



Corporate Support Department



The department reinforces the Council's ability to provide the best services to Gwynedd's residents through a combination of support, specialist and front-line services. This provides an opportunity for the remainder of the Council to focus on the other services that are provided directly to the public.

Together with the day to day work outlined below, this Department leads on the following priority projects:

- Keeping the Benefit Local – (Improvement Priority 1)
- Women in Leadership – (Improvement Priority 3)
- Implementing the Equality Plan (Ensuring Fairness for Everyone) – (Improvement Priority 3)
- Native Welsh Place Names – (Improvement Priority 5)
- Promote the use of the Welsh language within the Council's services – (Improvement Priority 5)
- The Welsh Language in Public Services – (Improvement Priority 5)
- Ensuring that managers practice their Health and Safety role effectively – (Improvement Priority 7)
- Planning the Workforce – (Improvement Priority 7)
- Implement the Ffordd Gwynedd Work Programme Plan (Empowering Units to Implement Ffordd Gwynedd)– (Improvement Priority 7)

Customer Contact



Galw Gwynedd, from its centre in Penrhyndeudraeth, responds to telephone calls, e-mail messages and online service requests on behalf of Council services. Siop Gwynedd in Dolgellau, Pwllheli and Caernarfon operate as a combined one-stop-shop and reception for the same purpose, as well as operating as a first point of contact for the Tax and Benefits Services.

Answer phone calls, on average within 49 seconds



Galw Gwynedd receives approximately 190,000 telephone calls annually, and Siopau Gwynedd receive at least 20,000 visitors each year.

In future, we will:

- review and introduce new arrangements for the switchboard service to improve customer services,

- restructure in order to ensure that the full range of services can be provided in each of the Customer Contact Centres,
- develop the current use of web-chat and extend the support to online service users,

Registration

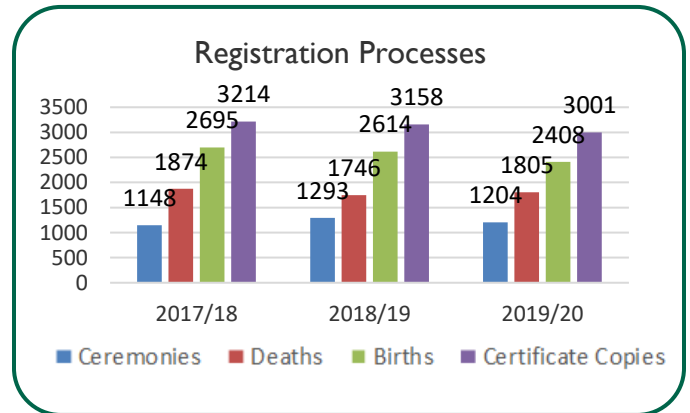


The Council provides a registration service from four locations across the county.

During the past year, 5,600 marriages, civil partnerships, births and deaths were registered and more than 3,000 requests for certificates were received.

In future, we will:

- develop self-service for requests for certificates,
- strengthen our service continuation plans.



Communication and Engagement



The Communication and Engagement Service facilitates a two-way dialogue with the residents of Gwynedd, staff and councillors.

This communication includes maintaining a proactive relationship with the media, maintaining the Council's website and social media accounts, publishing Newyddion Gwynedd and coordinating opportunities for Gwynedd's residents to give their views on the Council's work and maintain the Council's internal communication arrangements.

In future, we will:

- improve the procedure for identifying and prioritising the key messages and the key issues in order to ensure that the people of Gwynedd receive the information they require
- undertake development work to ensure that the Council's website continues to meet the needs of the people of Gwynedd
- strengthen and extend our internal communication arrangements.



Council Business Support



This service coordinates arrangements for publishing the Council Plan, Equality Plan and performance reports in addition to providing executive support to the Corporate Management Team, advising on project arrangements and managing projects, service reviews and scrutiny investigations. We will assist the Council's services to give fair consideration to the equality and rights of each individual, consider the requirements of the Well-being of Future Generations Act and assist officers and councillors to challenge plans and working practices.

Another element of the service's work is supporting the work of the *Public Services Board* where Gwynedd and Anglesey Councils, with the Health Board, Natural Resources Wales and the Fire and Rescue Service, collaborate closely in order to improve the well-being of residents in several fields.

In future, we will:

- implement the work programme within the Strategic Equality Plan 2020-24 in order to ensure that equality is embedded in all the Council's work
- review and update the well-being assessments published for the 14 well-being areas in Gwynedd and Anglesey.

Research and Information



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In order for all Council services to work successfully in accordance with the Ffordd Gwynedd principles, they need to understand the needs of their customers, to be able to measure whether or not they are delivering what's important to their customers, and to make decisions based on the evidence of the impact on the people of Gwynedd. To achieve this, gathering, recording and analysing information is vital. We are here to support the Council's services to do this.

As so much information is kept to provide Council services, including information about people, we need to ensure that the arrangements for creating, retaining, sharing and using this information are working correctly and that they comply with legislation.

In future, we will:

- collaborate with the Business Support Service to improve the evidence that is available for Council services regarding the nature and needs of local areas in Gwynedd
- develop the information and analyses that Council managers receive regarding their workforce and make this information more accessible
- make the most of the potential of the Council's new document and records management system (iGwynedd) and help services to develop things that facilitate ways of working and reduce unnecessary steps
- ensure that information retention and sharing arrangements and practices mean that the use of data is safe and complies with legislation at all times.



iGwynedd

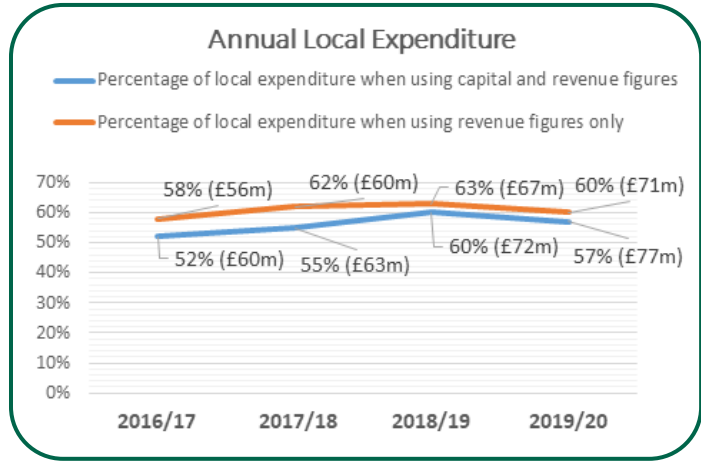
Procurement



The Council spends over £118m annually on procuring, or purchasing, various goods and services from revenue budgets. In 2019/20, the locally purchased goods and services were equivalent to £71 million to the local economy.

In future, we will:

- strengthen and develop the procurement expertise within the Council and review what we are currently purchasing,
- adopt best practice in the field and introduce further schemes to support the market
- develop our electronic purchasing systems in order to respond to new requirements.



Democracy and Language



The Democracy and Language Service is responsible for three specific fields, namely democracy, translation and language. We are responsible for undertaking the committees process and offer various support to the 75 councillors.



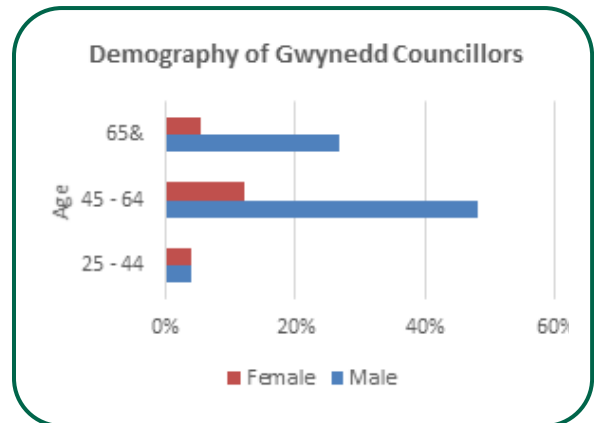
All the Council's services are available to the public in Welsh and English, but the Council's administrative language is Welsh. Therefore, we promote and enable the use of the Welsh language in all our services. This is supported by the provision of written and oral translation services for staff, councillors and the county's residents.



The Council wishes to see a situation where Gwynedd continues to be a stronghold for the Welsh language, and that it is an everyday language that is heard and spoken naturally by children, young people and adults across the county.

In future, we will:

- build on the existing remote attendance and committee web-casting arrangements
- review how we promote the Welsh language in the community
- promote the use of the Welsh language in technology.



Support Service



The Support Service provides administrative support such as arranging appointments, ordering goods, printing, paying bills and distributing post for Council staff.

In 2019/20, the service has focused on rationalising the administrative arrangements, reducing unnecessary paperwork, and enabling staff and managers to access service and information directly and promptly.

In future, we will:

- input recruitment and appointment arrangements, in an effort to reduce internal bureaucracy and to facilitate the task for individuals when applying for a post in the Council
- change the procedure of communication and administration from paper to electronic means.

Emergency Plans

The Council has a role in preparing plans for dealing with emergencies and to collaborate with the emergency services, agencies and volunteers when caring for the welfare of the public. The Covid-19 crisis has highlighted this key role more than ever before.

The provision of food and rest facilities, temporary accommodation and road safety are prominent examples of the specific responsibilities that the Council has in responding to various emergencies.

The Emergency Planning Operation Group, which has representatives from all Departments, coordinates the arrangements to prepare for emergencies while a Strategic Group, under the guidance of the Corporate Director, keeps an overview and challenges those arrangements as and when necessary. This is all supported by the Regional Emergency Planning Service which is contracted to provide specialist guidance in this field.

In future, we will:

- review and strengthen our service continuation arrangements and hold local exercises to ensure that we are able to respond effectively to the various emergencies faced.

Human Resources Advisory Service



The team of human resources advisers and officers are responsible for advising managers and school heads on a wide range of staff employment matters. This includes interpreting the employment conditions, equal opportunities issues, restructuring or service cuts, dealing with disciplinary matters and complaints, managing absences and workforce planning. The service also leads on a programme that focuses on reviewing and developing the Council's employment conditions and has a central role in maintaining a constructive working relationship with the trade unions.

In future, we will:

- develop and implement the service's business model, so that there is an increasing emphasis on giving advice and supporting managers to take ownership of day-to-day employment matters
- implement a programme of reviewing and developing local employment conditions to reflect and support the way in which the Council wants its staff to work.

Health, Safety and Well-being Advisory Service



The Service fulfils a statutory role of providing competent advice to the employer on health, safety and well-being matters. This includes advising on legal standards in safety, investigating accidents and other incidents, monitoring, examining and providing training programmes.

In addition to this, we support staff through periods of absences, provide advice to managers on the health of their staff and assess suitability to return to work following an injury or illness, screen the health of workers and carry out staff medical checks as well as plan and implement a programme to promote health and well-being.

In future, we will:

- mainstream mental health and well-being within the workforce, while raising awareness and empowering staff across the Council and promote a culture of sharing experiences and supporting individuals
- develop and implement a new business model for the Service in order to encourage ownership within the services of day-to-day health and safety matters within the Council and prioritise resources for the biggest risks.



Learning and Organisational Development



The service provides relevant learning and development support, consults and responds to the needs of individuals and teams, helps to develop a beneficial working environment so that everyone gives their best, helps services to identify opportunities to improve and develops talent to fill gaps in the future.

Learning and Development Programmes are provided to staff (on all levels) and Elected Members, including developing the leadership. We are working with teams and officers to ensure that the service is relevant and of a good quality, to 'fill gaps' in the provision and tailor titles to meet their needs. We promote and

support individuals to take ownership of their own learning, and offer a range of learning methods that include the 'traditional' as well as innovative methods such as *coaching and mentoring* and learning through experience.

There is particular emphasis on developing remote learning ('virtual') methods, and the learning programme reflects this, with more learning opportunities being added regularly.

The objective of the *Organisational Development* work is to nurture behaviours and culture which create and maintain a working environment where staff are at their best to serve the people of Gwynedd. Giving staff a voice, and an opportunity to contribute their views and ideas is a crucial part of this while there is also focus on developing the future workforce through schemes such as *Identifying and Developing Talent*. An increasing range of benefits is offered which contributes to staff satisfaction and well-being.

Another important element is *Service Improvement* by responding positively to complaints, facilitating arrangements for services to take responsibilities for them, and learn from them. Also to celebrate successes.

In future, we will:

- develop and extend the distance learning provision
- contribute to a scheme to ensure that all Council staff have appropriate information technology skills in order to use self-service systems and take advantage of the e-learning provision
- extend the work (consultative and practical) to support departments to develop teams and leadership skills
- develop and coordinate a range of support packages to help staff and managers to cope.

The department's day to day work contributes towards the following Gwynedd Well-being Objectives by ensuring that residents can:

- Enjoy happy, healthy and safe lives
- Earn a sufficient salary to be able to support themselves and their families
- Live in a natural Welsh society