more studying through the medium of Welsh on the higher and further education level; developing young leaders by giving young people and school councils a clear role in organising activities and influencing the language use of their peers; and ensuring that school staff understand the role they have to play as role model and in encouraging and supporting students to make decisions that will develop their language skills.

The **Language Charter** for primary schools is continuing to grow as well – having been rolled out across the whole of Wales under the guidance of the Welsh Government. This project means that schools are working hard to have a positive influence on attitudes and use of the Welsh language outside the classroom, and continuing to provide support to the staff and wider school family will be essential over the next few years.

Post-compulsory education

We will also be working to try to reduce the number of natural Welsh-speakers we lose in Gwynedd as they leave the influence of the school environment.

There is a strong link here with the use of the Welsh language in business and work, and the need for young people to see the value of the language as an asset and a skill. We will therefore be working with post-compulsory education providers to strengthen the link between occupational courses and the work opportunities and employers in the county who are looking for employees with linguistic skills, in order to ensure that the skills and abilities needed in the local workplace is provided through the education system.

3.3 Priority Area 3 – the language of work and services

The vision...

- An increase in the number of residents who use the Welsh language in work and in using services – face to face and online
- An increased awareness amongst business owners and managers of the benefits of Welsh language skills in the workforce and the benefits of offering Welsh-medium services
- A better understanding and awareness of the opportunities provided by technology and resources to increase the use of the Welsh language and confidence in doing so within the workforce
- The Welsh language being given a central place in regional collaboration and in cross-county strategic plans.

The statistics...

According to the National Language Use Survey of 2013-15, 85% of the fluent Welsh-speakers in Gwynedd use the language every day. This has decreased from 90% in the 2004-06 survey.

Over 90% of Gwynedd Council staff can speak Welsh, which means that it is possible for the residents of Gwynedd to access Welsh-medium services wherever they are in the county.

What needs to happen next?

We will be trying to ensure that there are as few barriers as possible to using services through the medium of Welsh, in the public and private sectors, and that those services are as easy as possible to use and understand.

This will mean working together with the other bodies of the Public Services Board to increase the use of the Welsh language within public services in the county in order to encourage service users to use the Welsh language in their first contact with the public bodies, as well as developing an understanding amongst the bodies themselves of best practice in relation to greeting service users in that first contact.

The Council as an employer will develop a varied programme of language training in order to develop the skills of the workforce, to give people opportunities to learn whilst they work, to practice their newly acquired skills and to try to deal with the issues of confidence in written skills – all of this in order to lead to a positive change within the workplace. We will also work with Bangor University on behavioural change models in order to try to have a positive influence on the linguistic practices of the workforce. By developing the skills of the workforce we will ensure that our Welsh language services are provided consistently across the county.

We will need to find new ways of encouraging people to use Welsh language services, as online and face to face services change. And we will need to continue to ensure that the Welsh language is promoted and highlighted as part of contracts to co-provide or outsource services.

By setting and agreeing to strong conditions with partners and external providers, and insisting that working contracts adhere to our principles and standards, we can improve the quality of more services provided to the public.

In accordance with the commitment in the **Council Plan**, we will need to work with local businesses, and particularly in the tourism and leisure sectors, in order to provide clear guidance on giving the Welsh language a prominent platform in their activities, and to Welsh (and multilingual) skills in their recruitment policies. This would raise the profile of the language as a working language, as well as raising its profile amongst international visitors and contribute towards the sense of place for tourists.

In ensuring that workforces have the necessary ability and skills, and that businesses understand the need to give the Welsh language status in recruitment practices, we will increase the opportunities for people to use the Welsh language while seeking services.

We will be encouraging more businesses and bodies to adopt the active offer principle, and to realise that linguistic courtesy and respect towards the language choice of users can create a lot of good will, and that we should always strive to offer the services that meets the linguistic needs of the public rather than waiting for them to have to ask for them.

To that end, we will need to ensure there is practical support available for businesses in order to help them increase the use of the Welsh language in signage and written materials and all other aspects of the business.

To echo the priority in the Language of learning field, we will work with businesses and establishments that give a clear priority and status to the Welsh language in order to promote them as employers of choice for work experience, and in order to strengthen the link between linguistic choices in education and the language of work.

3.4 Priority Area 4 – the language of the community

The vision...

- A population that is confident in using whatever Welsh language skills they have in their daily lives and in the community.
- The Welsh language being visible, in advertising and conducting events, and less events being held in English only in our communities.
- Different social and community factions, including less willing speakers of the language, being made to feel a part of the “Welsh community”.
- Working towards ensuring that more community events are inclusive - that learners and less confident speakers feel that they are supported in Welsh medium activities.
- Community groups and councils are aware of their role, and are given support to organise and put on activities that actively promote the Welsh language
- Young people being encouraged to be community leaders by organising events that influence the language use of their peers.
- The Welsh language given a clear and obvious priority in economic, housing and planning schemes locally in order to ensure that any schemes and developments contribute in a positive way towards the efforts to safeguard and strengthen the position of the Welsh language in our communities.

The statistics...

The National Language Use Survey of 2013-15 (Welsh Government and Welsh Language Commissioner 2015) shows that an increasing number of people consider themselves Welsh-speakers, but not fluent speakers, with that number increasing from 13,800 in 2004-06 to 19,400 in 2013-15.

What needs to happen next?

The *menter iaith* (language initiative) in Gwynedd is *Hunaniaith*, and operates as part of the Council's language unit, and as such the work carried out by them and their partners will be crucial in implementing the vision in this specific area.

Hunaniaith will continue to develop projects, alongside community partners and organisations, that will:

- provide opportunities for people to use the Welsh language naturally in new and varied contexts,
- look for opportunities to develop the use of the language in technology,
- give those that are less willing to speak, or that are new speakers, the opportunities to practice and gain confidence
- offer support to local voluntary groups and community representatives
- raise awareness and understanding of the role each and every one of us has to play in sustaining the language, and to increase the pride in it as a living language.

Hunaniaith will also work with the Youth Service to ensure there are varied opportunities available to young people, who are at a very vulnerable and influential stage of their lives, to use the language in a variety of contexts. We will also be using schemes like PCAI (a project that aims to support the language use of young people) in order to encourage confidence and skills in young people in organising activities and increasing the use of the Welsh language amongst peers.

We also aim to work with other bodies such as Grŵp Cynefin, Cartrefi Cymunedol Gwynedd and Pontio, who work with communities, to ensure the widest possible reach and influence, and to offer support to locations who offer family activities and activities during school holidays in order to increase the Welsh offer.

In order to support this work, it is crucial that community representatives and elected members are aware of their potential role and influence, and that they use the local knowledge that they have to refer businesses and individuals for support, and to ensure that the Welsh language is given fair play in activities of all sizes in our communities. Raising the status of the Welsh language within some of the high profile large events, and seeing organisers giving Welsh language providers and entertainers a prominent platform would show the community as a whole and especially young people, that there is value to the language in all fields.

It will also be very important that the language is given the proper priority and attention in the Council's strategic plans and policies that have an effect on communities, and ensuring that any impact assessments on new proposals or policies take into consideration any possible effect on the ability of the local population to use and hear the Welsh language.

The Council's Welsh Language Unit and Planning Unit will continue to work together in order to develop expertise in linguistic planning. The Language Unit will provide specialist and independent input for the Planning Unit in order to protect linguistic interests within the planning process.

Priority Area 5 – Research and technology – setting the right foundations

The vision...

- More people ready and willing to use the Welsh language in the context of technology.
- Supporting growth in the technology sector by promoting new developments and the development of young people's skills in the field.
- More public and educational bodies using Welsh language software and technology.
- Developing a better understanding of people's habits in using the Welsh language in order to find new ways of influencing and encouraging people's use of the language.

What needs to happen next?

We will try to use our unique situation and the large concentration of Welsh-speakers in the county in order to have a better understanding of the habits and trends of people in using the Welsh language, and in particular their use of the Welsh language while using technology.

We will develop the working relationship with Bangor University, and other universities in Wales, in order to identify opportunities to contribute towards research in the fields of language planning and behavioural change. This in turn will help us to have a better understanding of how people use the language in different contexts and how we can adapt to those changes. We will work in particular with Bangor University on behavioural change models, and to offer work experience opportunities for students that will give them a better understanding of the practical elements of language planning, and to contribute towards developing expertise in the field.

As a Council, we will look at projects that will encourage more people to use the Welsh language on the internet, on social media and in using self-service, and consider the most effective way of using the Welsh language in those contexts to encourage and increase use.

5. Implementing the Strategy

This Plan concentrates mainly on those areas on which the Council has direct influence, and on work that will be lead by departments within the Council. However, as the priorities and plans of many other bodies and agencies overlap ours in some of the strategic areas, many other partners and community organisations will also have a role to play in working with us to implement this plan and promoting the Welsh language across the county.

In order to ensure that our plans have the best possible effect and that they contribute towards wider efforts to increase the use of the Welsh language – and as a result the number of Welsh speakers – we will need to ensure an appropriate platform for sharing information and coordinating efforts, as well as monitoring the progress of joint plans.

In working across Gwynedd and Anglesey, for example, the Public Services Board can influence other bodies like the Health Board and other bodies who provide services to the public.

Maintaining effective relationships with organisations such as Cymraeg for Kids, Mudiad Meithrin, the Urdd, and the YFC, who receive funding through the Welsh promotion grant distributed by the Welsh Government, will also be crucial in order to ensure there is no duplication of work, and that our efforts to protect and promote the language is going in the same direction.

The other main partners which have been identified include:

Internal services:	Bangor University
Early Years	Mudiad Meithrin
Education Department	Welsh for Kids
Libraries	Health Service – Betsi Cadwaladr
Youth Service	Snowdonia National Park
Business Services	National Trust
Economy and Communities	Urdd
Planning Department	Ffermwyr Ifanc / YFC
	Grŵp Llandrillo Menai
Hunaniaith	Cartrefi Cymunedol Gwynedd
Menter Iaith Bangor	Grŵp Cynefin
Business World Officer (Welsh Government and Mentrau Iaith)	Community and Town Councils
	Community establishments and providers

The annual work programme for the Promotion Plan (the initial Year 1 Work Plan will be published with this final draft) will contain details of the ideas we have for interventions and working together to increase the use of the Welsh language.

The aim is that the Welsh language, and the promotion of its use, becomes a natural part of policy and the implementation of economic and regeneration plans, planning, housing policy, education and integration and that the Welsh language and language planning is an essential part of developing plans, strategies, programmes, policies and activities provided and held in Gwynedd. All this alongside the numerous campaigns to promote the Welsh language that are implemented directly by communities themselves.

Initial Work Programme for the Welsh Language Promotion Plan in Gwynedd 2018-2023

Introduction:

This work programme is proposed as a starting point for implementing the priorities identified in the Promotion Plan. It highlights schemes that are currently a part of the Council's work and also gives suggestions for projects that could be developed, jointly with other organisations, over the period of the Plan.

This work programme will be a live document, which will be updated and amended as discussions and schemes develop. Details about the exact projects or collaboration commitments will be added as they become known, and as new areas and opportunities arise in discussions with partner organisations.

Therefore, under every priority area, we remind you of what we have stated in the Promotion Plan that we would like to see happening, and what steps we hope to take in order to increase the use of the Welsh language in that area.

Priority Area 1 – The language of the family

The vision...

- Better collaboration between partner agencies in order to ensure that Welsh-medium care providers are monitored and supported appropriately.
- A better understanding amongst parents of the value of transferring the language to their children, and of the benefits of multilingualism.
- An increase in the number of pre-school age children that have access to play opportunities through the medium of Welsh.
- An increase in the number of parents who learn some Welsh and use those acquired skills with their families.
- An increase in the number of children who come from homes where more than one language is spoken who can speak Welsh.

Actions

- Establish collaboration and information-sharing arrangements on a county level for the Early Years field, with the aim of:
 - avoiding duplication and ensuring that resources are targeted appropriately
 - collaborating on a training programme for early years workers
 - developing ideas such as establishing a Language Charter for pre-school age care providers
 - identifying collaboration opportunities in order to increase Welsh-medium play and learning opportunities for the family.
- Offer training for care providers and providers of activities for pre-school age children and their parents in order to:
 - develop their understanding of the advantages of multilingualism and the way they can influence the attitudes of parents with whom they will come into contact
 - develop their understanding of how to support learners
 - develop bilingual introducing skills
- Offer support and collaboration with activity providers to increase the number of family activities offered through the medium of Welsh, and which give children and families opportunities to use and practise their Welsh in a wide variety of informal and supportive contexts.

3.2 Priority Area 2 – The language of learning

The vision...

- Schools that give the language prestige and value and encourage more use of the language as a medium for learning and socialising by continuing to implement the Language Charter and the Language Strategy.
- An increase in the number of young people that choose to study and receive qualifications through the medium of Welsh.
- More pupils continuing to improve their Welsh language skills in transferring from primary to secondary, and on to post-compulsory education.
- More extended learning opportunities offered to young people – in the form of work experience and apprenticeships with employers that give a prominent status to the Welsh language – which will develop young people’s understanding of the need for Welsh language skills in the workplace.

Actions

- Implement the current priorities of the Education Department’s plans which look at developing use of the Welsh language in an education and social context:
 1. Welsh in Education Strategic Plan
 2. Primary Schools Language Charter
 3. Secondary Sector Language Strategy
- Ensure that there are increasing opportunities for young people to gain qualifications and accreditations beyond the education provision and in various fields that will develop their Welsh-language skills.

This will be done by providing opportunities directly and also by influencing national providers and accreditors.
- Co-ordinate work with the Youth service to ensure that more extra-curricular and informal learning opportunities are offered through the medium of Welsh, consistently across the county.
- Develop a joint project between education providers and employers, in order to raise young people’s awareness about the need for Welsh-language skills for jobs at all levels, looking at securing formal and informal work experience, and develop an information sharing network between education providers and employers.

3.3 Priority Area 3 – the language of work and services

The vision...

- An increase in the number of residents who use the Welsh language in work and in using services – face to face and online
- An increased awareness amongst business owners and managers of the benefits of Welsh language skills in the workforce and the benefits of offering Welsh-medium services
- A better understanding and awareness of the opportunities provided by technology and resources to increase the use of the Welsh language and confidence in doing so within the workforce
- The Welsh language being given a central place in regional collaboration and in cross-county strategic plans.

Actions

- Collaborate on the Well-being Plan project through the Gwynedd and Anglesey Public Services Board to encourage more people to use the language in their first contact with public services.
- Implement the Gwynedd Council Plan project with the intention of encouraging businesses to use the language when offering services. This will include businesses and event organisers across several sectors.
- Continue to collaborate with the Betsi Cadwaladr Health Board on projects that offer guidance and training to the primary care sector.
- Research potential opportunities to contribute to strengthening and developing growth sectors in the county, such as technology and app development, looking at developing young people's skills in this field.
- Provide training within the Council which will increase confidence levels and use of the Welsh language in work and look specifically at developing the language skills of staff in work fields which are considered frontline, sensitive ones:
 - Youth
 - Leisure
 - Care

3.4 Priority Area 4 – the language of the community

The vision...

- Residents who are confident using whichever skills they have in Welsh when living their daily lives in our communities.
- The Welsh language visible, in activities and in advertising and fewer English only activities held in communities.
- Different social and community factions, including less willing speakers of the language, being made to feel a part of the “Welsh community”.
- Working to ensure that more community events are inclusive – that learners and less confident speakers feel that they are supported in Welsh-medium activities.
- An increase in the number and percentage of the population that consider themselves fluent Welsh speakers.
- Community councils and groups aware of their potential role and are given support to arrange and hold activities to actively promote the Welsh language.
- Young people being encouraged to be community leaders by organising events that influence the language use of their peers.
- The Welsh language given a clear priority in economic, housing and planning schemes locally in order to ensure that any schemes and developments contribute in a positive way towards the efforts to safeguard and strengthen the position of the Welsh language in our communities.

Actions

- Improve collaboration between the Council and community groups in order to ensure that community stakeholders have a voice when determining where resources and intervention are directed.
- Hold regular sessions with councillors and representatives of community councils and organisations in order to raise awareness about their role in promoting the Welsh language within the community.
- Provide targeted intervention for specific areas, through the work of *Hunaniaith*, which will seek to:
 - Provide varied and consistent opportunities for families, young people and learners to come together to use the language in a variety of contexts
 - Offer support to community groups and organisations to arrange and hold activities
 - Offer support for businesses to make more prominent use of the Welsh language

- Look at ways we can influence and ensure that major activities held in the county use the language proactively and reflect the linguistic constitution of the county, by:
 - offering support to event organisers
 - monitoring language use at events which are funded or receive support by the Council or Welsh Government
- Strengthen our influence on the private sector through the planning process, including:
 - Securing the impact assessment arrangements (SPG) within the planning process in order to ensure that any developers understand the effect of their plans on the local community and set and implement appropriate mitigation measures.
 - Contribute expertise to external groups or forums in the context of major developments such as Wylfa, Horizon.
 - Develop an information-sharing system with community councils and the planning department (and the National Park) in order to ensure that information about change of use applications are referred promptly for support and guidance.

3.4 Priority Area 5 – Research and technology – setting the right foundations

The vision...

- More people willing to use the Welsh language when using technology
- Supporting growth in the technology sector by promoting new developments and developing the skills of young people in the field
- More public and education institutions using Welsh-medium software and technology
- Develop a better understanding of people's habits when using the Welsh language in order to be able to find new ways of influencing language practices

Actions

- Collaborate with Bangor University on developing the *Arfer* project – which looks at changing the language use patterns and practices of colleagues – in order to find new ways of influencing people's language practices and ensure that they have the confidence to use the language with colleagues.
- Facilitate the process of sharing information about research fields and about new findings or publications that contribute to our understanding of practices and changes in the field.
- Offer work experience opportunities to students in relevant courses in order to give a practical experience and contribute to developing future expertise in linguistic planning.
- Develop ideas for projects that will increase the use of the language in the context of technology.

Agenda Item 7

GWYNEDD COUNCIL CABINET

Report for a meeting of Gwynedd Council Cabinet

Date:	18 September 2018
Title of Item:	Performance Report of the Cabinet Member for Corporate and Legal Support
Purpose:	To accept and note the information in the report
Cabinet Member:	Councillor Nia Jeffreys
Contact Officer:	Dilwyn Williams, Chief Executive

1. INTRODUCTION

- 1.1 The purpose of this report is to update my fellow members on what has been happening in the fields within my remit as Cabinet Member for Corporate and Legal Support. This includes outlining progress against the pledges within the Council's Plan; the progress of the performance measures; and the latest in relation to the plans for savings and cuts.
- 1.2 I will remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the Corporate Support Department and the Legal Service's management team, which also included a representation from the Scrutiny Committee.
- 1.3 On the whole, I am happy with the progress of the lead projects within the Strategic Plan and the performance measures for which I am responsible.

2 THE DECISION SOUGHT

- 2.1 To accept and note the information in the report.

3 COUNCIL PLAN PROJECTS

3.1 Promoting the use of the Welsh language within the Council's Services

- 3.2 The work of promoting the use of the Welsh language within the Council's Services is continuing, with the focus on ensuring the provision of Council services through the medium of Welsh. One element that has been highlighted is the weaknesses within the recruitment process, where the linguistic requirements for posts are not always clear. To assist with the situation we have developed new language designations that are more

detailed. We will also continue to promote the support that is available for staff who wish to improve or polish their language skills, and to ensure that the Council does not distance itself from the community through its language use.

3.3 The Welsh Language in Public Services

- 3.4 An initial meeting was held with the Local Services Board's Welsh Language Sub-group in June to identify possible work streams. We will now further develop these work streams to focus on the citizen's experience of engaging with public services through the medium of Welsh.

3.5 Keeping the Benefit Local

- 3.6 The work of encouraging local businesses to compete for Council work is ongoing. The service continues to engage with the business community to ensure that businesses are qualified and receive support to submit high quality tenders. The service is also attempting to ensure that contractual requirements do not unnecessarily restrict competition, and provide businesses with comprehensive feedback following a tendering process. The Council's local expenditure continues to increase gradually year on year, with an increase from 56% in 2015-16 to 62% in 2017-18, and I am pleased with this.

- 3.7 In a previous challenge meeting my predecessor asked whether more of the Council's planned maintenance work could be internalised to ensure that it was undertaken by local workers. Following investigation it was concluded that it would not be practical to change the current situation because of the range of expertise needed and the seasonal nature of the work. Of course, we have already internalised an element of the small responsive maintenance work, which has led to an improved response and a decrease in costs.

- 3.8 I have some concern whether we have harvested the savings that are being delivered by the good work in this field, and I have requested that work takes place to investigate this.

3.9 Empowering Units to Implement Ffordd Gwynedd

- 3.10 I am pleased to note that 130 managers and some other officers have now received six days training to empower them to implement Ffordd Gwynedd. The training has already prompted an eagerness to examine the Council's systems to ensure that all services place the people of Gwynedd at the centre of everything they do. While this places an increased demand on the small team that support Ffordd Gwynedd, it is very positive to see service managers driving the work forward.

- 3.11 The original Ffordd Gwynedd Strategy has now come to an end, and we need to consider the next steps to ensure that the principles are further

embedded throughout the Council. There is work in the pipeline to produce a suitable plan for the future.

3.12 **Savings Schemes**

3.13 There are no signs that the continued cuts in funding from Welsh Government to pay for key services that we provide will come to an end in the near future. We are therefore undertaking the necessary background work to prepare to consult with the Council's elected members and the people of Gwynedd on their priorities once our likely financial settlement is announced.

3.14 I am satisfied with the progress made to date on this plan, and am pleased to see effective collaboration in bringing together the various elements.

4 **PERFORMANCE**

4.1 A full report on the performance measures associated with the portfolio is provided in **Appendix 1**. I am responsible for remits within the **Corporate Support Department** and the **Legal Service**.

4.2 The Council's **Communication and Engagement Service is responsible for** the content of the Council's website. Between April and June 2018, 499,576 individuals used the Council's website. 470 chose to express their opinion on the website, and 372 (79%) gave a 5/5 score. From the 98 (21%) that noted a score that was below 5/5, 51 chose to submit a complaint or comment. The service has acted promptly to resolve the complaints, with 65% of the complaints resolved within three working days, and 86% resolved within seven working days. At the end of the reporting period there were two 'open' complaints, which are the subject of developmental work to improve the information available on the website.

4.3 Another aspect of the communication and engagement service's work is to collaborate with the Council's departments to facilitate a two-way dialogue with the people of Gwynedd. The comments received by the service remain extremely positive, with a 10/10 score received for the six schemes supported between April and June. Following an enquiry about press statements and similar communications released by the Service, it became evident that they were uncertain how much attention the statements attracted. To assist the Service and myself to measure the effectiveness of the Council's communication, I have asked the service to examine methods to measure the impact of the Council's public statements.

4.4 The **Community Safety Unit** is one component within the Council's **Business Support Service**. The Unit collaborates on a regional and multi-agency basis to reduce crime and disorder, address substance misuse, reduce re-offending and address antisocial behaviour. The Unit provides support for the Gwynedd and Anglesey Community Safety Partnership. One important part of the Unit's statutory duties is to lead Domestic Homicide Reviews, with two currently ongoing. These Reviews can lead to a drain on the Unit's

resources, and the Unit would find it difficult to cope with the additional workload if another review had to be conducted. As part of its commitment to continuous improvement, the Unit intends to circulate a questionnaire to partnership members to establish their views on the available support.

- 4.5 The **Council's Research and Analytics Service's** purpose is to develop the ability of the Council and other bodies to use information and evidence to make the best decisions for the people of Gwynedd. The service's quiet and diligent work has already paid dividends and has supported many service developments within the Council. Recently, it was also awarded a GwE contract by tender. This work will analyse education staff's linguistic skills across GwE's area, and, in due course, the skills and programmes developed for delivering this work will be used for other purposes. I am pleased that the service had been awarded this work, and I am certain that it will benefit from the experience of tendering for work and managing external customers.
- 4.6 **Health, Safety and Well-being Service** - While the work of qualifying Managers to conduct Health and Safety assessments has been progressing, it has become evident that it is difficult, in spite of all the engagement and persuasion, to convey the message regarding the importance of Health and Safety to a small core of managers. We must investigate this, and the Chief Executive and the Head of Corporate Support Department are undertaking further work. We intend to address this within the Council's employment capabilities framework to ensure that any manager who does not attend and / or does not implement the appropriate training is held accountable.
- 4.7 The **Galw Gwynedd and Gwynedd Shops Unit** provides prompt and accurate assistance to our customers to access Council services by providing answers, guidance and service. During the reporting period from April to June, Galw Gwynedd answered calls within an average of 53 seconds, with 6.28% calls missed. This maintained the service levels, while answering more calls than the same period last year.
- 4.8 There was an increase in the number of calls to the Council Tax Service asking about the premium during the first months of 2018. At one time, 46,704 customers had tried to get in touch, with only 18.56% of the calls answered by the Council Tax Service. Galw Gwynedd, the IT Service and the Council Tax Service collaborated to improve the situation, which led to 61% of calls being answered during June.
- 4.9 In relation to this, we are of course trying to give the public more choice when dealing with the Council, and to increase the numbers that are able to submit request for services online, by promoting **self-service**.
- 4.10 "ap Gwynedd" is now live, and Gwynedd's residents can inform us about pot holes; dog fouling; broken street lighting; and fly-tipping by using the phone app. The number of self-service accounts and log-ins are also

continuing to increase (33,090 accounts, an increase of 7,500 compared to this time last year and double the number of log-ins).

- 4.11 We have encountered initial difficulties with the on-line school payment system (for example, one school only had 15-20% of parents using it), but we are aware of the reasons, and there are plans to promote this service and to increase the number of parents using it across the County.
- 4.12 Having challenged the performance of the **Legal Service** I am happy with the progress of the work, with services stating that they were satisfied overall. There was one data protection incident during the period in question, although no sensitive or harmful data was disclosed. I am satisfied that the correct steps were taken to improve internal arrangements to try to prevent a similar incident in future.
- 4.13 Only the main performance matters are noted above. While I have held various detailed discussions on other matters within the units, I am satisfied that the performance of those other units are within the range of expected performance.

6 FINANCIAL POSITION / SAVINGS

- 6.1 All the savings plans for 2017/18 have been realised. There is currently work underway to examine options if further savings are needed from 2019/20 onwards.

7 NEXT STEPS AND TIMETABLE

- 7.1 None to note.

8 ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

8.1 Views of the Statutory Officers:

i. Monitoring Officer:

No Comments in terms of propriety

ii. Head of Finance Department:

I can confirm the accuracy of the financial aspects of the report by the Cabinet Member for Corporate Support and Legal, and I am pleased to confirm the contents of part 6 of the report, which is that the saving plans have been achieved

8.2 Views of the Local Member:

- 8.2.1 Not a local matter.

8.3 **Results of Any Consultation:**

8.3.1 None to note.

Appendices

Appendix 1 - Performance Measures

PERFORMANCE REPORT OF THE CABINET MEMBER FOR CORPORATE SUPPORT - PERFORMANCE DATA

PERFORMANCE PERIOD: APRIL – JULY 2018

Communication and Engagement Service

Purpose of the Service (Council's External Website):

To enable the public to use self-services on Gwynedd Council's website 24 hours a day, 7 days a week.

Performance Measure 1:

Number and percentage of users reporting that they are dissatisfied/very dissatisfied with the website (01 April 2018 – 30 June 2018)

- Total visits to the website during the period: **499,576**

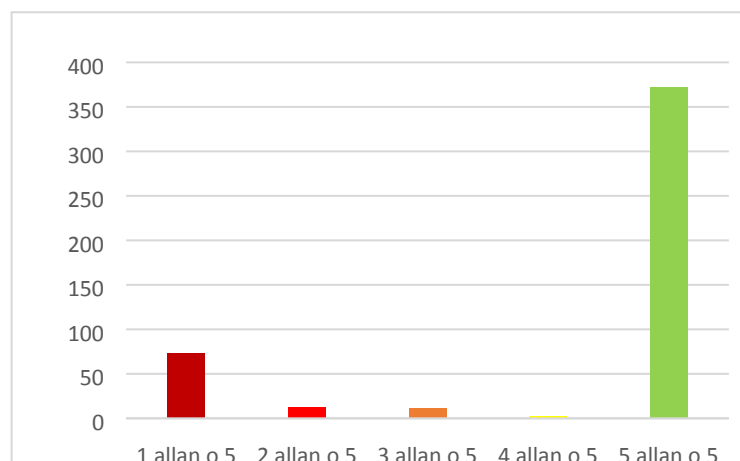
- Number that chose to express an opinion:

470 (0.09%)

- Total that noted a score of less than 5:
98 out of 470 (21%)

- Total that noted a score of 5/5:
372 out of 470 (79%)

- Change since last time:
Percentage noting a score of 5/5 increased +1%



The story behind the performance:

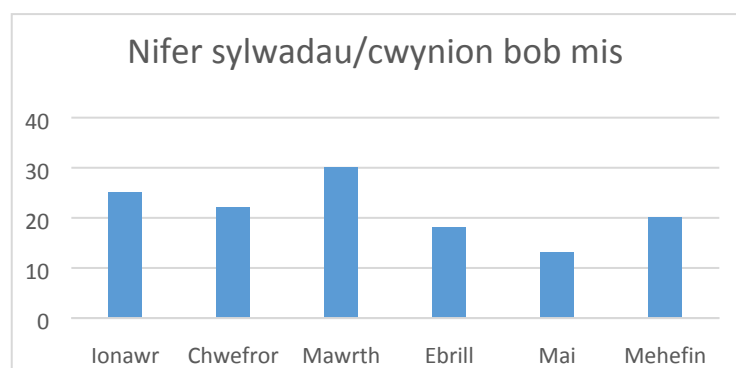
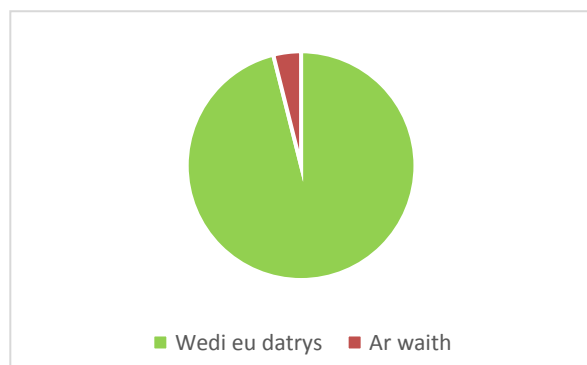
Only a small number took advantage of the feedback tool included on each page to express an opinion on the website.

Of these, only 98 stated that they were dissatisfied/very dissatisfied with the website by noting a score that was lower than 5/5. 51 of these chose to submit a complaint or comment.

Performance Measure 2:

How we have responded to the complaints and comments received (1 April 2018 – 30 June 2018):

- Total number of complaints received during the period: **51**
- Total number of complaints resolved : **49**
- Total number of complaints that continue to be “open”: **2**
- 33 (65%) of the comments / complaints were closed within three working days and 44 (86%) within seven working days



NATURE OF THE COMPLAINT/COMMENT/REQUEST	NUMBER	NOTES
Searching for information not already on the website	18	e.g. opening hours of cemeteries / further information about the council tax premium etc. Have worked with the individual services to provide the information on the website
Having difficulty finding information	9	Added links to assist to highlight the information, and added meta data to the pages to improve the search facility
Searching for an officer's phone number/e-mail address	7	A number of these referred to the Planning Service... only Galw Gwynedd's number and a self-service contact link are promoted
Incorrect / out-of-date information	6	A number of these referred to the fact that Storiell's timetable had not been updated. Arrangements in place requesting services to check their details
A technical problem / broken link	5	Difficulty with one bus timetable during the period
Other	6	Various / "one offs"

The story behind the performance:

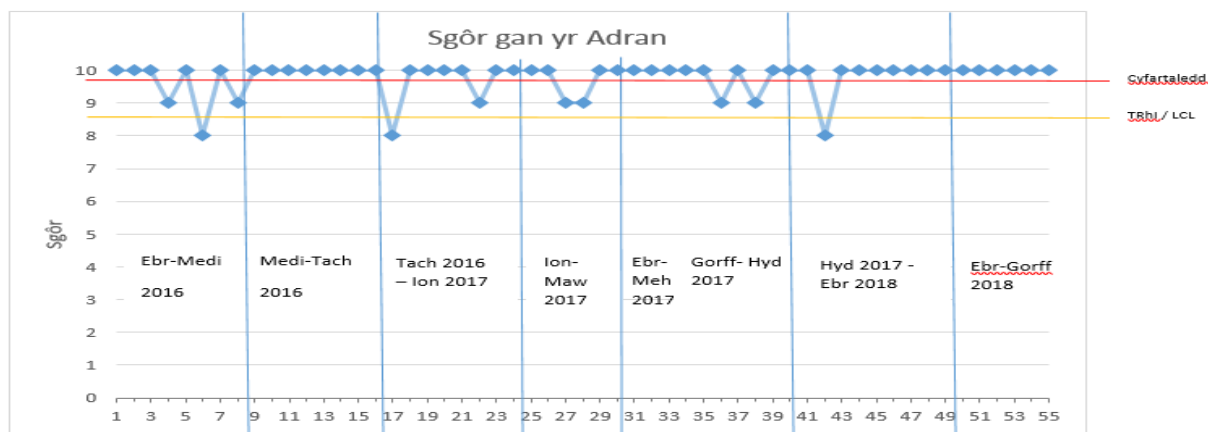
- In response to these complaints, the team has focussed on resolving the problem “once and for all” .
- Due to staffing changes and the decision to abolish one post from the Unit, there has been some slippage in time taken to resolve complaints during the last three months. Although it is not a significant slippage, alternative arrangements have been put in place to bridge the gap.
- Both unresolved comments/complaints refer to the need to improve how information about car parks is presented on the website. The Unit is collaborating with the Technical IT Team and the Parking Service to respond to these comments.

Purpose of the Service (External Communication):

To enable the Council to share information and hold a two-way dialogue with the people of Gwynedd

Performance Measure 1:

Communication and Engagement Plans - Score out of 10 received at the end of a specific scheme in response to the question: "To what extent has the support you have received from the Unit assisted you to engage effectively with the people of Gwynedd?"



The story behind the performance

- A 10/10 score was received for the six schemes that were supported between April and June.
- The feedback forms highlight the fact that the Council's services are of the opinion that the Unit adds value to their schemes, and that the new support is welcomed in relation to visual communication, expertise in creating video clips and the increasing use of social websites to communicate key messages.
- In relation to the Communication Unit's opinion on the collaboration, we note:
 - that individual services' awareness of the need to prepare and plan for the communication and engagement element of their work continues to increase;
 - services do not always appreciate the fact that their committee reports are of wider interest, and that consideration should be given to prepare pro-actively for this;
 - there is scope for improvement in relation to ensuring that the Unit has a clear brief for the support available to produce documents that are visually appealing, promotional videos etc.

Support Service

Purpose of the Service / Unit:

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

Performance Measure 1:

Contact applicants to seek feedback on the experience of applying for a post with the Council and identify whether there are any barriers which have created unnecessary problems

“Are you totally satisfied with the Service you received from the Support service?”

100% of the feedback was **completely** satisfied with the service.

The story behind the performance

Applicants are completely satisfied with the method of submitting an online application form.

Performance Measure 2:

Contact relevant Managers within the Council to seek feedback on the service and identify the barriers they may experience which create problems for them while serving the people of Gwynedd

“Are you totally satisfied with the Service you received from the Support service?”

68% of the feedback was **completely** satisfied with the service.

The story behind the performance

Circumstances arose which meant that staff members did not follow all the steps to complete the task correctly.

We have already identified a change in our working method to raise the standard and consistency of the work; however, a “dip” occurred because of a training and transformation period in our work tasks that has reflected upon the performance during this period (quarter 1).

Democratic Services

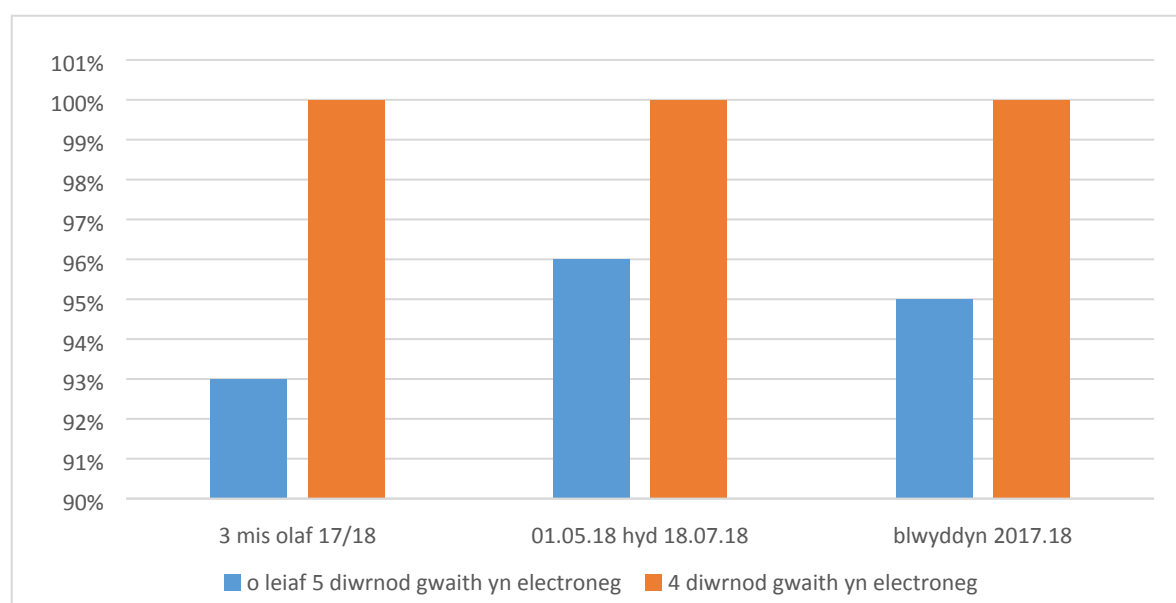
Purpose of the Service / Unit:

Support Councillors in order that they can make decisions and act in the interests of the residents of Gwynedd.

Enable clear arrangements and democratic accountability.

Performance Measure :

Percentage of committee agendas published electronically within time



The story behind the performance:

The above measure calculates the percentage of committee agenda published at least 5 working days prior to the committee for the Council's main committees. It indicates how promptly Gwynedd residents can see the documents that will be discussed.

The performance is high with 96% issued electronically at least 5 working days prior to the date of the committee for the start of 18/19.

Health, Safety and Well-being Service

Purpose of the Service / Unit:

Provide timely advice to the Council's officers, elected members and school governors on how to protect the health, safety and well-being of the staff and people of Gwynedd, and monitor quality.

Performance Measure 1:

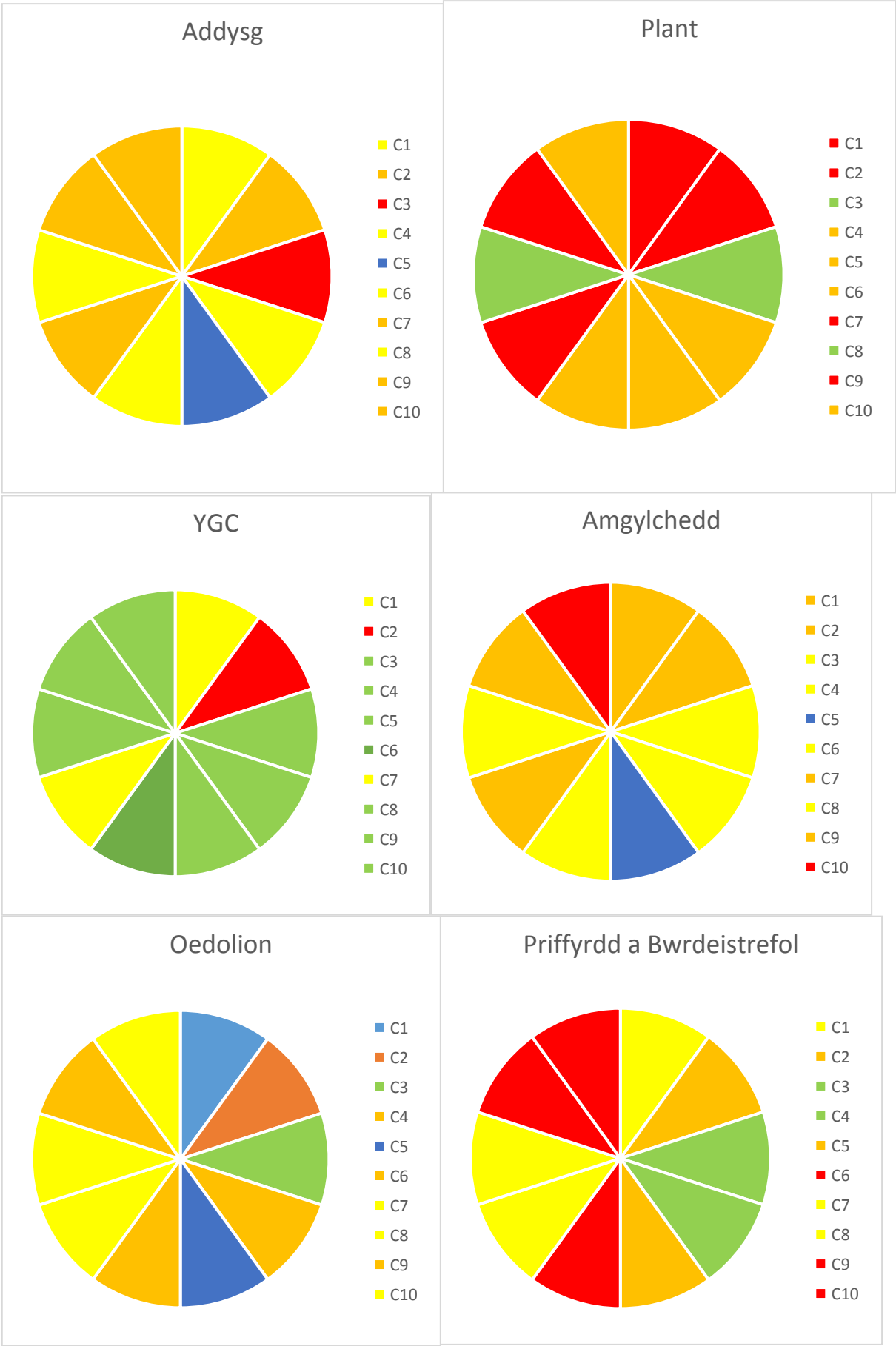
A number of shortcomings discovered during programmed inspections.

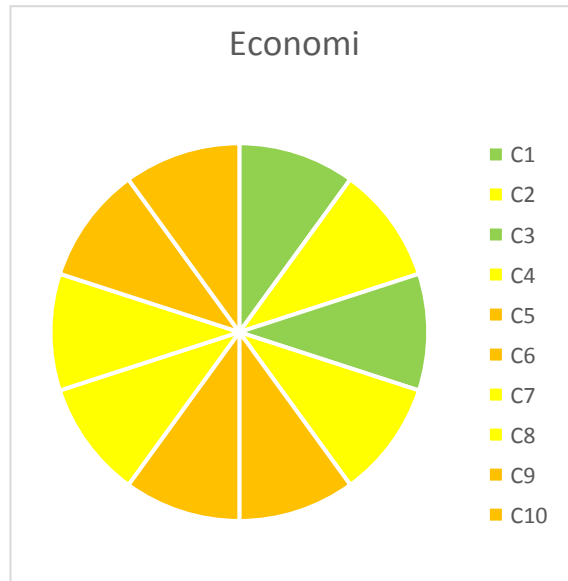
This continues to be a measure, however, a request was received at the previous performance challenge meeting to carry out a desk-top exercise to provide an overview to the Cabinet Member of the standards in each Department as the Health and Safety Advisers see things. This was due to the fact that the cycle to inspect each Service would take 5 years to complete, and there was a wish to obtain an overview of the situation sooner than that.

The Health and Safety Advisers have been allocated to work with specific Departments as the main point of contact. Every Adviser therefore has a much better overview and feel than others about how the Departments with which they are collaborating are performing on health and safety. The Advisers were asked ten standard questions about the specific Departments that they work with and the results are shown below in the form of coloured charts in the form of traffic lights, where red shows the greatest gaps. The questions have been drawn up so that they not only measure statutory compliance, but also provide a taster of the Department's position in terms of the managerial model from being relatively self-sufficient in terms of risk management, and drawing in the Adviser on significant matters only.

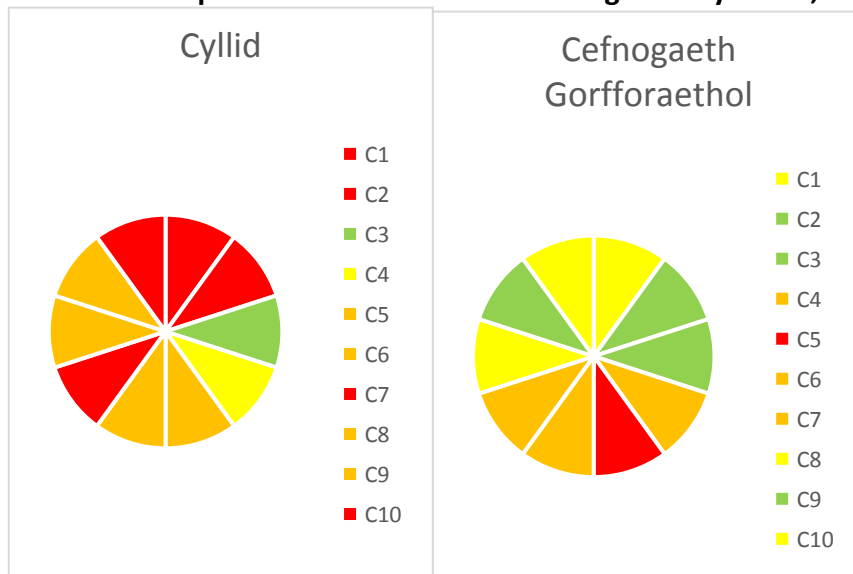
The ten questions relate to:

- C1. The number of accidents
- C2. Reporting on near misses
- C3. Arrangements and regular H&S forums
- C4. Training for managers
- C5. The ability to conduct a suitable and sufficient risk assessment independently of the central H&S team
- C6. Are there high risks when there are gaps in their management?
- C7. Projects and Transformation
- C8. Positive attitude and acting on recommendations
- C9. Variety in standards within the Department's Services
- C10. Staff training needs - identified?





2 Departments where the risks are generally lower, except for some Services



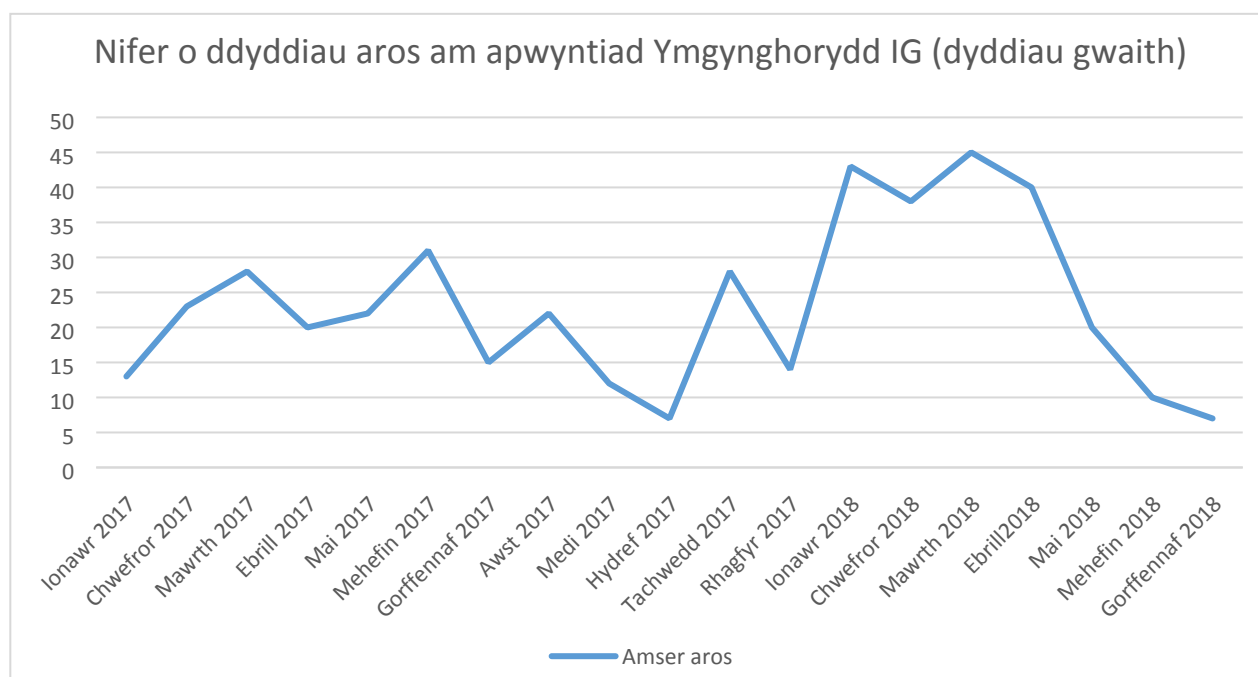
The story behind the performance

The story behind the above is that influencing skills have taken us far along the right path and that significant progress has been made in some Departments specifically, with some Departments now far ahead of others.

Performance Measure 2

Number of working days waiting for a H&S consultation

It was reported in April that the waiting time for an occupational health appointment was the longest it had ever been. Due to new appointments to the Unit and a change in the way of working, the waiting time is now longer than what it had been since the beginning of 2017.



The story behind the performance

The Occupational Health Unit has changed its work arrangements in an attempt to address the substantial waiting time to see an Adviser. This includes having to scrutinise every referral in order to identify the most suitable intervention. It is acknowledged that this would not always be a consultation.

It should also be noted that the number of referrals to Medra has reduced following a significant leap in the statistics at the beginning of the year. The figures are now back to normal.

Galw Gwynedd, Siopau Gwynedd and Registration Service

Registration Service

Purpose of the Service / Unit:

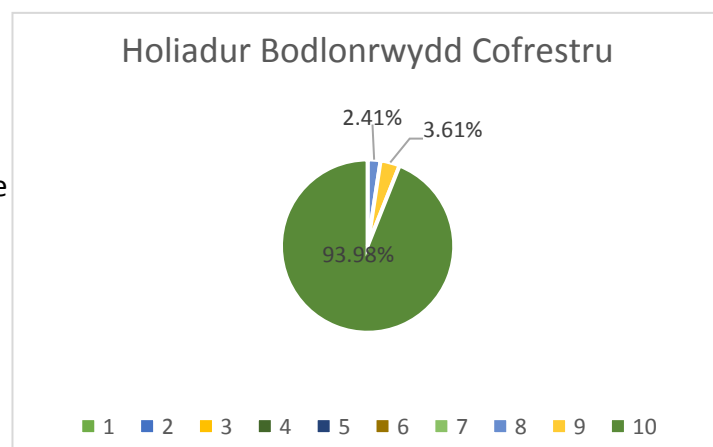
"Enable the public to register events in line with the requirements of the act, and provide copies of certificates"

Performance Measure 1:

Percentage of satisfaction questionnaires that score the Births, Marriages and Deaths Registration Service as good or better.

The story behind the performance

The only comments provided in the questionnaires about the registration service is that the interview room is too hot.



Galw Gwynedd and Siopau Gwynedd Service (Customer Contact)

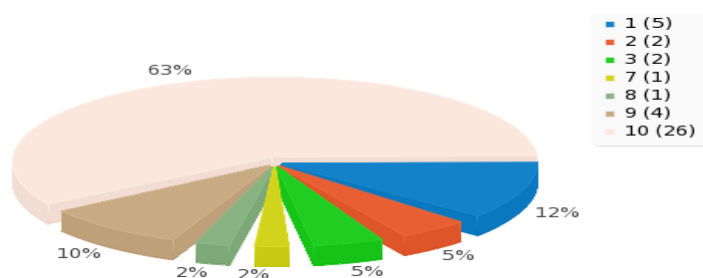
Purpose of the Service / Unit:

"Provide prompt and accurate assistance for customers to access Council services by providing answers, guidance and service"

Performance Measure 1:

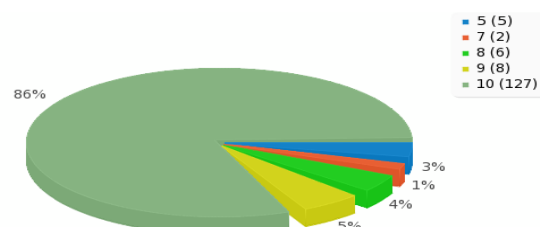
Galw Gwynedd Customer Satisfaction

Percentage and score of less than 10 noted with the service provided when contacting the Council by calling Galw Gwynedd



Performance Measure 2: Siopau Gwynedd Customer Satisfaction

Percentage and score of less than 10 noted with the service provided when contacting the Council through Siopau Gwynedd



The story behind the performance

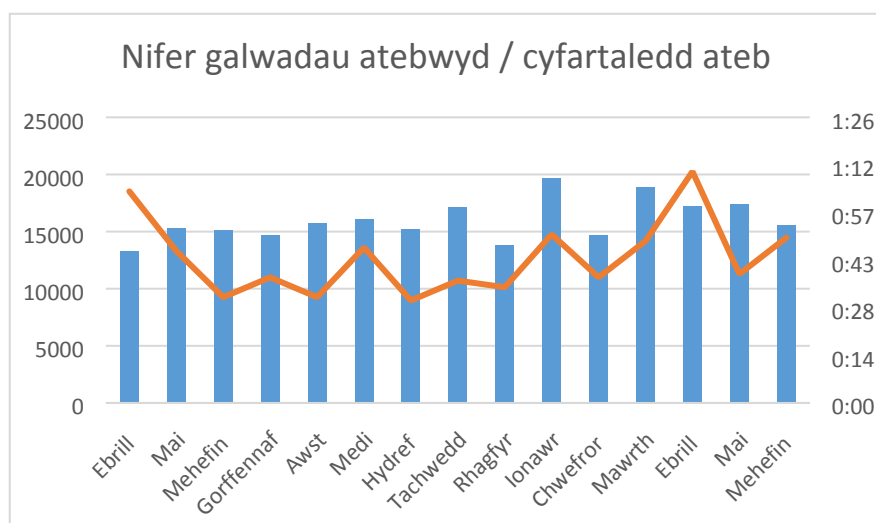
Over the past quarter, 86% have given Siopau Gwynedd a score of 10 and 14% scored them less, the majority of the customers who have noted a score of less than 10 report a shortcoming that is beyond our control, but we collaborate with other Services to resolve these problems.

Performance Measure 3 - Providing a Timely Service at Galw Gwynedd

Our accumulative performance for quarter 1 when answering calls is 0:53 seconds, with 6.28% of calls being missed. We have established a procedure so that we review our performance daily / weekly rather than on a monthly basis only, so that we can adapt our staffing arrangements as needed.

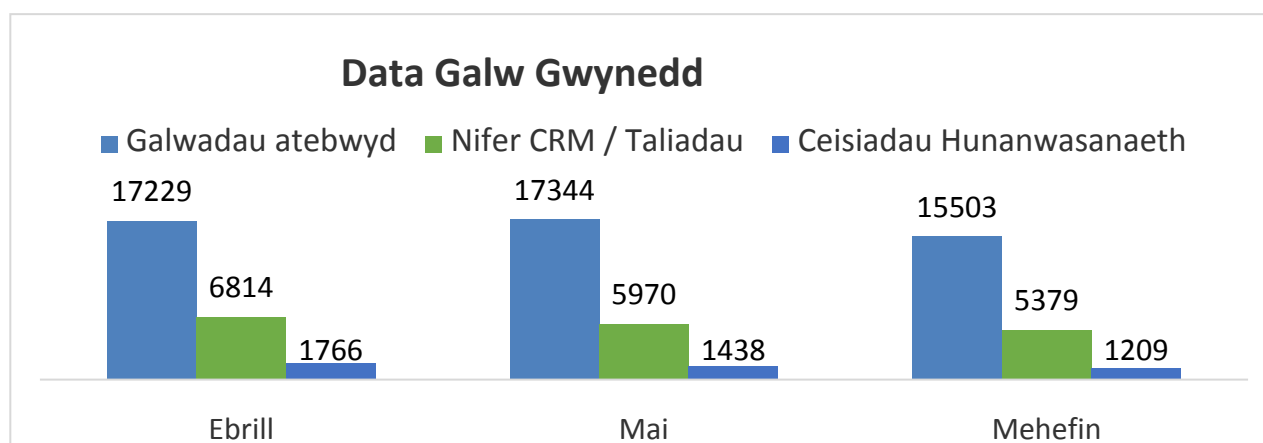
An increase has been seen in the number coming in to the Council through Galw Gwynedd over the final quarter of 2017/18 and April 2018/19. Galw Gwynedd staff have suggested that the increase is due to calls

to the Council Tax Service, with the Council Tax Manager reporting that they have received approximately 6000 more calls due to enquiries about the Council Tax premium. Due to the increase in the number of calls, this has affected our ability to answer calls within a reasonable time, and to miss more calls than usual as well.



Performance Measure 4 - Providing Answers / Service at Galw Gwynedd

Galw Gwynedd provides a service to 36.27% of the customers who contact Galw Gwynedd, against 42.39% last year. The percentage has dropped, and over the coming years, it is expected for us to see a further reduction as customers choose to contact us through their self-service account.

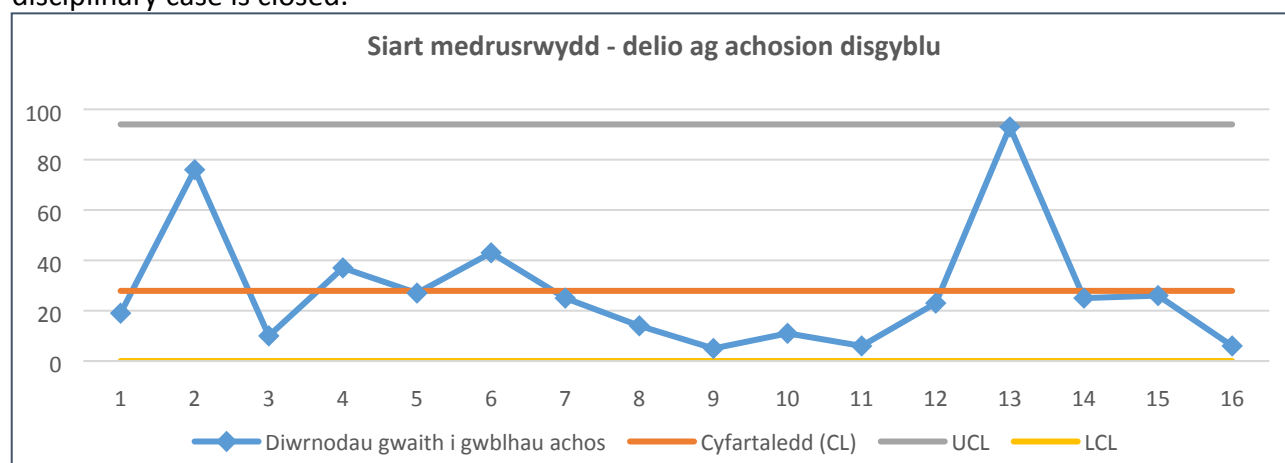


Human Resources Advisory Service

Purpose of the Service:

The Service is responsible for providing timely and good quality advice on employment matters. It also leads the work of reviewing and developing the local work conditions, and thus promote good employment principles.

Performance Measure 1: Disciplinary cases 2017 / 18 - number of working days passed before a disciplinary case is closed.



The story behind the performance:

The chart shows that the Council's performance varies greatly when dealing with disciplinary cases. Dealing with a disciplinary matter can pose a risk to the Council; dealing with a case incorrectly can lead to financial costs, long-term problems in terms of teams' morale, and it could harm the Council's reputation as an employer. We are of the opinion that we initially need to attempt the average time it takes to deal with cases.

Performance Measure 2: Number of employment appeals submitted to the Employment Appeals Committee, and the number of Committee decisions that go against the employer's decision.

Three appeal cases have been undertaken since the beginning of April, with the Committee going against the employer's decision in two of those cases.

The story behind the performance:

No specific concern arises from these decisions. As a general comment, four individuals have already registered appeals against the employer's decision (three cases have been held to date). Only three appeals were registered throughout 2017/18. The need to attempt to deal with appeals quickly is important in the eyes of the employment tribunals; there will be a need to monitor the Committee's ability to deal with appeals in a timely way if the case-load becomes heavy.

Performance measure 3: Number of days of sickness absence per head on average

Note: The following shows the figure up to 31 May. A verbal update will be provided on 1 August.

2017/18	2018/19
1.35	1.46

The story behind the performance:

Although there has been a slight increase in the absence levels, it is too early on in the year to come to firm conclusions on the reasons for that.

Translation Unit

Purpose

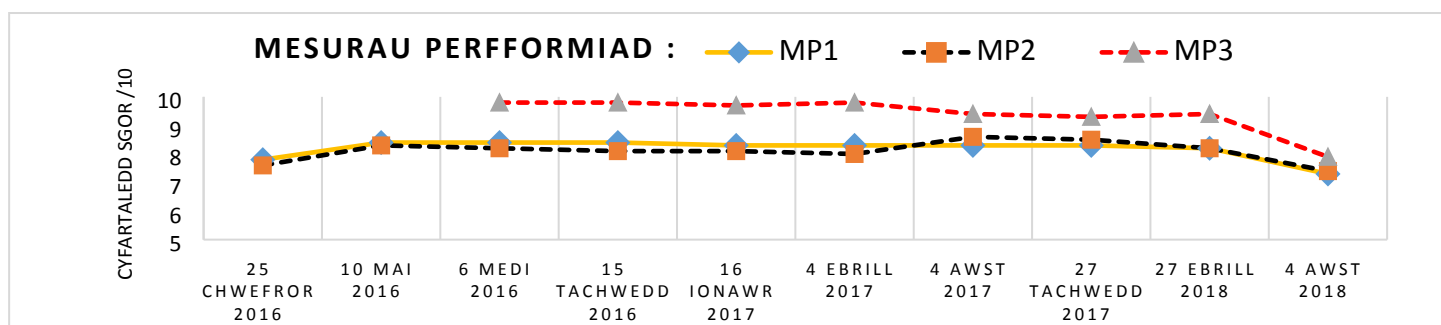
Providing written and oral Welsh and English translations to staff, members and residents

Measure - Definition	2014-15	Direction of Ambition	Latest Information	Comments (Narrative including the story)
Users' opinion on the quality of written translation work	100%	Maintain	100%	We have now received 64 responses to the questionnaires with all providing the highest possible score of 5. Positive comments were received, as follows (as well as those submitted at the previous meetings): <i>"Have recently sent 3 documents and have received a very swift response. An excellent service. Thank you."</i>
Users' opinion on the quality of simultaneous translation work	100%	Maintain	86% (6/7)	We have received seven responses to the feedback cards regarding Simultaneous Translation at meetings in this quarter (in addition to the nine reported previously). All but one gave the highest possible score of 5. One score of four was given, and the explanation for that can be seen in the comment below: <i>"Clear and concise translation. Good calm voice. Would consider 2 translators if meeting over 1.5 hours (or I would have scored 5)"</i> <i>"Very good and clear translation!"</i>

Learning and Development Service:

Purpose of the Service:

Offer a consultative service and provide an appropriate Learning and Development programme that enables Council staff and members to provide a service that meets the needs of the people of Gwynedd



The story behind the performance

The average score (/10) displays a general measure of performance. It remains relatively consistent over time.

- Score for August 2018 (April - July Period): **MP1: 7.3** **MP2: 7.4** **MP3: 7.9**

As the sample is relatively small, the individual scores have had a substantial impact on the average score:

- Two members of staff gave a score of '1' (MP1) for similar reasons:**
"More courses of relevance to front-line staff are needed"
"It would be beneficial if the service available would be relevant to all, not just the line manager"
- The scores of '5' and '6' have been given by Managers (**MP2**) due to capacity/lack of time to attend
- The scores of '2', '4' and '5' have been given by Members (**MP3**) who have not taken advantage of the training programme

The team believes that there is a genuine need to vary and improve the method of gathering evidence (phone calls and e-mails) in order to obtain more useful feedback for improvement (particularly from individuals who have not taken advantage of developmental opportunities). To this end:

Organisational Development Service

Purpose of the Service / Unit:

Encourage and promote a culture that allows staff to be at their best.

Performance Measure 1: Complaints and Service Improvement

Number of formal complaints received under the Council's Corporate Procedure, Quarter 1 2018

The story behind the performance

Twelve formal complaints were received during the quarter under the following categories:- 9 Errors/Incorrect actions by the Council; 1 Behaviour of an Officer; 1 Unhappy with a Decision and 1 Lack of Response/Action. Eight complaints were received from the Ombudsman - 7 came back as No Investigation, 1 Enquiry at present. Also two from the previous quarter were received back. 1 No Investigation and 1 21 Report.

Information Management Service

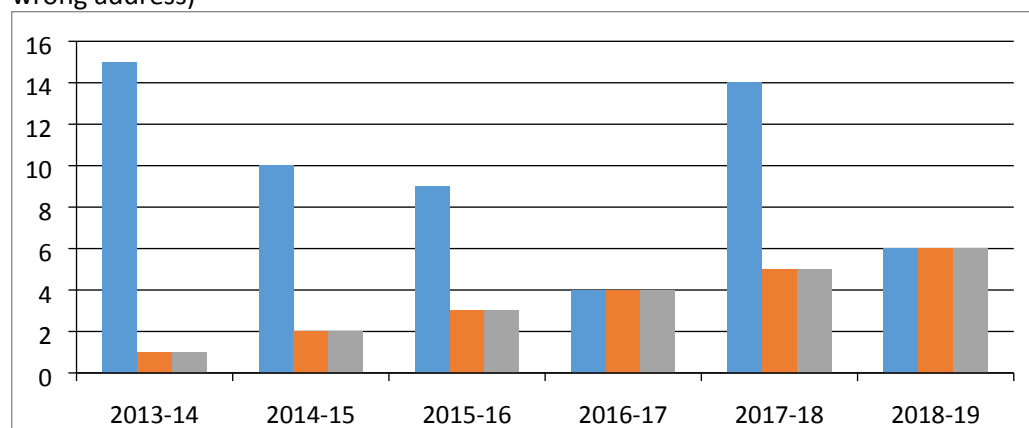
Purpose of the Service:

Help every member of staff to manage information on paper or electronically by:

- Providing an electronic filing system that is easy to use
- Offering advice on how to keep personal information secure
- Ensuring that the Council adheres to the Freedom of Information Act 2000
- Storing paper temporarily in purposeful storage

Performance Measure 1:

Number of information breaches (where information about an individual has been stolen/lost/sent to the wrong address)



The story behind the performance

The number of breaches has remained on the same level, unfortunately. Two incidents occurred where personal e-mail addresses were disclosed to others in mailing lists - GwE bulletin and an e-mail to governors. One incident occurred where a (completed) housing options team application form was sent to the wrong person. A tax arrears letter was sent to the wrong person. An e-mail discussing the benefits status of the residents of a gypsy site was sent to the wrong address. A birth certificate was sent to the wrong address.

Performance Measure 2: Freedom of Information Act

Freedom of Information Requests Response Performance – percentage responded to within 20 working days between 1 April 2018 - 17 July 2018



Performance 88% (382 requests received)

Performance in previous years:

2015-16	86%
2016-17	87%

Performance measure 3: Data Protection

Data Protection Requests Response Performance – percentage responded to within 40 calendar days or one calendar month (requests from individuals to see information about themselves) between 1 April 2018 - 17 July 2018



Performance 75% (12 requests)

The story behind the performance

During the reporting period, changes were made to the rules of the new data protection act (from 25 May) and so there was a reduction in the timetable for response and our inability to charge a fee. We must wait and see over the year what impact this will have on performance. Requests being late due to lack of resources.

Procurement Service

Purpose of the Service / Unit:

"Enables the Council to focus on value for money and keeping the benefit local"

Performance Measure 1: Procurement Savings

The total procurement savings schemes has now reached £3.55m since the 2014/15 period against the target of £2.3m.

The Category Teams collaborate with the services to develop and implement new schemes in an attempt to save money, the teams have acknowledged the following savings schemes to date.

- **Environment Team = £263,152**
- **Corporate Team = £124,100**
- **People Team = *Expenditure of £2.7m being reviewed but has not committed to a measure of improvement.***

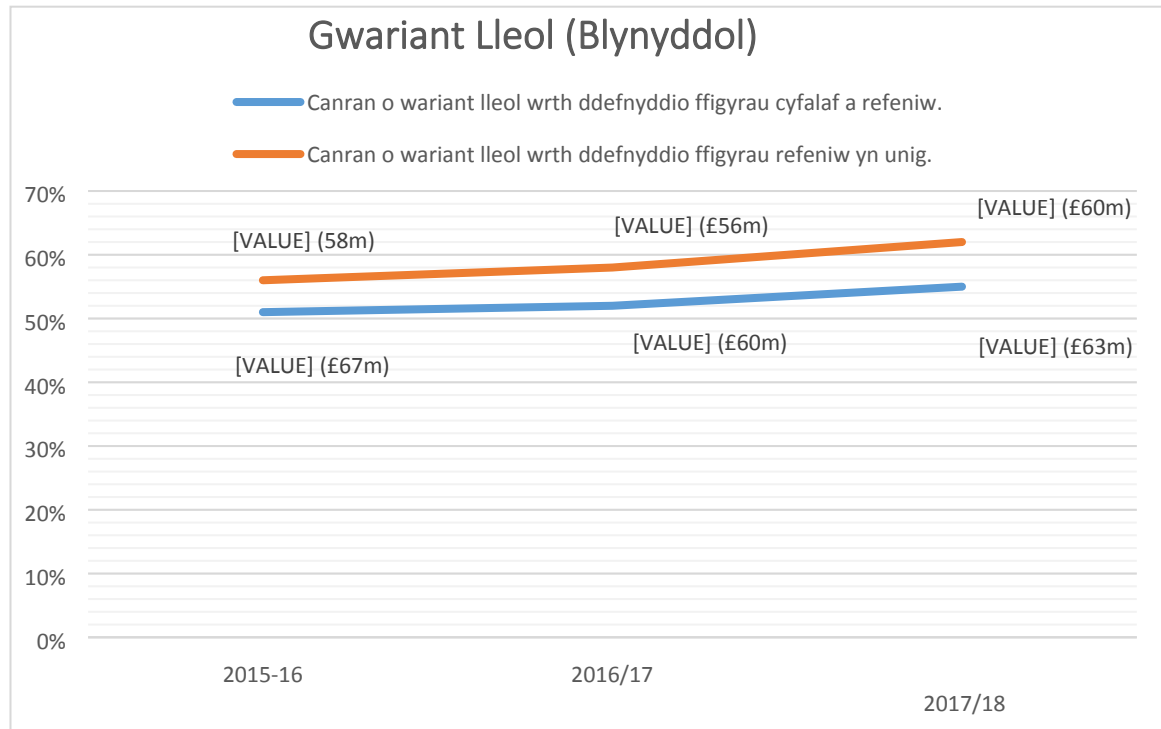
The story behind the performance

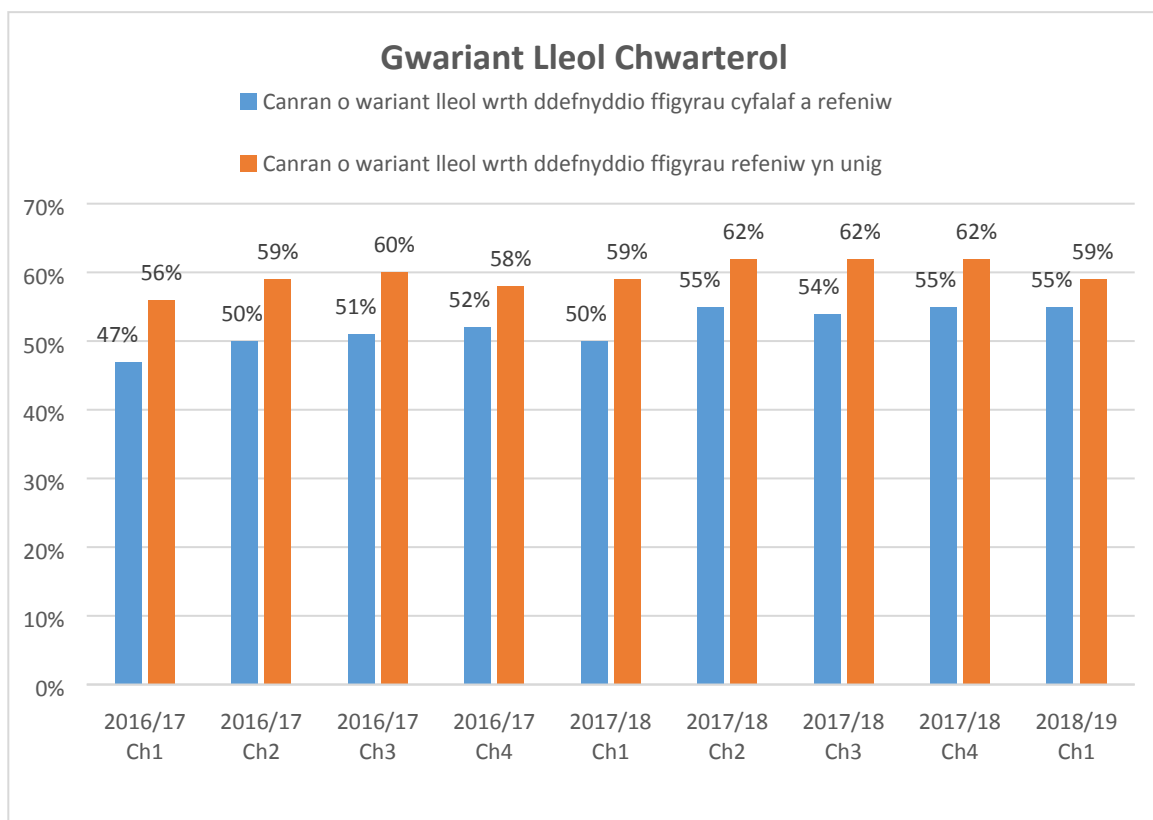
The work and time pressures on officers in some cases means that we do not have an opportunity to review the fields in detail. Instead, contracts are renewed and re-procured. Nevertheless, the improvements and changes made have ensured value for money and opportunities for the local market.

The understanding and the cooperation between the teams and the services is improving, but due to the nature of some contracts and the preparation work, some of the procurement schemes are taking time to complete.

The Category Teams are also awaiting confirmation of the Council's savings schemes. Although the Category Teams are expected to introduce their own savings or improvements programme, the service's priorities and the location where efficiency savings or cuts are likely to fall will have an impact and will influence where they will focus their efforts.

Performance Measure 2: Local Expenditure





The story behind the performance

Quarterly Local Expenditure - Quarter 1 Comparison between 2017/18 and 2018/19

We can see that the local percentage has remained static at 59% compared with the same quarter in the previous year. Although the percentage is static, there has been an increase and a reduction in a number of different categories.

There will be an increase in the fields of Domiciliary Care, Construction Maintenance and Third Sector Expenditure, but a reduction will be seen in the fields of Residential Care, Public Transport and Highway Maintenance.

There are no specific reasons for the small shifts beyond the market's ability to respond competitively or that the service's requirements are beyond the ability of the local market, e.g. specialist care that is unavailable within the County.

The revenue and capital measure has increased 5% compared with the same quarter of the previous year. This is mainly because expenditure on capital construction projects, where the local market is not competitive, has reduced substantially. Between 2017/18 and 2018/19, we saw our expenditure drop by over £1.2m.



REPORT TO A MEETING OF GWYNEDD COUNCIL CABINET

Date of Meeting:	18 September, 2018
Cabinet Member:	Councillor Ioan Thomas, Cabinet Member – Economic Development
Contact Officer:	Iwan T. Jones, Corporate Director
Contact Telephone Number:	01286 679685
Title of Item:	Economic Development Performance Report

1. INTRODUCTION

- 1.1. The purpose of this report is to update my fellow members on what has been happening in the fields within my remit as Cabinet Member for Economic Development. This includes outlining progress against the pledges within the Council's Plan; the progress of the performance measures; and the latest in relation to the plans for savings and cuts.
- 1.2 I will remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the Economy management team, which also included a representation from the scrutiny committee.
- 1.3 We have now started to implement the Council Plan 2018-23 that was approved at the Full Council meeting in March this year. Here, I report on progress since April 2018 until the end of June 2018.
- 1.4. In recent months, emphasis has been placed on the continuation of some projects and establishing new projects that are part of the 2018-2023 Plan. On the whole, I am satisfied with the performance of most projects and they are all on the right track. The work of establishing some of the new projects has been slow but I am comfortable that the right arrangements are now in place and I look forward to seeing the commencement of activity. However, some fields need to be addressed further - whether it be through the department's work or broader work by the Council. I will be elaborating on the matters in my report:

2. DECISION SOUGHT

- 2.1 To accept and note the information in the report.

3. REASONS FOR RECOMMENDING THE DECISION

- 3.1. In order to ensure effective performance management.

4. COUNCIL PLAN PROJECTS

4.1. Create High Value Jobs (£26,500 + salary)

- 4.1.1. ***This project will look at targeting sectors which pay well by creating an environment which supports new businesses and grows existing businesses. The project will focus on attracting investment in strategic sites such as the Trawsfynydd Power Station, Llanbedr Airfield and Parc Bryn Cegin/Parc Menai.***

- 4.1.2 This project has faced a challenging period over the past few months, with a number of companies that were supported over the years moving out of the county. A lack of business space is also continuing to be an obstacle, and cases can be seen where prospective investors choose to start their businesses in other places. Although the North Wales Growth Bid considers developing property and land for businesses as one of its priorities, this matter is something that I am eager to discuss further with the department over the next few months in order to consider what we can do to improve the situation.

- 4.1.3 The project is continuing to work to attract new development to the Trawsfynydd site, with the UK Government's Nuclear Sector Bargain proposing firm indications that there is potential to locate SMR small reactor technology in Trawsfynydd. The Bargain was officially launched in Trawsfynydd in June.

- 4.1. The work of developing the Llanbedr site continues and funding from the Welsh European Funding Office has been confirmed, and the Council has also identified a contribution of £500,000, if the application is successful. The application for planning consent will be submitted to the Park's Planning Committee in September.

4.2. Businesses receiving support to Prosper

- 4.2.1 ***The purpose of the project is to ensure an operational approach in the Council which places the needs of businesses at the centre and attempts to remove obstacles so that they can establish and grow in the county.***

- 4.2.2 This is a new project, and it will operate on a cross-departmental basis. The county's businesses are involved with many Council Departments and they receive a service from them, including rates, planning, trading standards, building control and procurement. The work of obtaining feedback from businesses asking them what type of support they require has been commenced. Also, work has commenced on discussing and scoping the project with relevant departments.

4.3. Arloesi Gwynedd Wledig Programme

4.3.1 *The purpose of this programme is to build on the good work which has already been done to transform the rural economy by introducing innovation within traditional sectors (such as agriculture and tourism) as well as supporting the investment of digital infrastructure, giving particular attention to the Dwyfor and Meirionnydd areas.*

4.3.2 A number of small exciting innovative developments have received support since I last reported to you. The plans include virtual technology to promote an understanding of dementia; supporting restaurants to take advantage of the Brailsford Way; and trialling electric cars in the countryside. We have also been successful in receiving funding from Welsh Government to set up public computers in community buildings in the countryside, and to set up public wi-fi systems in rural communities. The work of identifying communities to take part in the scheme has commenced.

4.3.3 I feel that further work is needed to seek to capture and consider the impact of these trials in the long term, as I am eager for us to secure the future of these plans, beyond their trial period. I have also noted that there is less interest/activity in the Dwyfor area with this project, and, I am keen for the Department to seriously examine the area and see whether we can respond to this.

4.4. Implementing the Gwynedd Slate Heritage

4.4.1 *The purpose of the project is to deliver a programme of regeneration activities in the slate areas, and continue to work to secure a World Heritage Site status for the slate industry in Gwynedd.*

4.4.2 Work to submit an application for a World Heritage site designation continues and the UK Government has agreed to receive the nomination in September, and submit it to UNESCO in January 2019, subject to a satisfactory 'technical evaluation'.

4.4.3 Substantial progress can be seen with the work of implementing regeneration activities in the Caernarfon area, as work to construct the Snowdonia Railway Station and the Galeri extension is coming to an end. The tendering process to develop the Slate Quay was undertaken over summer and work will commence in September.

4.4.4 This year, this programme is also considering Bangor regeneration projects. Confirmation has been received that Bangor is a regeneration priority on a regional level by means of Welsh Government funding. The Bangor Strategic Partnership has been set up to lead on this work, and the Partnership's priorities have been formulated. The challenge will be to maintain momentum with this work and I will be monitoring this over the next few months. I also suggested that the department should give a presentation at the next Ogwen/Bangor Forum in order to raise awareness of the priorities that have been set.

4.5. Increase the Benefits of Major Events

4.5.1 *The purpose of this project is to attract nationally or internationally high-profile events to Gwynedd in order to take advantage of the economic and social benefit which will ensue.*

- 4.5.2 Since April, the project has been promoting a support package for 2018/19 events, and response has been good so far, with 23 events receiving support during the period.

4.6 Benefiting from Tourism

- 4.6.1. ***The purpose of this project is to look at the possibility of getting visitors to contribute financially to maintaining and enhancing Gwynedd destinations and raising the standards of the tourism sector. By doing so, we will improve the provision of the county's destinations and increase the standard of the provision for the tourist industry.***

- 4.6.2. The work of scoping this project is only in its early stages, but tasks and milestones for the year have been determined. It is intended to hold a workshop with the tourism sector in September in order to ascertain opinion and assist with work to set a direction for the project.

4.7 More Gwynedd residents playing a full part in the world of work

- 4.7.1. ***The purpose of this project is to focus on a series of activities in order to get more Gwynedd residents into full time work, thereby reducing inactivity and unemployment.***

- 4.7.2. This project continues to operate a package of activities that reduces the risks Gwynedd residents face when seeking work or access to services. The AdTRAC package targets young people aged 16-24 who are not in employment, education or training. AdTRAC works with 80 young people in this situation, and since April three have moved into employment and 15 have been accepted into College for September. Considering how far some of these young people are from the labour market, I feel that this is a positive result and has made a huge difference to their lives.

- 4.7.3. A piece of work was commissioned to examine poverty in employment in the county in order to analyse this matter. This work will provide evidence for us about this situation, along with the main matters that require attention. I will be reporting further to you on this work next time.

5. MEASURING PERFORMANCE

- 5.1. **Appendix 1** reports on performance measures that are associated with my portfolio.
- 5.2. I am comfortable that the department is on the right track in terms of performance measures, but I am eager to hold a further discussion with the department as they draw up measures for the next Business Plan.
- 5.3. The department collects field measures (where more than one service feeds into the measure) and measures for each service.

Field Measures

Secured Grants / Match-funding for the county - Up to the end of June 2018, it can be seen that £9.6m was attracted to the county via the infrastructure scheme at the Snowdonia Airspace Centre in Llanbedr.

Number of jobs created from initiatives in receipt of support - 11 jobs were created by initiatives from April to June which was the result of leasing work units.

Service Measures

- 5.4. The **Business Support Service** provides information, advice and support for businesses so that they can establish, be competitive and develop in Gwynedd. The service is responsible for implementing, managing and promoting loan funds such as the Caernarfon Town Centre Loans Fund and the Bangor Area Fund.
- 5.5 The '**Business enquiries acted upon**' measure shows that the number of business enquiries has fallen (**56**) compared to previous years due to a lack of financial schemes. Despite this, the unit has commenced a marketing campaign to raise awareness of the Town Centre Loans Funds. The number of enquiries for loans coming from Bangor is low, and it appears that confidence is low on the high street. I have already referred to the 'Implementing the Gwynedd Slate Heritage' project and the work undertaken by the Strategic Partnership in Bangor. I will be monitoring the situation over the coming months to see if there are other specific obstacles affecting the number of people applying for loans in Bangor. Also, the interest-free Loans Fund for the Penygroes and Bethesda areas has been launched and is now operational, and enquiries have already been received in relation to bringing redundant buildings back into use.
- 5.6. Another matter that I have already raised when discussing the Creating High Value Jobs project is that there is a lack of space for businesses that want to extend or move to the area. The '**Council owned industrial / commercial space that is full**' measure reiterates this obstacle, and it shows that **95%** of our industrial units are full.
- 5.7. Since April, the **Maritime and Country Parks Service** has continued with the detailed dredging work programme for Pwllheli Harbour. The intention is to undertake dredging work during the period between October 2018 and April 2019. Figures for the Service's measures have not yet been collected.
- 5.8 The purpose of the **Tourism, Marketing and Events Service** is to maximise the benefit and value of tourists to Gwynedd's economy. The work of creating a tourism Snowdonia Mountains and Coast website continues, with the intention of including the details of more than 2000 businesses on the website. One of the main measures is the **number of visitors to the Snowdonia Mountains and Coast website**. The beta version of the website is about to be released for the sector to have an input, with the intention of going live within the next few months. This work has taken longer than anticipated, but I am comfortable that this has been beyond the control of the service unit. One of the main pieces of work that is in the pipeline is to undertake a 2018 accommodation review. Funding has already been obtained and work has commenced.

6. FINANCIAL/SAVINGS SITUATION

- 6.1 In general, the department is making acceptable progress towards realising the schemes for 2018/19 and 2019/20 as well, therefore, I have no matter to raise here.

7. NEXT STEPS AND TIMETABLE

- 7.1. None to note.

8. ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

8.1. Views of the Statutory Officers:

ii. Monitoring Officer:

"No comment from a propriety perspective."

iii. Head of Finance Department:

"I can confirm the accuracy of the financial aspects in the Cabinet Members report, and it's encouraging to see in section 6 that there has been an acceptable work in realising all the plans in the portfolio."

8.2. Views of the Local Member:

- 8.2.1 Not a local matter.

8.3. Results of Any Consultation:

- 8.3.1 None to note.

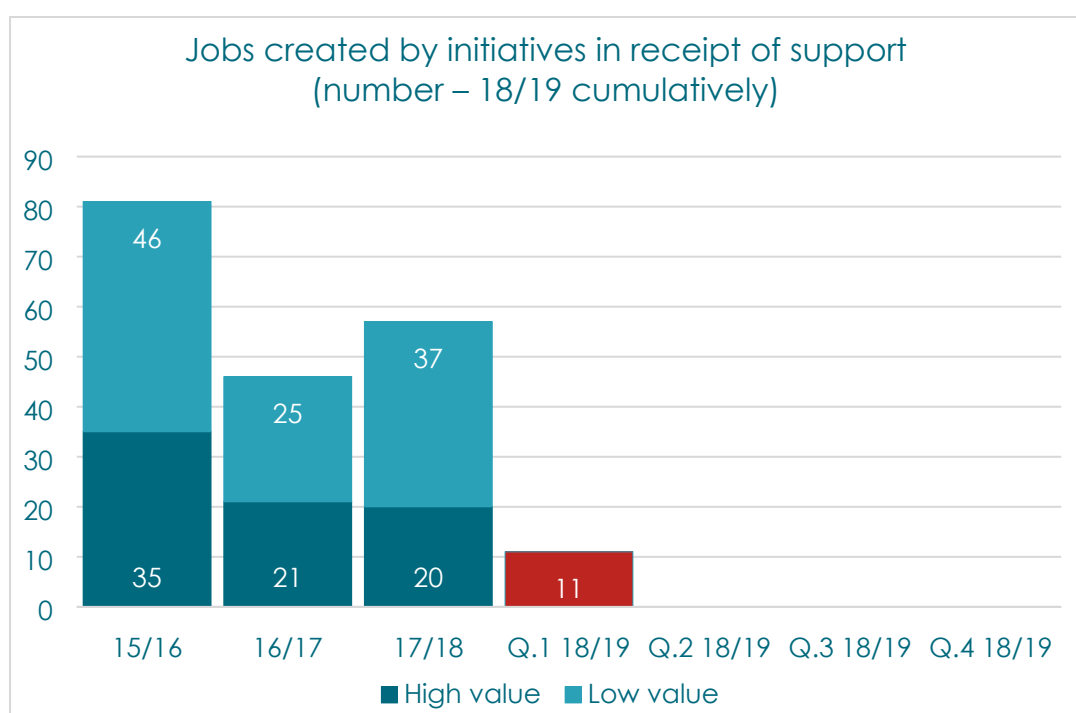
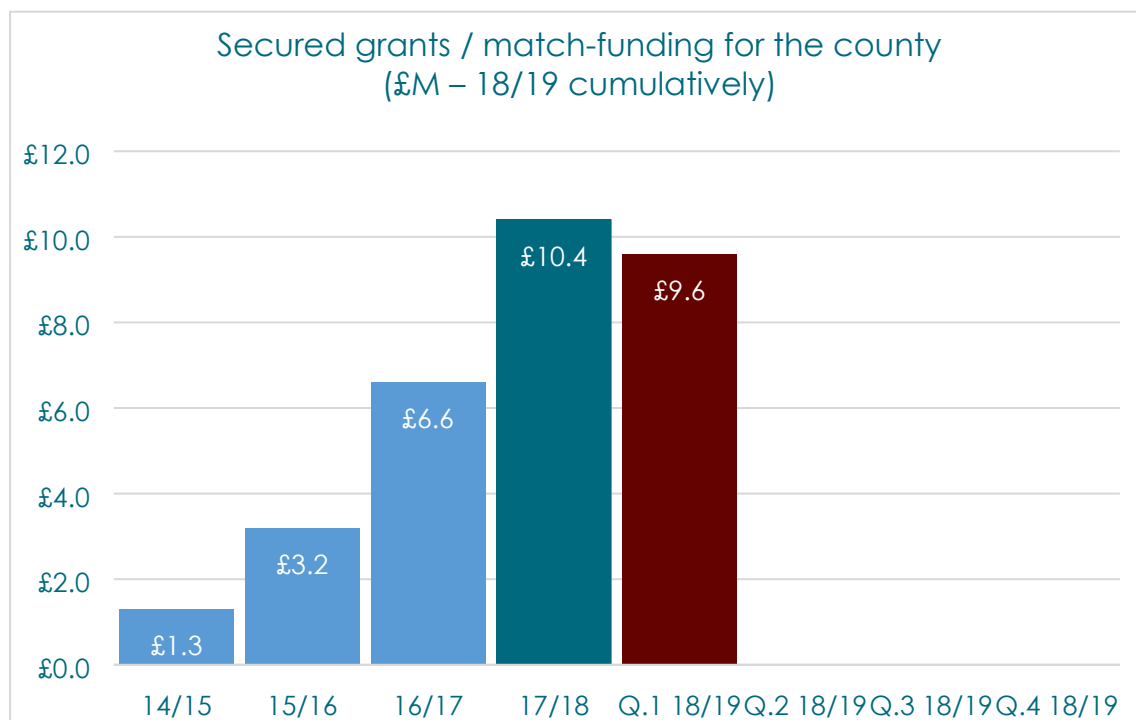
Appendices:

Appendix 1 Measures of the Economy & Community Department (Economic Development)

CABINET MEMBER FOR ECONOMIC DEVELOPMENT'S MEASURES

(up to the end of Quarter 1, 2018/19 - June 2018)

Field Measures



Service Measures

Business Support Service

Measure	2017/18 Performance	Figure to date (June 2018)	Comments
Number of business enquiries acted upon	220	56	Number of business enquiries have reduced compared to previous years due to a lack of financial support plans
Council owned industrial / commercial space that are full	94%	95%	Percentage is quite stable as the majority of units have been leased in the Enterprise Centres and the industrial Units are full.

Tourism and Marketing Service

Measure	2017/18 Performance	Figure to date (June 2018)	Comments
An increase in the number of visitors to the Snowdonia Mountains and Coast website	972,831 -12%	193,753	Website is not yet live. A larger increase is anticipated once that digital platform is operational.
Calculate the value of those who visit the Snowdonia Mountains and Coast website	-	New Target	As this is a new measure, the work of examining the calculating model used is continuing.

Date:	18 September 2018
Title of Item:	Performance Report of the Cabinet Member for Finance
Purpose:	To accept and note the information in the report.
Cabinet Member:	Councillor Peredur Jenkins
Contact Officer:	Dilwyn Williams, Chief Executive

Report for a meeting of Gwynedd Council Cabinet

1. INTRODUCTION

- 1.1 The purpose of this report is to update my fellow members on what has been happening in the fields within my remit as Cabinet Member for Finance. This includes outlining progress against the pledges within the Council's Plan; the progress of the performance measures; and the latest in relation to the savings and cuts schemes.
- 1.2 The matters noted in this report have already been the subject of discussions and have been scrutinised at a meeting of the Finance Department management team, which also included representation from the Audit and Governance Committee, who is undertaking the scrutiny role in this field.
- 1.3 On the whole, I am comfortable with the performance of the project and performance measures for which I am responsible, or that relevant steps have been taken to improve performance.

2. THE DECISION SOUGHT

- 2.1 To accept and note the information in the report.

3. CONTINUATION OF WORK ON 2017/18 GWYNEDD COUNCIL PROJECT PLANS

- 3.1 Both projects below were a priority within the abovementioned Plan that ended in March 2018. The work of implementing the Information Technology Strategy is continuous and. I will therefore continue to report on this work until the new Strategy is adopted. The Electronic Document and Records Management System (EDRMS) project implementation timetable has slipped since publishing the 2017/18 Gwynedd Council Plan; therefore, I will also continue to report on the work until it is complete.

An Effective and Efficient Council

FfG5 - Information Technology Strategy (IT)

- 3.2 As the current Information Technology Strategy is ending, we have commenced internal discussions in order to devise a new Strategy. When ready, I will bring it to the attention of the Cabinet for discussion.
- 3.3 **Digital Channel and Facilitating Contact with the Council:** The work of developing the 'Gwynedd app' is nearing completion, but as we were trialling it, we discovered that it was incompatible with some of the Apple iPhones. We preferred to delay launching the app in order to ensure that it would work fully on all devices.
- 3.4 Many valuable lessons have been learned in working with an external provider to develop the app, but we are confident that we can do much development work internally ourselves in future.
- 3.5 Innovation: A new 'VR Dementia app' was launched at a public event in Galeri, Caernarfon on 5 July, with a real buzz and enthusiasm about its potential. The intention of the technology is to teach the people of Gwynedd how to identify and be patient with people with dementia, and it will be shared among the county's societies (e.g. Young Farmers Clubs, Merched y Wawr) and Dementia Friendly Communities.
- 3.6 **Education Information Technology Strategy:** The Department officers are working with officers from the Education Department to develop a new Strategy that will focus on providing the best IT support system for Gwynedd schools.

C7 Electronic document and records management system (EDRMS)

- 3.7 The work of disseminating the use of the system to some Council departments in order to meet their needs has been more complex than anticipated. This means that the timetable has slipped and the work of transferring the remaining department's files will be completed by the end of March 2019.
- 3.8 I have agreed with the team that we must wait until all departments have finished transferring to this new system, and all work is complete, before we take a step back and assess whether the new system in its entirety has met our requirements.

4. PERFORMANCE

Appendix 1 provides a full report on the performance measures related to my portfolio.

- 4.1 There are 11 Services within the Finance Department. I have challenged the measures of the **Finance and Accounting Service and the Benefits Service** and I am satisfied with the performance. The performance data for the **Investment and Treasury Management Service** against their measures in the first quarter of 2018/19 was unavailable from external suppliers in time for the meeting of the Finance Department's management team meeting in July, therefore I will report on those in my next report.
- 4.2 I am satisfied with the performance of the **Tax Service** but I would like to draw your attention to one matter that we are monitoring it in light of information gathered on the non-domestic tax collection rate. We are aware that some second home owners manage to avoid paying Council Tax by transferring the property to a self-catering 'businesses', but then receive small business rate relief. This means that there is considerable loss to the public purse in Wales, at a time when public funding is scarce. We have been discussing the matter on a national level with public bodies and other local authorities, and we will continue to keep an eye on the situation in future. Other methods of addressing the matter and equipping our Assembly representatives to pursue the matter should be considered.
- 4.3 The purpose of the **Income Service** is to process income and collect the Council's debts promptly and efficiently to maximise income, whilst being sympathetic to the departments' needs and operating sensitively to debtors' financial circumstances
- 4.4 It is noted that the performance of the measure **Total value of various debts over six months old (with the exception of deferred payments and debt referred to other services for further action). CD7.02** has slightly decreased, with a higher total value of debts over six months old on 30 June 2018 compared to 30 June 2017. As contentious historic invoices within the field of care for adults constitutes a high percentage of the total, officers of the Service are in discussions with the Health Board, and others, to attempt to resolve the situation.
- 4.5 The purpose of the **Payroll Service** is to pay Council staff correctly and on time, whilst maintaining relevant accounts for paying external bodies such as HMRC.
- 4.6 There was a case in April where some ancillary school staff received the incorrect salary (overpayments and underpayments). The problem was identified immediately, and I am satisfied that the Service's response had been appropriate. More importantly than this, steps have been taken to ensure that the same situation does not happen again. This case has caused a decrease in the performance of the **Number of cases which lead to further adaptations in salary (CD8.07)** measure, but I expect the performance to return to the expected level by the time of my next report.
- 4.7 The purpose of the **Internal Audit Service** is to give citizens and the Council confidence in the Council's management environment and governance arrangements by reporting independently and objectively to the Head of Finance and the Audit and Governance Committee.

- 4.8 By the end of the first quarter (end of June), the **Percentage of audits in the Audit Plan that have either been closed or have a published final report (CD2.03)** remained at 0%, but there is a sensible solution to this. The Service had been awaiting the decision of the Audit and Governance Committee to move to use a new scoring system for measuring risks. The new scoring system was approved at the meeting of the Audit and Governance Committee on 19 July. As usual, the Service has been carrying out many internal audits since April, but has delayed publishing the final reports so that all reports published in 2018/19 are consistent. Therefore, I expect the performance against this measure to return to the normal level by the next quarter.
- 4.9 The **Risk and Insurance Service** supports the Council's departments as they assess the threats and opportunities they could face when providing their services and prioritises their activities based on the assessment. It also protects the taxpayers' interests by ensuring appropriate insurance arrangements and dealing with claims.
- 4.10 It is noted that the performance of the measure **Protecting the taxpayer's financial interests: Percentage of public accountability claims refused (settled for £0) by the Insurance Unit (CD4.01)** is higher than it was in the first quarter of 2017/18 - 85% compared to 66.6%. 17 out of 20 claims were protected successfully. I am satisfied that two of the other three claims were ones that were challenged on the principle of compensating for accidental damage caused by the Council to the property of Gwynedd residents. The final one is a case where accidental damage was caused to clothing, but as it would be possible to avoid the situation in future, I have asked for assurance that direction has been shared with staff.
- 4.11 The **Pensions Service** administrates the Local Government Pension Scheme on behalf of over 40 employers in order to calculate and pay pensions promptly and accurately. The performance of the measure **Average number of work days taken to send a letter notifying the value of retirement benefits - estimate (CD9.03)** remains at a very satisfactory level. There was a small growth in the average time since the final quarter of 2017/18 (3.5 working days compared to 3.3 working days). Nevertheless, 3.5 working days is an improvement on the performance of quarter 1 in 2017/18 when it took 7.4 days, and is a leap forward from the 11.5 days taken in the first quarter of 2014/15.
- 4.12 The Service also continues to work to ensure that the Welsh language provision on the Pension Service's self-service website is complete. I hope to be able to report on the progress in this field by my next report in January.
- 4.13 The **Information Technology Service** supports and enables all the Council's services to serve the residents of Gwynedd in an effective, flexible and secure way.
- 4.14 On the whole, the performance measures demonstrate consistent performance and a high satisfaction level across all units.
- 4.15 However, whilst system availability is generally high, thus far this year, there have been three occasions where Council staff's ability to work was significantly impaired due to the loss of IT support. This has led to a discussion about the suitability of our IT structure. Although there is nothing to suggest that our structure is inadequate, the unit will commission an independent assessment, and I will report back on the conclusions in due course.
- 4.16 One other matter that became clear was the need for additional IT support when Units conduct Ffordd Gwynedd reviews. We know that some of the feedback the Development and Maintenance Unit received emphasised that a failure to create

the appropriate resource to support changes in light of the Ffordd Gwynedd reviews created frustration. Therefore, I have asked the Unit to consider drawing up a case for providing more resources for the consideration of the Cabinet.

5. FINANCIAL POSITION / SAVINGS

5.1 None to note.

6. NEXT STEPS AND TIMETABLE

6.1 None to note.

7. ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

7.1 Views of the Statutory Officers:

i. Monitoring Officer:

No Comments in terms of propriety

ii. Head of Finance Department:

I confirm the accuracy of the report's contents, and I will support the Cabinet Member to achieve the relevant objectives.

7.2 Views of the Local Member:

Not a local matter.

7.3 Results of Any Consultation:

None to note.

Appendices

Appendix 1 - Performance Measures

**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

Tax Service - Achievement Measures (Quarterly)

Senior Responsible Manager: Dewi A. Morgan

Responsible Manager: Bleddyn Jones

Purpose of the Service:

Collecting taxes promptly and efficiently, whilst trying to be flexible and sympathetic to individuals' circumstances.

Ref.	Achievement Measure	Comments Quarter 1	Q1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18	Q1 16/17	Q1 15/16	Q1 14/15
CD11.01	Council Tax Collection Rate	Performance up to the end of quarter 1 is slightly lower than in previous years. We believe that a combination of factors has contributed to this, including the short-term impact of introducing a Council Tax Premium on second homes and empty properties, properties still transferring from Council Tax to business rates, and a three week backlog in dealing with correspondence. All of these are being addressed by the relevant officers.	30.0%	97.13%	85.11%	57.8%	30.4%	30.6%	30.53%	30.55%
CD11.02	Non-Domestic Tax Collection Rate	Performance in quarter 1 is consistent with previous years.	28.42%	98.54%	87.07%	62.44%	27.60%	29.52%	28.76%	28.64%
CD11.04	Number of council taxpayers who contacted the recovery team and who were referred to the CAB organisation for further debt advice	Fewer referrals in 2018/19 so far compared with previous years, but engagement with CAB is continuing.	18	55	62	41	38	22		

PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19

Benefits Service - Achievement Measures

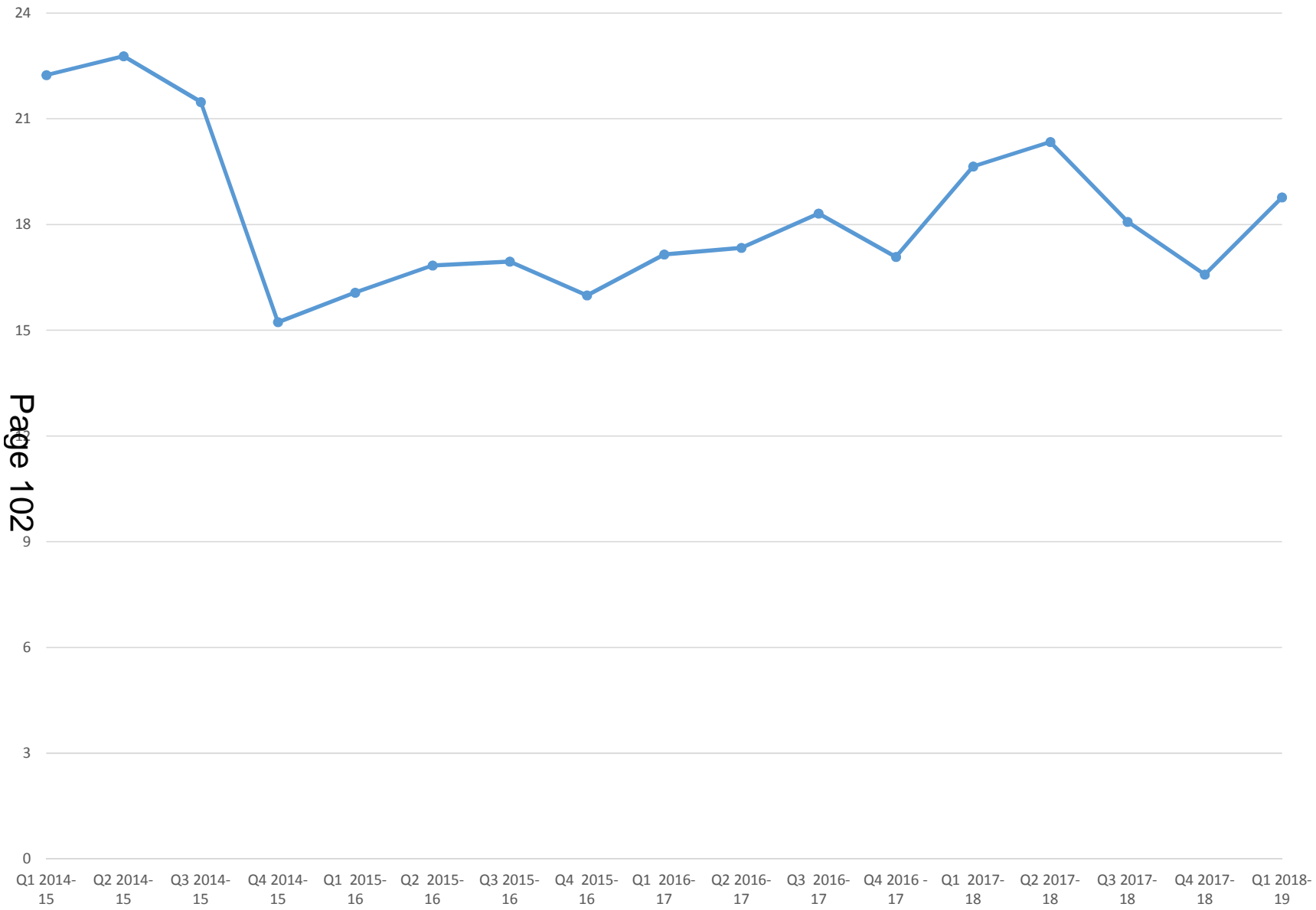
Uwch Reolwr Cyfrifol : Dewi A. Morgan
 Responsible Manager: Dylan Griffith

Purpose of the Service:

Process Housing Benefits and Council Tax Reduction Scheme applications promptly and accurately, to assist the citizens of Gwynedd to pay their rents and Council Tax bills.

Ref.	Achievement Measure	Quarter 1 Comments	Q1 18/19	Q 4 17/18	Q 3 17/18	Q 2 17/18	Q 1 17/18	Q 1 16/17	Q1 15/16	Q1 14/15
CD12.03	Average time taken to process a new benefit application (days)	Figures show a decline against Q4 17/18 but compare favourably with the same period in 17/18. There has been slippage for different reasons, an experienced Assessor retired at the end of March 2018, also the impact of another Assessor moving to become a Systems Officer is evident this quarter as they were part of the team that processes DHP applications and we renew a batch of new DHPs every year during Q1 and into Q2.	18.77	16.58	18.08	20.34	19.65	17.15	16.07	22.24
CD12.04	Average time taken to process a notice of change in circumstances (benefit) (days)	The same reasons as CD12.03 apply to the decline against the figure for Q4 17/18 but again the figure compares favourably with the remainder of 17/18.	5.19	3.09	7.08	7.09	6.53	5.95	6.55	8.95
CD12.05	Percentage of cases in a random sample where the calculation had to be amended following internal checks	Verified 154 applications and 7 calculations were changed. From the analysis work carried out on this quarter's data we have identified that one assessor had difficulties with a section of Benefit calculations and we have already taken steps to train and strengthen the assessor's knowledge of this specific subject and we will continue to monitor the impact of this in the next quarter.	4.54%	5.07%	4.70%	5.88%	6.82%			

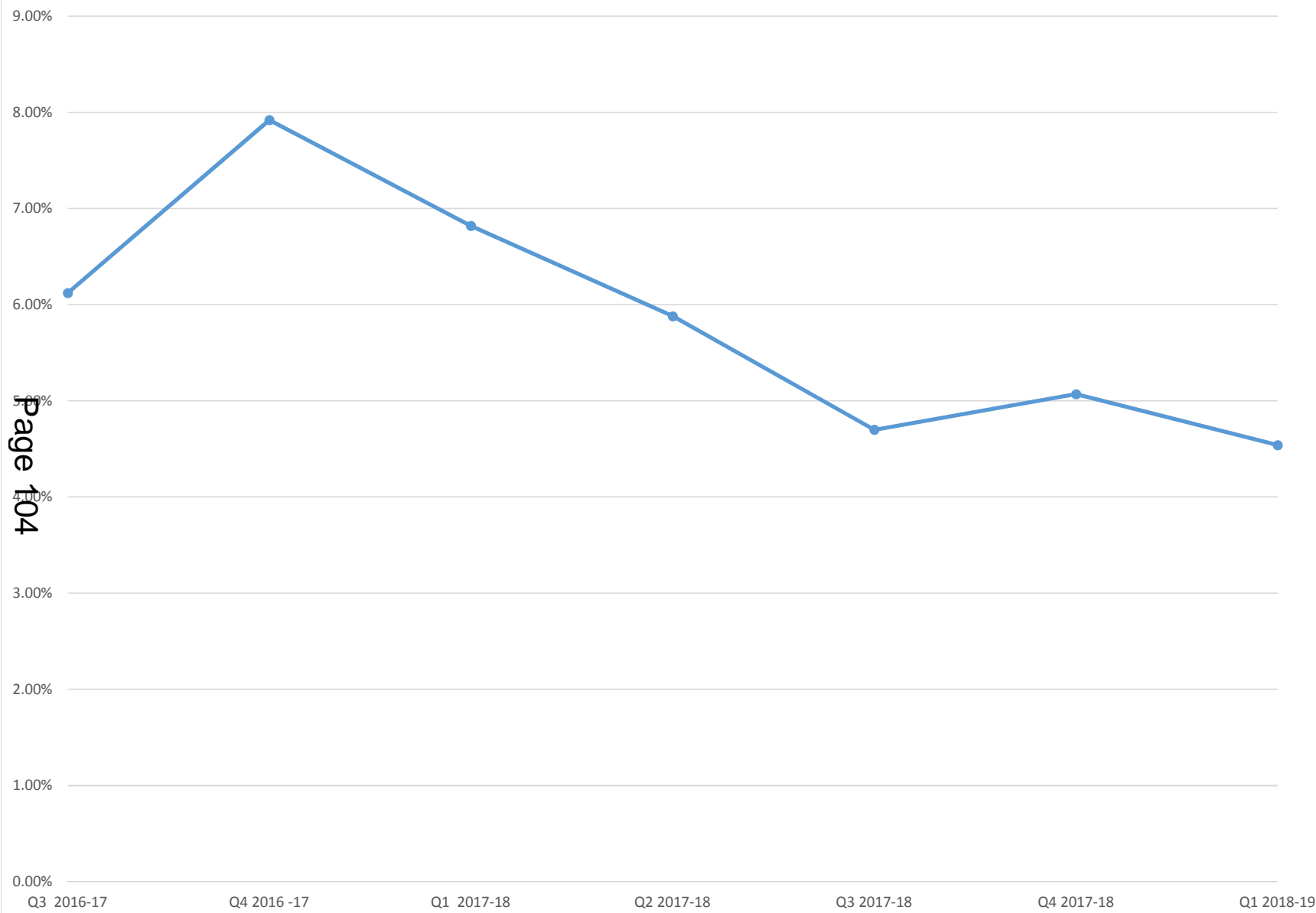
Average time taken to process a new benefit application (days) (CD12.03)



Average time taken to process a notice of change in circumstances (benefit) (days) (CD12.04)



Percentage of cases in a random sample where the calculation had to be amended following internal checks (CD12.05)



**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

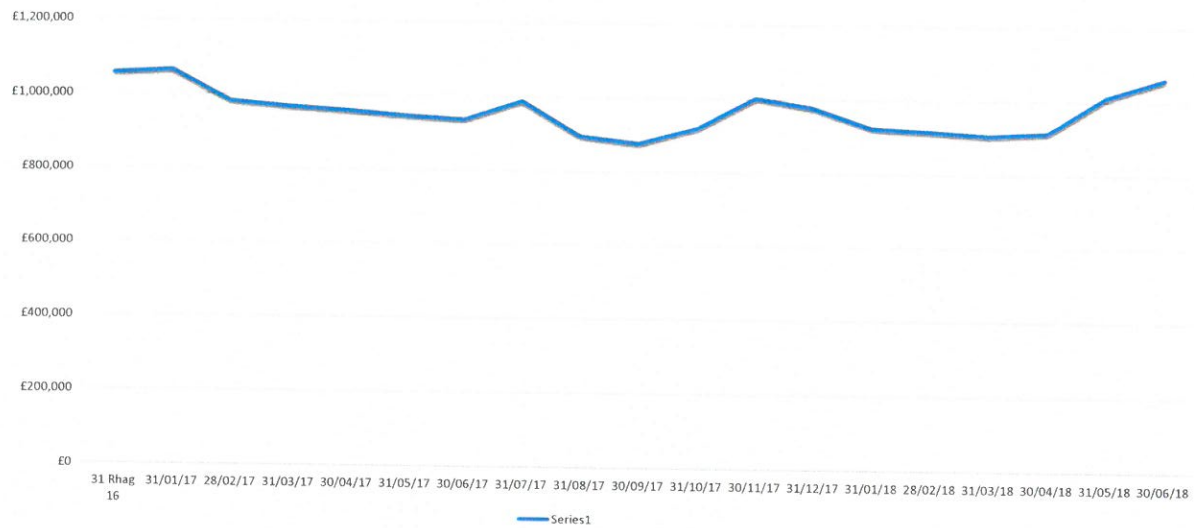
Income Service - Achievement Measures

Senior Responsible Manager: Dewi A. Morgan
Responsible Manager: Stephen Williams

Purpose of the Service:

Process various incomes and collect the Council's debts promptly and efficiently to maximise income, whilst being sympathetic to the departments' needs and operating sensitively to debtors' financial circumstances

Ref.	Achievement Measure	Comments Quarter 1	Q 1 18/19	Q4 17/18	Q 3 17/18	Q 2 17/18	Q 1 17/18	Q 1 16/17	Q1 15/16	Q1 14/15
CD7.02	Total value of various debts over six months old (with the exception of deferred payments and debt referred to other services for further action).	Performance is worse than quarter 1 2017/2018 and also the previous quarter. However, £253k's worth of invoices are due from the Health Board along with one invoice worth £55k due from Anglesey. Should all these invoices be paid, the figure would then be £754k.	1,062,319	906,246	977,523	877,262	937,535	925,294	900,122	1,201,668
CD7.05	Rate of various debt collection within the quarter - Value	Performance is better than quarter 1 2017/2018.	86.47%	89.39%	88.56%	86.94%	81.97%	85.05%	86.37%	82.40%
CD7.06	Percentage of debts where a payment agreement was made with the debtor.	The percentage is lower than quarter 1 2017/2018 due to a change in the measuring method. Arrangements that are expected to be paid within the financial year have not been included, only those that go beyond March 2019. Should all these arrangements be included, the percentage would then be 15.3%.	6.35%	9.65%	14.17%	14.38%	14.67%	12.88%	10.53%	9.18%



CD7.02 - Debts over 6 Months old monthly movement graph

**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

Creditors' Payments Service - Achievement Measures

Senior Responsible Manager: Ffion Madog Evans
Responsible Manager: Christopher Parry

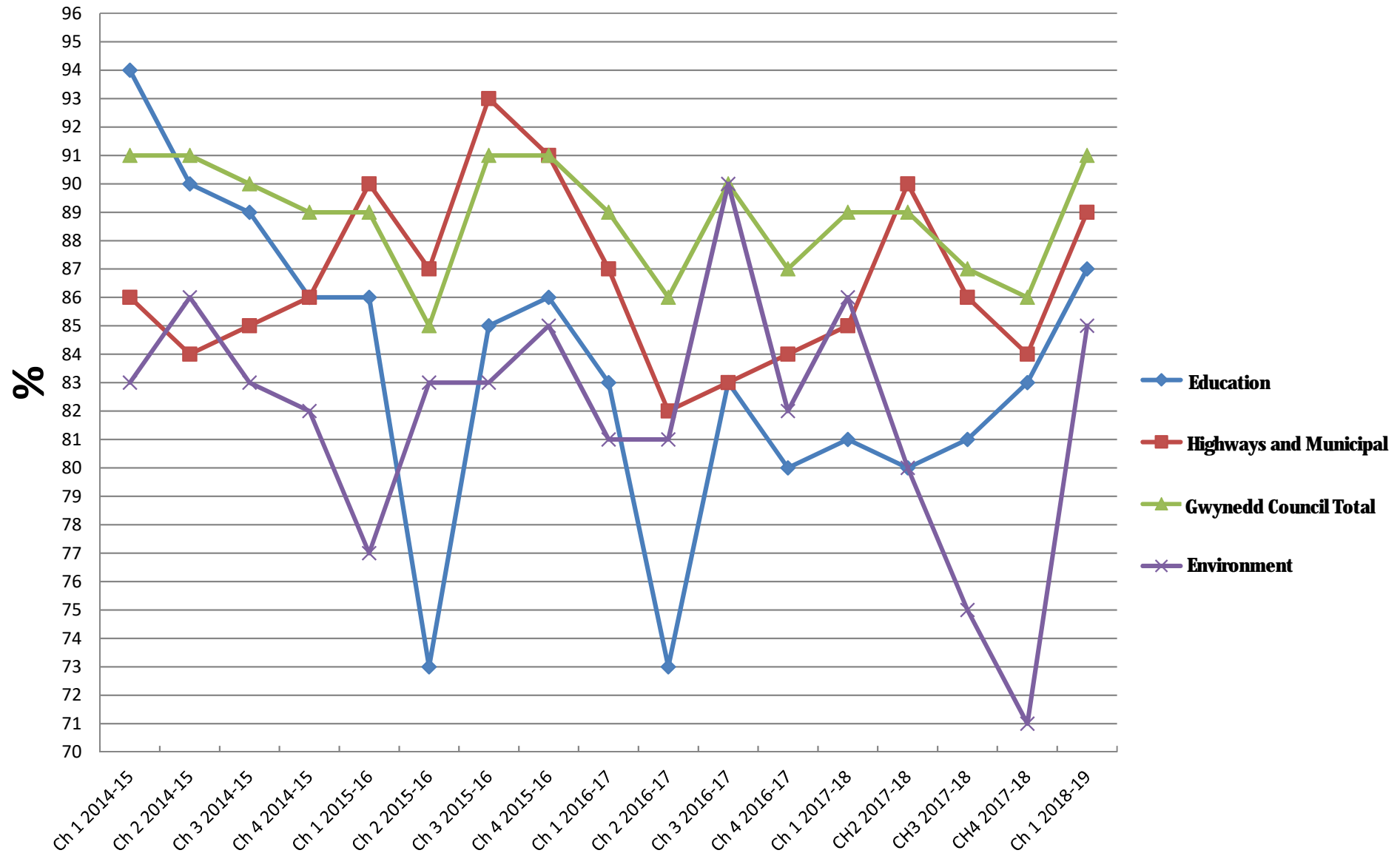
Purpose of the Service:

Paying creditors in an accurate and timely manner.

Ref.	Achievement Measure	Comments Quarter 1	Q 1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18	Q1 16/17	Q1 15/16	Q1 14/15
CD6.01	Percentage of invoices paid within 30 days (across the Council)	An increase in performance, excelling on performance in 2016/17 and 2017/18. Increase in the performance of all Council Departments during the first three months. Additional information has been provided to Education and Highways, which has assisted in improving performance. The impact of implementing a new system in Property has had a positive impact on the Environment Department's performance.	91%	86%	87%	89%	89%	89%	89%	94%
CD6.02	Percentage of invoices paid locally within 30 days (across the Council)	Local suppliers paid sooner than other Council suppliers, and the level is higher than performance in 2017/18. An increase in the Council's performance has had a positive impact on performance in paying local suppliers.	93%	90%	90%	91%	92%	92%	92%	
CD6.03	Adaptation to previous payments by the Council	Different reasons for the adaptations, including misleading payment instructions, paying a parent company with the same VAT and bank details, paying a similar supplier reference and paying the wrong supplier. Refunds received immediately. Increase in the trend of duplicate payments when moving to a more electronic arrangement and receiving invoices via e-mail from companies. Procedure in place to identify any duplication before paying suppliers, therefore it has not led to paying twice.	4	7	2	2	1	5		

Percentage of invoices paid within 30 days

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**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

Employment Service - Achievement Measures

Senior Responsible Manager: Dewi A Morgan

Responsible Manager: Martin Morris

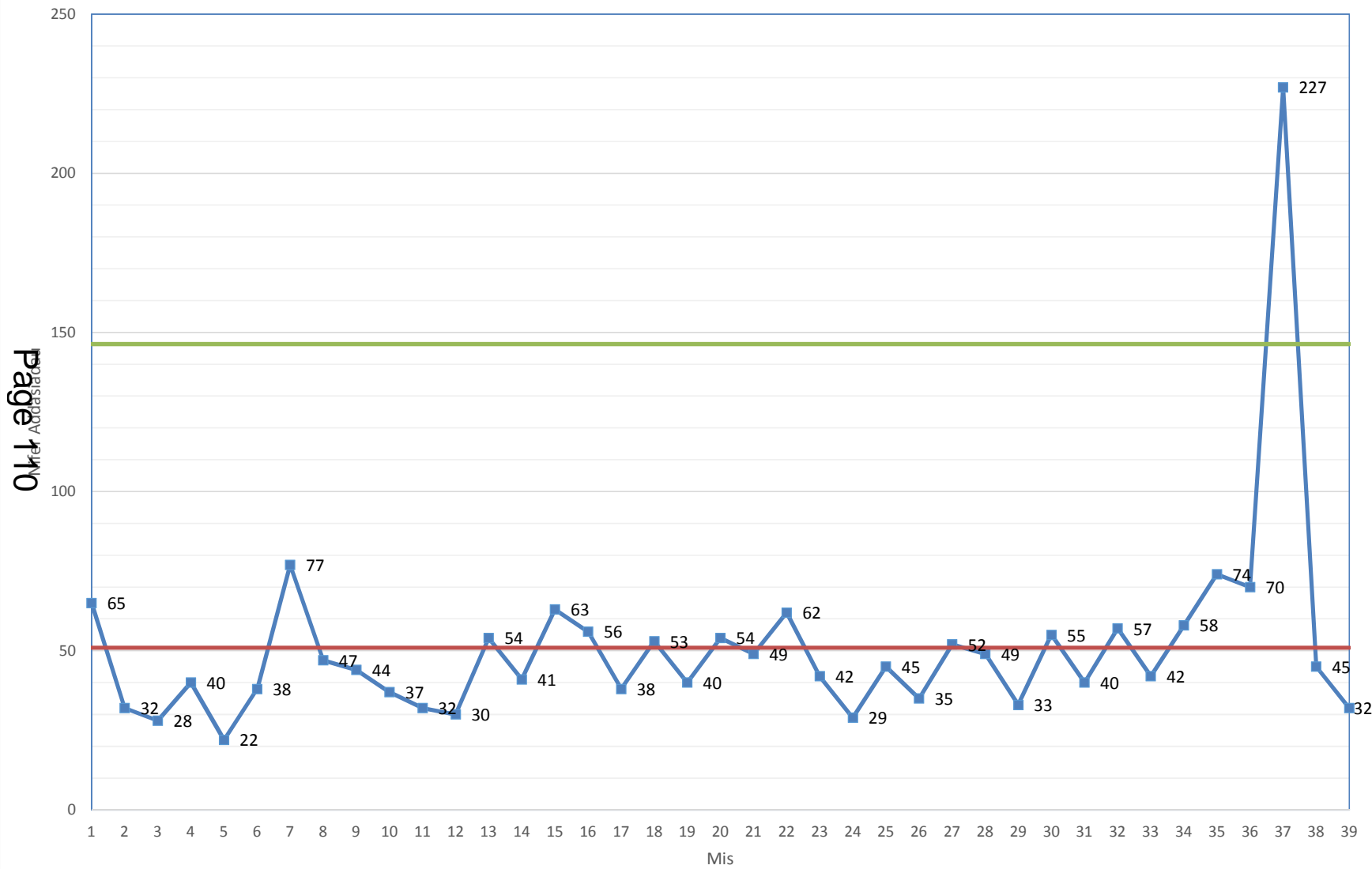
Purpose of the Service:

To pay staff correctly and on time, whilst maintaining relevant accounts for paying external bodies such as HMRC.

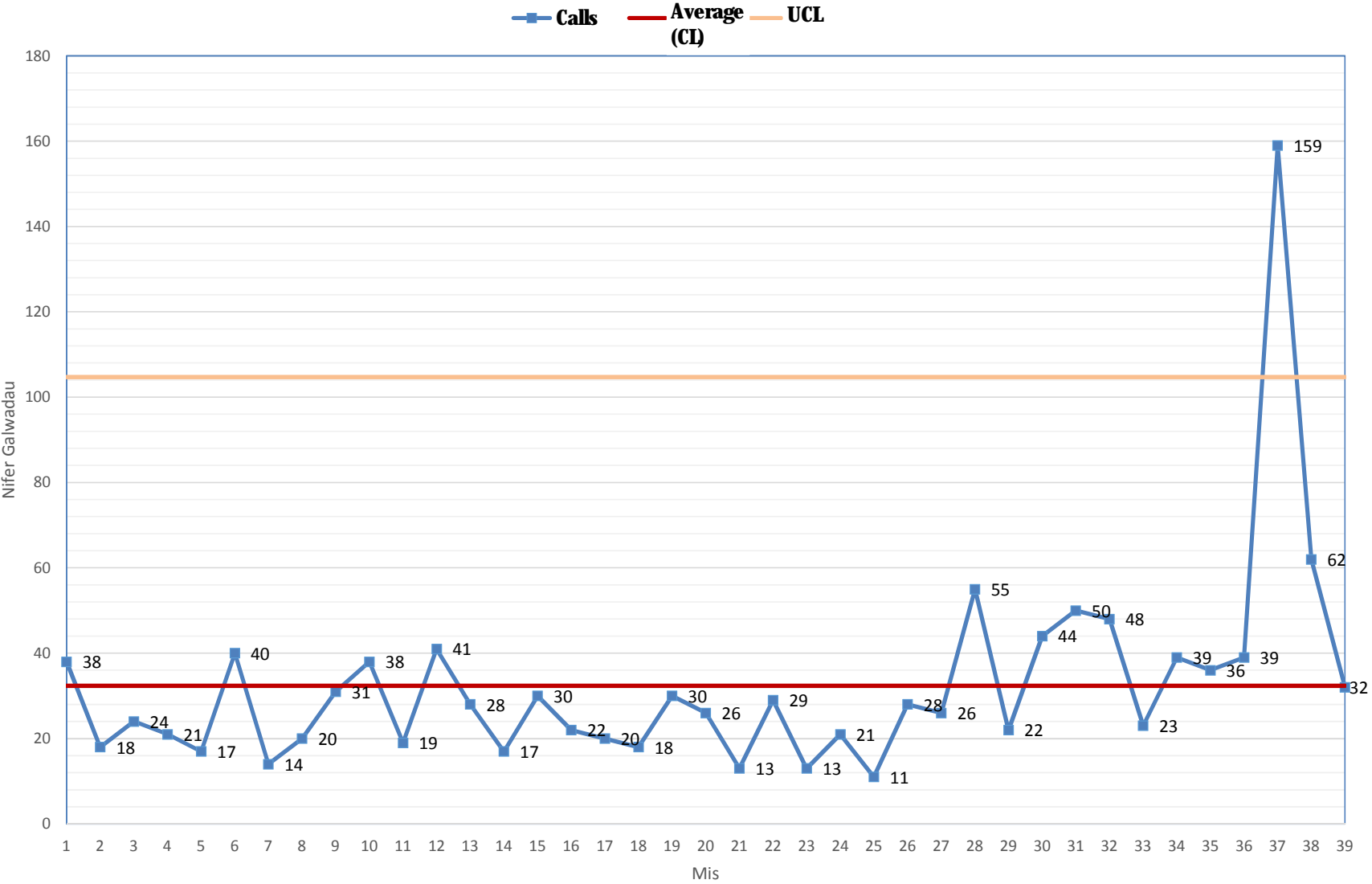
Ref.	Achievement Measure	Comments Quarter 1	Q 1 18/19	Q 4 17/18	Q 3 17/18	Q 2 17/18	Q 1 17/18	Q 1 16/17	Q1 15/16
CD8.07	Number of cases which lead to further adaptations in salary.	A problem on the schools payroll in April has led to 74 individuals receiving a salary underpayment (61 of them received an urgent payment) and 97 received a salary overpayment. The vast majority of the overpayments have been overturned in the May payroll.	304	202	139	137	132	158	125
CD8.08	Number of workers contacting about any shortcoming in the payroll payment process.	Number of calls in April has increased due to the problem on the schools payroll, with some calls in May as a result of the assessment.	253	114	121	121	65	75	80
CD8.09	Ensure accurate payments within the time limit for external bodies (such as HMRC).	All payments and reports sent on time.	100%	100%	100%	100%	100%	100%	100%

CD8.07 - Number of cases that lead to a further adaptations in salary

Number Average UCL



CD8.08 - Number of workers contacting about any shortcoming in the payroll payment process



**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

Internal Audit Service - Achievement Measures (Quarterly)

Senior Responsible Manager: Dewi A Morgan

Responsible Manager: Luned F Jones

Purpose of the Service:

To give confidence to the citizen and the Council on the Council's control environment and governance arrangements through independent and objective reporting to the Head of Finance and the Audit and Governance Committee.

Ref.	Achievement Measure	Comments Quarter 1	Q1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18	Q1 16/17	Q1 15/16
Page 8 CD2.09	Percentage of Audits in the Auditing Plan which have either been closed or have a published final Report.	Report on proposed arrangements on scoring risks and provide a level of assurance for audits presented to the Audit and Governance Committee on 19 July 2018 - without releasing a report in an old format to ensure consistency throughout the year. However, audits have been completed during this period but the reports have not been released thus far.	0.00%	100%	49.23%	26.56%	3.33%	17.5%	11.11%
CD2.09a	Percentage of internal audits that received a category "B" opinion or better (Accumulative total)	A lot of time has been spent on providing an Internal Audit Service to town and community councils.		82.69%	87.87%	88.89%	100%	86.7%	71.43%
CD2.09b	Percentage of internal audits that received a category "B" opinion or better (Quarterly Total)			73.68%	86.67%	86.67%	100%	86.7%	71.43%

Ref.	Achievement Measure	Comments Quarter 1	Q1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18	Q1 16/17	Q1 15/16
CD2.14a	Proportion of the agreed actions that have been implemented in accordance with the timetable (corporate measure). An agreement was reached on 163 actions to mitigate risks in 2017/18. This is the accumulative percentage.	12 (7.36%) of the agreed actions have been implemented acceptably.	7.36%	90.09%	43.05%	40.35%	0		
CD2.14b	Proportion of the agreed actions implemented in accordance with the timetable following a request for an increase with specific agreed actions.	12 (7.36%) of the agreed actions have been implemented acceptably.	7.36%	90.09%	85.71%	80.35%	0		

**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

Risk and Insurance Service - Achievement Measures (Quarterly)

Senior Responsible Manager: Dewi A Morgan

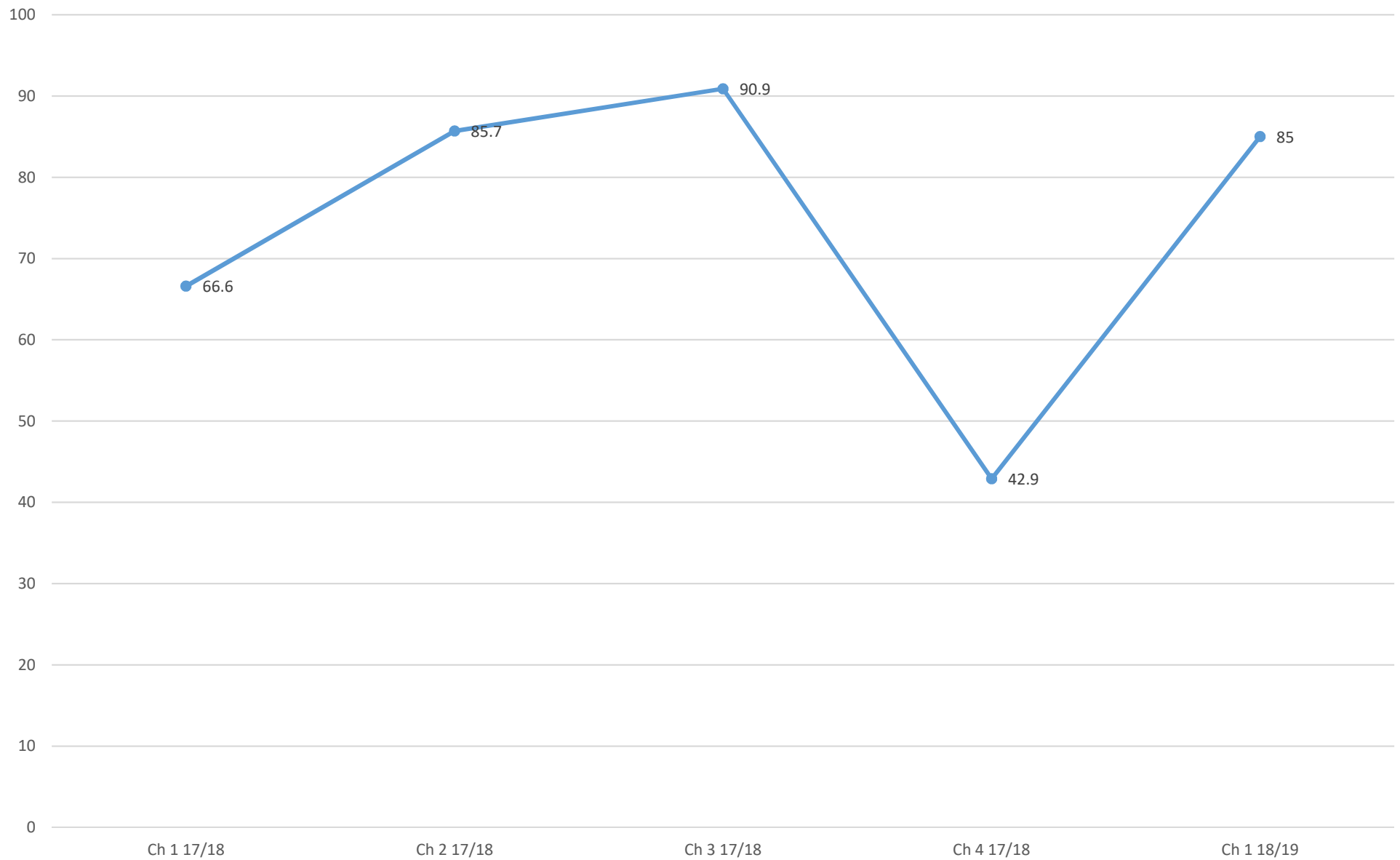
Responsible Manager: Gwyn Varney

Purpose of the Service:

Supports the Council's departments as they assess the threats and opportunities which they could face when providing their services and prioritise their activities based on the assessment. Protect the interests of ratepayers by ensuring appropriate insurance arrangements and deal with claims

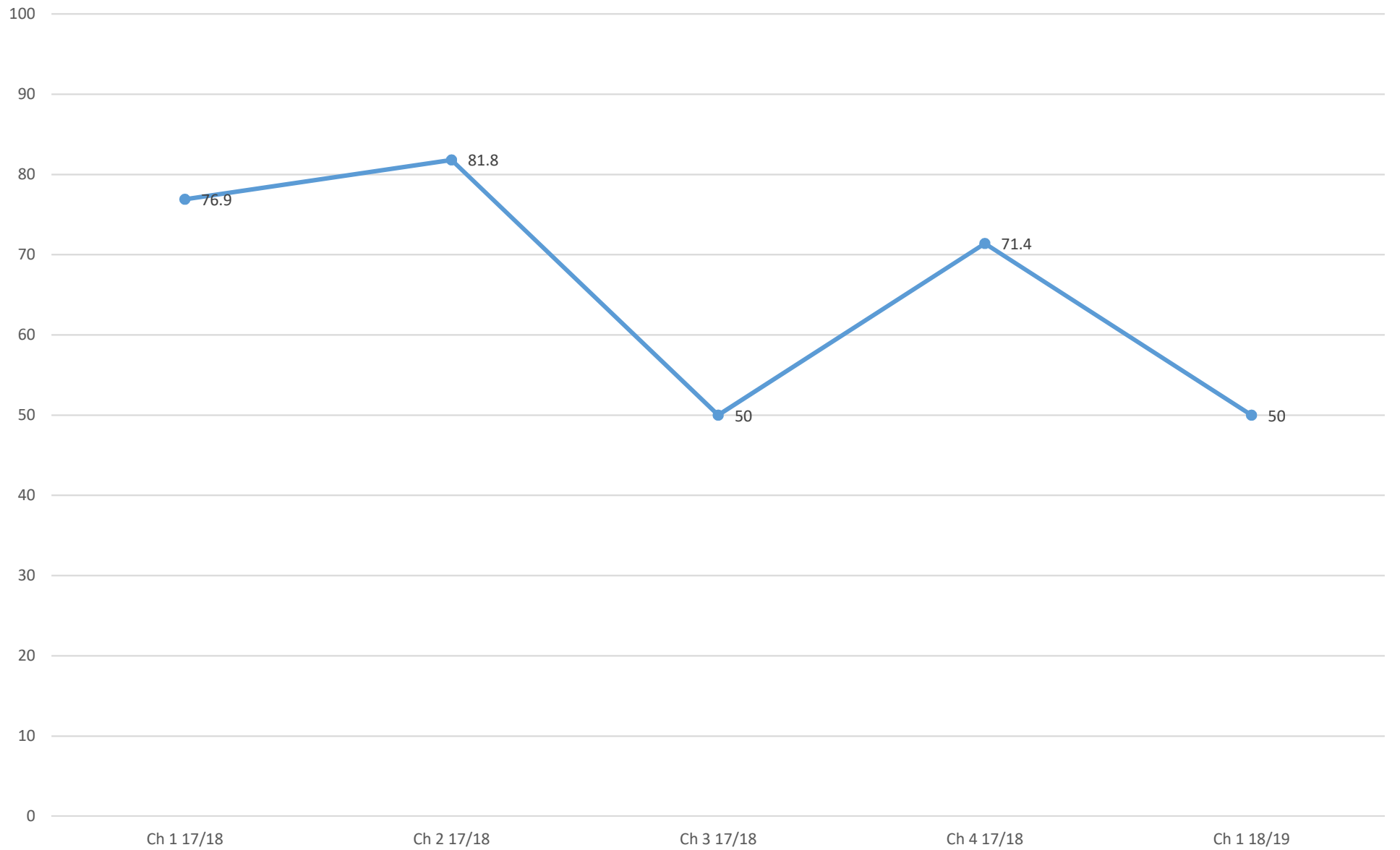
Ref	Achievement Measure	Comments Quarter 1	Q1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18	Q1 16/17	Q1 15/16	Q1 14/15
CD4.01 SQE 114	Protecting the taxpayer's financial interests: percentage of public liability claims refused (settled for compensation of £0) by the Unit	17 out of 20 claims have been defended successfully. 1. Damage to a vehicle in a recycling centre when an employee dropped a shredder on it when attempting to help a member of the public. 2. Damage to the fence when clearing snow off the highway. 3. Damage to clothing, probably after the cleaner used too much cleaning products (bleach) in a public toilet block.	85.0%	42.9%	90.9%	85.7%	66.6%	77.8%	72.5%	73.3%
CD4.02	Protecting the taxpayer's financial interests: percentage of public liability claims refused (settled for compensation of £0) by the Insurers	1 claim out of 2 have been defended successfully. 1. Injury after a fall due to an uneven pavement.	50.0%	71.4%	50%	81.8%	76.9%	63.6%	81.4%	76.7%

Percentage of public liability claims refused by the unit



Percentage of Public Liability Claims Refused by the Insurer

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**PERFORMANCE MONITORING - FIN/
2018.19**

The Information Technology Service (Support Services and Infrastructure) - Achievement Measures

Responsible Managers: Bryn Goodman Jones (Support Services), Gwyn Jones (Infrastructure)

Senior Manager: Huw Ynyr

The Service's Purposes:

(Help Desk) To support and enable all Council Services to serve the citizens of Gwynedd in an effective, flexible and secure way.

(Infrastructure) Develop and support the Council's infrastructure to provide a resilient and safe platform to maintain the Council's information technology services.

Ref.	Achievement Measure	Quarter 1 Comments	Q1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18	Q1 16/17	Q1 15/16	Q1 14/15
TG01	Percentage of network availability	A problem occurred with the firewall for a few minutes on 3 April, however, the software has now been updated so that this cannot happen again. This accounts for the 0.03% loss of network during the quarter.	99.97%	99.98%	99.20%	99.96%	99.97%	99.94%	99.8%	99.97%
TG02	Percentage of Public Website availability	The figure reflects 2.15% of the quarter (47 hours) where the website could not be accessed. This figure coincides with two specific incidents that disrupted our services.	97.85%	99.41%	100.00%	99.74%	98.92%	99.99%	99.97%	99.58%
TG05	Average Help Desk user satisfaction score	4.5% chose to respond, the highest number in any quarter. 13 noted that they were unhappy, 3 of them had left feedback and contact was made with the other 10.	1. Unhappy 13 (0.2%) 2. Happy 277 (4.3%) 3. No response 6,196 (95.5%)	1. Unhappy 12 (0.18%) 2. Happy 259 (3.86%) 3. No response 6,431 (95.96%)	1. Unhappy 7 (0.09%) 2. Happy 192 (2.36%) 3. No response 7,915 (97.55%)	1. Unhappy 33 (0.46%) 2. Happy 222 (3.14%) 3. No response 6,822 (96.4%)	1. Unhappy 15 (0.25%) 2. Happy 176 (3.07%) 3. No response 5,541 (96.66%)	Uncounted	4.80	4.80

Service :	Information Technology
Unit :	Infrastructure
Reporting date :	19 July, 2018

Events

27/05/2018 to 29/05/2018

Problems were experienced with the data storages during the final weekend in May and consequently, access to the systems was lost for a period. Although the system had been created to provide resilience, as two units manage the disks, two separate incidents occurred, one on the Saturday night and the other on the Sunday night, with the services failing completely on the Sunday night. There is no confirmation why the server failed on the Saturday night, but there is previous history of dampness in the room affecting the hardware. On the Sunday night, a record on the CCTV confirms that a bright flash of lightning struck at the exact time that things failed. However, the unit was not permanently damaged and the storage's software should have been resilient enough to maintain the services as a result of this incident. This was a public holiday weekend, with the work of responding to the problem commencing on the Tuesday morning and specialist services were needed from our provider (Dell/EMC) to overcome the problem. Every system had been recovered by 20:00, and some services returned from 15:00 onwards. Discussions are in progress with Dell/EMC to identify the problem, but also to identify an ongoing improvement as this has been the second incident within a year and work is also afoot with Gwynedd Consultancy to introduce new ventilation units that would rectify the dampness problem.

26/06/2018

The electricity supply was lost due to a problem on Scottish Power's network at approximately 13:00, affecting a wide area in LL55 and LL54. The battery kept the system going for a while whilst engineers were able to shut-down services. After the electricity was restored (at approximately 14:40), work to recover the systems had been completed by 19:00, with services starting to return just after 15:00. Work has commenced to look at service continuity options, avoiding over-dependency on one data centre.

New Developments

VPN Connection - A new provision has been released recently to enable laptops to appear as if they are on the Council's network when connecting from a distance. This provides more freedom for flexible working, but does so in a secure way. Every new laptop will include this provision and the Help Desk will update current equipment to reach the standard required to enable the provision.

- **E-mail** - Has been highlighted that the performance of the e-mail system has worsened at times recently, in particular between 8:30-9:30am
 - This is due to high numbers logging-in at the same time, therefore, an additional resource has been added to the system and it seems to be much better now.
- **AV** - Have been undertaking work to review our AV provision since Kaspersky has been noted as a security risk (difficulties with Russia) and government recommendations
 - 3 companies have met our needs and budget, the POC 'testing' work will commence during this quarter. If a change is made, the migration work will commence in Q3 18/19.
 - KAV
 - BitDefender
 - TREND
- **Devices** - Efforts are currently being made to update everyone's software and hardware. This is being done to simplify things for IT and users, in terms of the compatibility of packages and provisions to what will happen in the future. This is also true in relation to the Council's mobile phones.
- **Councillors** - Work to migrate the rest of the Councillors to the O365 system which is much more flexible and agnostic in terms of which device is being used to access different systems. A pilot has been held and everyone seems happy. This is one of the systems that forces us to enable 'modern authentication' as noted below.
- **Log-in Procedure** - Work has commenced to enable 'modern Authentication', namely change the format where everyone can log-in, this will reduce difficulties with the new systems that will be used, in particular when connecting externally (everything will then use e-mail address but will not withdraw the ability to use the payroll number in the short term)

PERFORMANCE MONITORING - FII
2018.19

The Information Technology Service (Development and Maintenance) - Achievement Measures

Responsible Managers: Rhodri Fretwell and Elfyn Evans

Senior Manager: Huw Ynyr

The Service's Purposes:

(Development) Collaborate with our customers to develop and evolve innovative solutions in response to business needs.
(Maintenance) Maintain a range of technological systems and solutions to keep us operational, efficient and up-to-date.

Ref.	Achievement Measure	Quarter 1 Comments	Q1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18
TG15	Development opinion survey: " Were you happy with the suggestions, solutions and the service in general that was received from the development unit? ". 1 - Yes, I do not have any suggestions for improvement 2 - Yes, but I believe that there is room for improvement 3 - No	19 projects have received feedback. One long-term project has been noted (2) regularly, reporting each time that developments are taking a long time. The developments are dependent on the needs and by using the "Agile" method, the work's commissioner has more freedom to change their mind, and in turn, this is reflected in the	1. Happy, no improvement 84% 2. Happy, room for improvement 16% 3. Unhappy 0%	1. Happy, no improvement 85% 2. Happy, room for improvement 15% 3. Unhappy 0%	Collectively with quarter 4	1. Happy, no improvement 86% 2. Happy, room for improvement - 14% 3. Unhappy 0%	1. Happy, no improvement 75% 2. Happy, room for improvement - 25% 3. Unhappy 0%

Service:	Information Technology
Unit:	Development
Reporting date :	19 July, 2018

PURPOSE:	Development Collaborate with our customers to develop and evolve innovative solutions in response to business needs.	Maintenance Maintain a range of technological systems and solutions to keep us operational, efficient and up-to-date.
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Feedback Request Submission Date	Project	Score	Feedback	Contact
Monday, July 16, 2018	Record management and Self-service <i>IT Project Manager : Rhodri</i>	1	Yes, I do not have any suggestions for improvement	Sharon Penny Fielding
Thursday, July 19, 2018	Self-service/ Changing channel <i>IT Project Manager : Rhodri</i>	2	Over the past months, it has felt as if the development of the project as a whole has been slightly slow because the app development has taken up so much resources, and so we have been unable to proceed with other elements such as Council Tax. I understand that a lack of resource can be a problem and that I do not have an understanding of the other work you have to undertake from other directions.	Eleri Williams
Monday, April 09, 2018	Health and Safety System (HS11) <i>IT Project Manager : Rhodri</i>	2	Ffion and Cian respond quickly and very good to any service request. Have only scored a two due to the Staff Safety Register and the current problems.	Gwennan Roberts
Monday, July 16, 2018	Conwy and Denbigh Language Charter <i>IT Project Manager : Rhodri</i>	1	I was happy with the service and I have no improvements to suggest 1 - Yes, I do not have any suggestions for improvement The team has been fantastic with every request for assistance being sorted immediately, Thank you all very much	Sian Vaughan

Monday, July 16, 2018	Gwynedd and Anglesey Language Charter <i>IT Project Manager : Rhodri</i>		1	<p>I believe that the service that the IT team provides when supporting the Language Charter project is excellent. The team is courteous and friendly and beyond the fact that it is incredibly easy to speak with and call any member, the fact that they are prepared to go that extra mile to resolve any problem arising is priceless. I genuinely thank you for providing a service that I have every confidence in when I have the opportunity to speak about it on all levels, be that on a county, regional or national level. I am so proud of this innovative programme that has been developed and derived from Gwynedd, but more so, I am incredibly appreciative and I have every faith in the people who are driving the programme forward and offer support that is second to none. Thank you very much.</p>	Gwenan Jones
Tuesday, April 10, 2018	Flintshire and Wrexham Language Charter <i>IT Project Manager : Rhodri</i>		1	1 - Yes, I do not have any suggestions for improvement	Ffion Hughes
Tuesday, April 10, 2018	The Welsh Language Charter ERW <i>IT Project Manager : Rhodri</i>		1	I would like to award a score of 1 for the IT provision that we receive from Gwynedd and certainly the service you provide is incredibly effective.	Rhodri Sion
Thursday, July 19, 2018	Ffos (Galw Gwynedd) <i>IT Project Manager : Rhodri</i>		1		Alison Owen
Thursday, April 12, 2018	Ffos (Municipal) <i>IT Project Manager : Rhodri</i>		1	I would award a score of 1 to the Ffos system	Steffan Jones
Monday, July 16, 2018	The Council's Website <i>IT Project Manager : Rhodri</i>		2	<p>2 - Yes, but I believe that there is room for improvement</p> <p>Regular meetings being held, and these have been programmed for the next six months. Work progressing on some of the schemes but aware that some schemes continue to slip. Accept that the Self-service Scheme and the Development of the Gwynedd app has been a priority for the Team over the past months.</p>	Sioned Vaughan-Jones

Wednesday, June 27, 2018	SSG1702 - Staff Statements <i>IT Project Manager : Elfyn E</i>	Automise the process of creating staff statements. Presenting teacher statements. Support unit efficiency savings.	1		Mari P Jones
Wednesday, June 27, 2018	HW1701 - Generic Calendar <i>IT Project Manager : Elfyn E</i>	Generic calendar to record rota details, time-sheets, annual leave and sickness in the Staff self-service system	1		Mari P Jones
Wednesday, June 27, 2018	HW1512 - Time-sheets (Residential) <i>IT Project Manager : Elfyn E</i>	Residential home managers to create a work rota in the Staff Self-service, with officers able to access their work rota. Present adaptations only, not a rota. To present annual leave and sickness as well.	1		Mari P Jones
Wednesday, June 27, 2018	SSG1701 - Workforce Data <i>IT Project Manager : Elfyn E</i>	Automise reports for internal purposes and statutory reports, e.g. ONS. The data also to be used to populate the managers dashboard in the Staff Self-service	1	Greatly appreciate the key support we have received from the development unit on both projects	Emyr Edwards Tryfan Williams
Wednesday, June 27, 2018	SY1803 - New Gwynedd housing survey <i>IT Project Manager : Elfyn E</i>	Enable the information unit to hold a new housing survey in an efficient way by using a tablet that sends information back to the back-office system.	1	Greatly appreciate the key support we have received from the development unit on both projects	Emyr Edwards
Wednesday, June 27, 2018	G1511 - Fleet Tracking <i>IT Project Manager : Elfyn E</i>	Financial savings by removing an external system. Module on the use / under-use of fleet vehicles at work. Conwy and Ceredigion are interested in purchasing the service and to trial the system by using the mobile tracking solution for hire vehicles.	1	1 every time !!	Kev Sheret
Wednesday, June 27, 2018	D1605 - Learning and Development Integrated System <i>IT Project Manager : Elfyn E</i>	Centralise all aspects of staff learning and development. Possible for managers to administrate courses Submit a request for a course in the Staff Self-service (managers to check) Possible for managers to tailor training course needs.	1+	Thank you so much for your excellent support	Carey Cartwright
Wednesday, June 27, 2018	SharePoint - Pupils Site - Additional Learning Needs and Inclusion (ALN&I) <i>IT Project Manager : Elfyn E</i>	Centralise pupils files from work fields (e.g. counselling, hearing impairment, medical) in one central site. Present correct metadata for the work fields needs.	1	Glad to do so. Yes, I do not have any suggestions for improvement	Gwyn Jones
Wednesday, June 27, 2018	Coastal Monitoring Site - Wales <i>IT Project Manager : Elfyn E</i>	Establish a concept site to capture coastal data (beach profiles). Welsh Government has agreed in principle to fund the site to include Wales data. Income to be collected from the development of the concept and also for annual maintenance.	1		Emlyn Jones

Requests awaiting comments

Department	Number of Requests	Reason / Outcome
Education	3	No development resource - Preventing from achieving efficiency savings to ALN&I Pupil Units, Education Staff Contracts and Governor administration through Self-service
Environment	2	Waiting for the service to present needs
GC	1	Waiting for the service to present needs
GC	14	Development resource in place. Human Resources Systems Board to prioritise the range. - unable to introduce an electronic recruitment procedure, sickness, applications for eye test refunds, etc, in the Staff Self-service
GC	1	Waiting for the service to present needs
Corporate	7	No development resource - slippage on elements of iGwynedd work, e.g. moving away from the K drive, improvements to Map Gwynedd
Finance / IT	1	Waiting for needs to introduce rights so that officers can access payslips through the Gwynedd Staff Self-service
Economy	2	No development resource - preventing from introducing improvements to work processes and the flexibility of having external access to iGwynedd files
Social Services	1	Delay - waiting for an action timetable from the department
Social Services	2	No development resource - unable to introduce a system to improve the administration of equipment and installation of telecare systems
Adults, Health and Well-being	2	No development resource - unable to expand the concept of providing devices to track the location of vulnerable adults. Savings of £40k per annum by removing the current system and also enabling the introduction of the services to more at a much lower cost than the current provider - no way of raising awareness about the Learning Disability Service
Children	1	No development resource - no way of raising awareness about the Learning Disability Service
Highways and Municipal	6	No development resource - unable to introduce improvements to the management of fleet vehicles, e.g. applications to purchase a car - annual savings of approximately £30k to remove the fleet asset management system with an in-house solution
Gwynedd Consultancy	0	

Research projects

Project	Team	Description
Research - LoRaWAN (Long Range Wide Area Network)	Project Manager - Elfyn Evans Technical Leader - Dafydd Elfryn Williams Developer - Llŷr Jones	LoRa wireless broadband network connected to a range of sensors. Very low demand on the battery enables monitoring without the cost of an electricity and network connection, e.g. identifying full street bins and only emptying those, adults field, etc. Project afoot to monitor the river levels at Bontnewydd and Waunfawr and having the ability to warn officers/the community via text message or e-mail. Also, saving staff time from visiting sites to download data from existing sensors.

PERFORMANCE MONITORING - FIN
2018.19

The Information Technology Service (Account Management) - Achievement Measures

Responsible Managers: Euryyn Morris
Senior Manager: Huw Ynyr

The Service's Purposes:
Ensure that the Council's services use the correct technology to introduce ongoing improvements to the Council's services.

Ref.	Achievement Measure	Quarter 1 Comments	Q1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18
TG16	Account management opinion survey: "Were you happy with the suggestions, solutions and the service in general that was received by the development unit?" 1 - Yes, I do not have any suggestions for improvement 2 - Yes, but I believe that there is room for improvement 3 - No	Feedback has been received from 6 individuals. No feedback was requested from those who had contributed during the previous period, and focus was placed on new pieces of work. We will ask everyone for feedback when any project comes to an end.	1. Happy, no improvement 100% 2. Happy, room for improvement 0% 3. Unhappy 0%	1. Happy, no improvement 100% 2. Happy, room for improvement 0% 3. Unhappy 0%			

Service :	Information Technology
Unit :	Programme Management
Reporting date :	19 July, 2018

PURPOSE :	Ensure that the Council's services use the correct technology to introduce ongoing improvements to the Council's services.
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Project	Background	Impact on the people of Gwynedd	
Language Web System	The process of disseminating the system Nationally went awry - and caused concerns in terms of Welsh Government continuing to fund the project across Wales.	Support the council's strategy by ensuring that the Welsh language thrives in our schools so that pupils can live in areas where the language is live.	
Prioritisation of Asset Replacement Schemes	Need to develop a system to facilitate the work to Members of prioritising Asset Replacement Schemes	Support Members to invest in the assets that are important to the People of Gwynedd	
Planning Policy	A need has arisen for a better system for holding an annual review of progress on live planning applications. This review feeds into an annual statement which reports whether the Council has a five year supply of new housing.	Ensure efficiency in the planning application systems to support a scheme to ensure a sufficient supply of homes for the people of Gwynedd.	

Meilir Rhys Pritchard, our 3rd Account Manager, joined the team in May. The unit will officially change its name to the Programme Management Team in the coming weeks, with Euryn receiving line management responsibility for our procurement and administration unit and we will commence an exercise of reviewing processes in accordance with the principles of Ffordd Gwynedd.

**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

Finance and Accounting Service - Achievement Measures

Senior Responsible Manager: Ffion Madog Evans

Responsible Manager: Sian Pugh

Purpose of the Service:

Provide a finance and accounting service, and help and support services to be effective and efficient.

Ref.	Achievement Measure	Comments	18/19	17/18	16/17	15/16	14/15
CD5.01	Success in staying within the budget	There is a change to the process of monitoring budgets for 2018/19, as the Corporate Management Team was of the opinion that a Review in the first quarter of the financial year was too early in the year to attempt to anticipate the end of year situation, and to be in-keeping with the new requirements to close the accounts sooner. Therefore, for 2018/19, there will be a review at the end of August and November, and then at the end of the financial year.		-0.36%	-0.28%	-0.13%	-0.18%

**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

Finance and Accounting Service - Achievement Measures

Senior Responsible Manager: Ffion Madog Evans
Responsible Manager: Sian Pugh

Purpose of the Service:

Provide a finance and accounting service, and help and support services to be effective and efficient.

Ref.	Achievement Measure	Comments Quarter 1 18/19	Q4 17/18 16/17 15/16 14/15	Q2 17/18 16/17 15/16 14/15	Q1 17/18 16/17 15/16 14/15
CD5.3	Financial monitoring including producing quarterly reports for the Budget Managers, the Leadership Group, the Portfolio Leaders, the Cabinet and the Audit Committee, as well as monitoring the performance of the Council's savings and cuts schemes.	<ul style="list-style-type: none"> · A report was given on the end of year revenue, capital and savings situation to the Cabinet 22/5/18 and to the Audit and Governance Committee 28/6/18. · Monthly reports of expenditure against the budget are sent to budget managers. · The work of monitoring savings and cuts was permanently ongoing, with reports being submitted to the departmental performance challenge meetings and department management team meetings regularly. · A change to the review system for 2018/19 onwards, as noted in CD5.01. 	Reported on the Quarterly Review	Reported on the Quarterly Review	Reported on the Quarterly Review
CD5.04	Formulate and distribute the Council's Budget annually and in line with the specific and designated timetable to achieve the necessary essential steps	<ul style="list-style-type: none"> · Work has already commenced on 2019/20 Budget projections, looking at inflation rates, changes to the national salary points, etc. Accountants are already in the process of looking at the staffing structures and 2019/20 salary scales in detail. · Detailed work has been completed during the period of looking back on the Council's budgets in previous years. 	2017/18 - Completed the work of the budget earlier in comparison to previous years, as part of the service's attempt to close final accounts earlier	Work on the first part of the 2018/19 Budget is complete, and work on the second part is already underway	Initial work has been completed
CD5.5	Completion of the Final Accounts (Accounts of Gwynedd, two Joint Committees and the four Harbours) and the relevant requirements to produce a Draft Statement Accounts and to ensure approval of the final Statement of Accounts.	<ul style="list-style-type: none"> · The accounts of Gwynedd, Joint Committees and the Harbours had been completed earlier for 2017/18, having completed and submitted them to the Auditors by 15 June, which is the statutory date for 2018/19 and 2019/20. This is compared to 30 June in previous years. The actions completed to attempt to respond to the challenge had been successful, but the work was ongoing in order to attempt to improve and speed up our processes, and identify and overcome barriers. · Statutory date is 31 May for 2020/2021 onwards. · It was intended to achieve the 31 May date before it became statutory in 2021. Whole of Government Accounts returns are complete by reporting to Welsh Government earlier this year. · 2017/18 revenue and capital outturn returns completed earlier by the Accountants. · An audit of the accounts from Deloitte is already underway, with the timetable for the audit also shortens, and by 2021 they would have to be completed by the end of July. 	Accounts completed finally by 30 September and an Annual Audit Letter received from the Wales Audit Office	Accounts completed finally by 30 September and an Annual Audit Letter received from the Wales Audit Office	Accounts completed by 30 June

**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

Pensions Service - Achievement Measures

Senior Responsible Manager: Dafydd L. Edwards

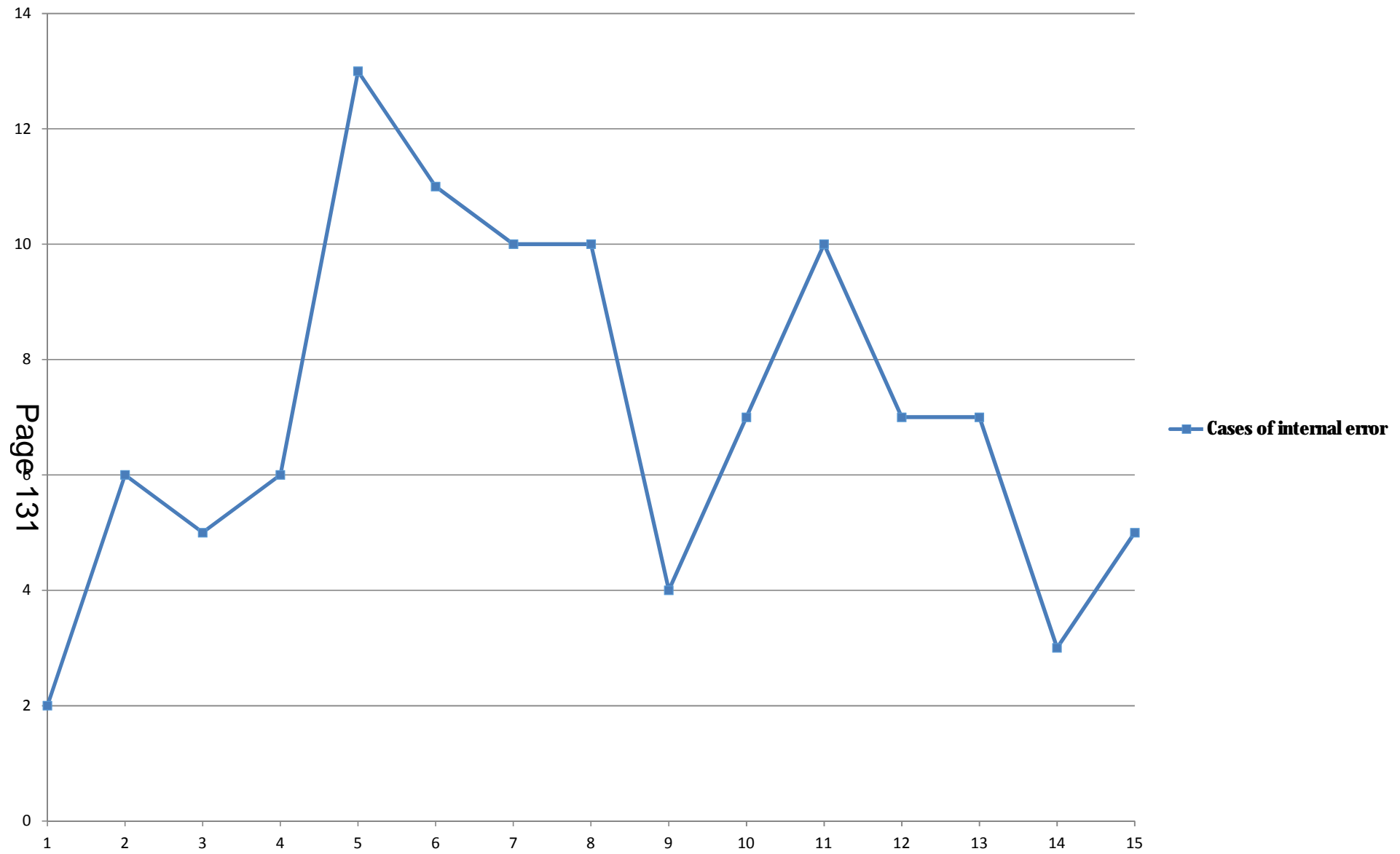
Responsible Manager: Nick Hopkins

Purpose of the Service:

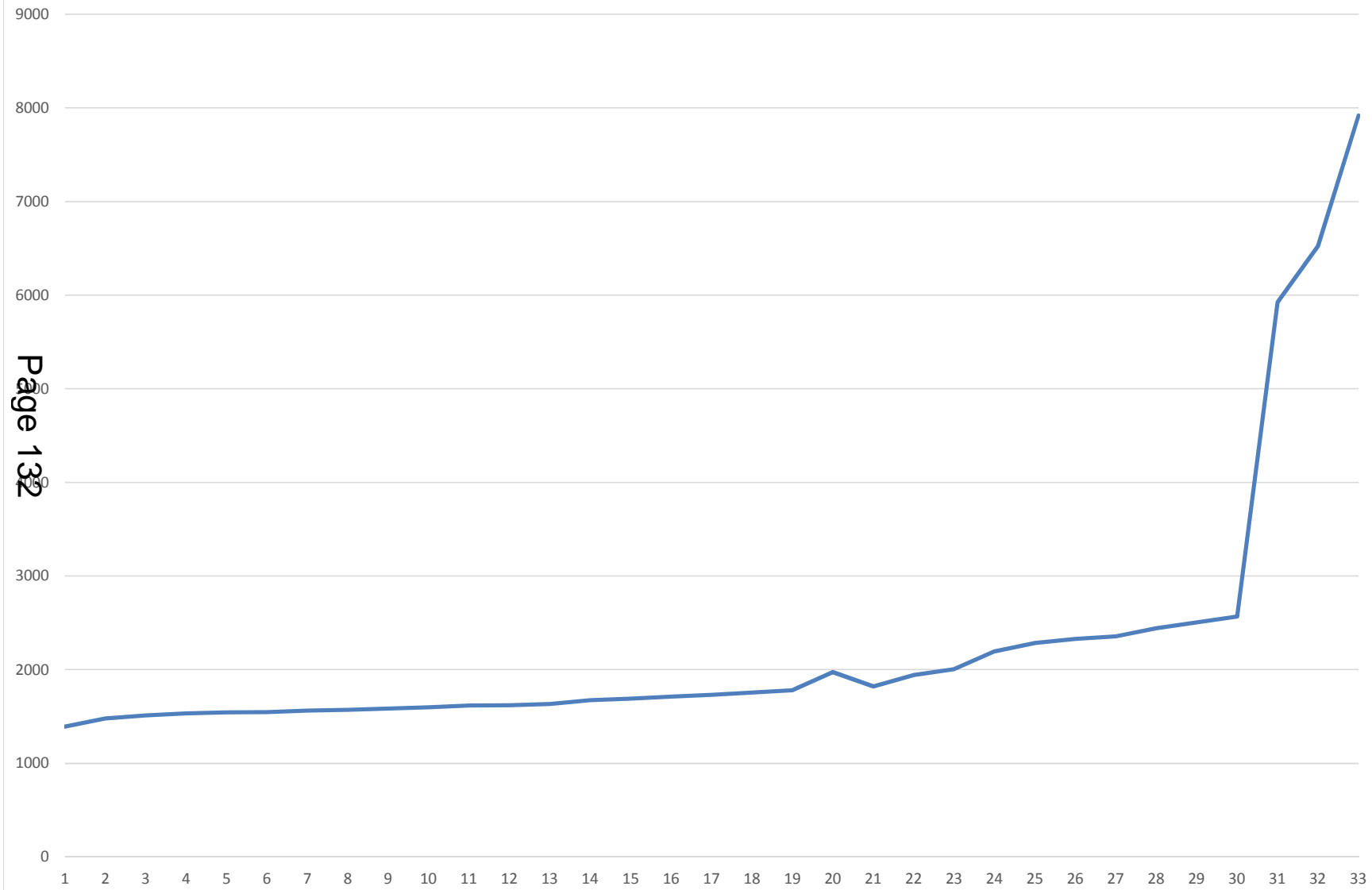
To administrate the Local Government Pension Scheme on behalf of over 40 employers including Gwynedd Council, Isle of Anglesey County Council and Conwy County Borough Council in order to calculate and pay pensions promptly and accurately.

Ref.	Achievement Measure	Comments Quarter 1	Q 1 18/19	Q 4 17/18	Q 3 17/18	Q 2 17/18	Q 1 17/18	Q 1 16/17	Q1 15/16	Q1 14/15
CD9.03	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	More cases have been processed during this quarter.	3.50	3.30	4.70	2.40	7.40	7.40	10.00	11.50
CD9.04	Average number of work days taken to send a letter notifying the value of retirement benefits - estimate.	More cases have been processed during this quarter.	2.10	1.50	2.40	5.30	3.00	3.30	7.90	5.80
CD9.05	Average number of work days taken to complete dependants' calculations and payments following the death of a member of the scheme.		6.70	9.82	9.69	4.56	9.30	12.25	6.82	4.90

Cases of Internal Error



Online Pension First Login



**PERFORMANCE MONITORING - FINANCE DEPARTMENT
2018.19**

Investment and Treasury Management Service - Achievement Measures

Senior Responsible Manager: Dafydd L. Edwards

Responsible Manager: Caroline L Roberts

Purpose of the Service:

Maximise the benefits from investing the Pension Fund, and keep appropriate accounts;

Invest the Council's cash flow safely, with acceptable interest;

Manage long-term loans

Ref.	Achievement Measure	Comments Quarter 1	Q1 18/19	Q4 17/18	Q3 17/18	Q2 17/18	Q1 17/18	Q1 16/17	Q1 15/16	Q1 14/15
CD13.05	Pension Fund - Portfolio managers' investment performance compared with the specific benchmark set for it.				-1.00	-0.20	+1.1	+0.4	+1.1	1.70
CD13.06	The security of the Council's money security in relation to bank deposits - quarterly analysis by Arlingclose of the credit score (1 being highest, namely a credit status of AAA, 2 is AA+, 3 is AA, 4 is AA-, 5 is A+ 6 is A and 7 is A-)			3.96	3.76	3.97	3.30	3.43	2.95	5.12
CD13.07	Interest income on bank deposits to be measured against the 7 day non-compounded LIBID rate			0.45	0.47	0.42	0.43	0.66	0.63	0.62