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GOHEBIAETH YN DILYN CYFARFOD Y PWYLLGOR

Pwyllgor PWYLLGOR CRAFFU AMGYLCHEDDOL

Dyddiad ac amser y cyfarfod DYDD MAWRTH, 16 IONAWR 2018, 4.30 PM

Gweler isod gohebiaeth anfon gan Gadeirydd y Pwyllgor ar ôl y cyfarfod , ynghyd ag unrhyw ymatebion a gafwyd

Am unrhyw fanylion pellach, cysylltwch â scrutinyviewpoints@cardiff.gov.uk

10 **Gohebiaeth yn dilyn Cyfarfod y Pwyllgor** (*Tudalennau 3 - 22*)

Mae'r dudalen hon yn wag yn fwriadol

Ref: RDB/RP/DW/16.01.2018

5 February 2018

Councillor David Walker,
Chair - Policy Review & Performance Scrutiny Committee,
Room 271 County Hall,
Atlantic Wharf,
Cardiff,
CF10 4UW.



Dear Councillor Walker,

Environmental Scrutiny Committee – 16th January 2018

The Environmental Scrutiny Committee meeting held on the 16th January 2018 received an item titled City Operations Digitalisation Projects. The main focus of this item was digitalisation projects being developed or delivered by the City Operations Directorate, however, there were some elements of the item which drifted into the Council wide delivery of digitalisation and so relate more specifically to the terms of reference of the Policy Review & Performance Scrutiny Committee. Members of the Environmental Scrutiny Committee agreed that the Council wide digitalisation comments and observations should be recorded in a letter and sent to you as Chair of the Policy Review & Performance Scrutiny Committee. The Committee felt that it was particularly important to do this in advance of the your budget scrutiny meeting on the 14th February as it is anticipated that the draft budget proposals will feature a significant level of digitalisation related savings. The comments and observations of the Environmental Scrutiny Committee are set out below:

- At the meeting I asked a number of questions about 'Consult 38' from the '2018/19 Budget Proposals – For Consultation'. This referenced a £1.206 million saving that had been allocated against the Corporate Management budget alongside the title of 'Business Processes including Digitalisation'. The saving was described as:

‘Council Wide Efficiencies – In line with the Council’s digital strategy, this saving will be achieved through delivering business efficiencies through third party spend, charging processes, technology and staff resources. This will put the use of digital forms of communication and service delivery at the heart of how the Council operates and interacts with the people it serves’.

The saving was consistently risk rated as ‘Red – Amber’ and was placed under the saving category ‘TBC’. It was anticipated that these savings would be applied ‘Council Wide’, and as such a part of the £1.206 million saving could be applied against the City Operations Directorate or other services that might fall within the remit of the Environmental Scrutiny Committee. With this in mind I asked how much (if any) of this saving would be applied against the City Operations Directorate or any other services provided within the remit of the Environmental Scrutiny Committee. Officers from the City Operations Directorate were unable to provide an answer to my question, explaining that it was a ‘Corporate Management’ issue that was still being worked on. They were also unable to answer a second question as to whether a detailed business plan had been put in place to ensure that the saving was achieved. Failure to provide an adequate explanation around on how a £1.206 million digitalisation saving will be achieved and indeed if it will impact on services relevant to the Environmental Scrutiny Committee terms of reference has left me feeling very concerned about the achievability of this savings line.

- During the meeting the Committee was informed that the Council is in the process of recruiting a Chief Digital Officer. They were told that the role of this important post would be to review and then help structure how digitalisation would be rolled out across the Council. The Committee is concerned that such a high level of digitalisation savings have been set out in the budget consultation and that this exercise is being carried out way in advance of the Chief Digital Officer appointment. The Environmental Scrutiny Committee believe that if the Council is going to appoint to this new role then it should provide the successful candidate

with at least some time to review and then implement any new ideas that they might have. Simply appointing the person into the post and then dictating how they must deliver digitalisation would seem to be the wrong way to introduce new expertise into the Council. In addition to this the Committee will be inviting the newly appointed Chief Digitalisation Officer to a Committee meeting in 2018/19 to provide an update on digitalisation projects relevant to the terms of reference of the Environmental Scrutiny Committee. To accommodate this I will make sure that a suitable digitalisation item is added to the list of potential Environmental Scrutiny Committee work programme items for the municipal year 2018/19.

- When discussing the way forward Members were of the view that digitalisation was a long term strategy and that real savings can take a long time to properly realise. With this in mind the Environmental Scrutiny Committee are of the view that this isn't a task that the Council can simply rush into just to make short term savings, they believe that it is far better not to rush the process, to use the required expertise and then realise proper long term savings.
- During the meeting it was explained that modern digital technology could deliver efficiency and savings, however, it also required constant additional investment to ensure that all of the necessary upgrades are applied. This means that future technology budgets will need to be supported by regular funding increases to ensure that systems continue to work and that any savings / efficiency gains are not lost. Most major private companies set aside regular increases for technology budgets and the Council should not be any different.

I hope that you find the comments and observations contained within this letter useful. Should you have any questions about the content of the letter don't hesitate to contact me,

Regards,

A handwritten signature in black ink, appearing to read 'Ramesh Patel', enclosed in a thin black rectangular border.

Councillor Ramesh Patel
Chairperson Environmental Scrutiny Committee

Cc:

- Members of Cardiff's Environmental Scrutiny Committee

Ref: RDB/RP/CW/16.01.2018

5 February 2018

Councillor Caro Wild,
Cabinet Member for Strategic Planning & Transport,
County Hall,
Atlantic Wharf,
Cardiff CF10 4UW.



Dear Councillor Wild,

Environmental Scrutiny Committee – 16 January 2018

On behalf of the Environmental Scrutiny Committee I would like to thank you and the officers for attending the Committee meeting on Tuesday 16 January 2018. As you are aware the meeting considered an items on 'Cabinet Response to Managing Section 106 Funding for the Development of Community Projects' and 'City Operations Digitalisation Projects'. The comments and observations made by Members following the items are set out in this letter.

Cabinet Response to Management of Section 106 Funding for the Development of Community Projects

- The Committee welcome the very positive Cabinet response to the report titled 'Management of Section 106 Funding for the Development of Community Projects'. They believe that the new approach will put local councillors at the heart of the decision making process for identifying suitable community projects to be funded by section 106 contributions.
- At the meeting you asked if Members of the Committee would be interested in volunteering for a working group to review and fine tune the process for allocating section 106 funding for community projects. Several Committee members were keen to volunteer for this piece of work. I will provide you and planning officers with a list of Committee volunteers once they have confirmed their willingness to take part in writing.

- The Committee believe that councillor training on the new process for allocating section 106 funding for community projects will be essential. In addition to this it should be supported by wider training on section 106 contributions and other types of planning obligations. I would be grateful if you could liaise with staff in the Planning Service to arrange appropriate training.
- During the meeting there was some discussion on the management of section 106 monies, with some Members particularly concerned that developer monies were being lost because the Council was unable to allocate the funding within the timescales set out in section 106 agreements. The Committee was told that the use of section 106 funding was constantly monitored and that new, existing and historic contributions are now recorded on a Council wide section 106 database that is managed by the recently appointed Section 106 Officer. To help address Member concerns I would be grateful if you could provide the Committee with the details from the section 106 database, to include current, proposed and historic agreements covering the last five years.
- A Member asked how project applications for section 106 funding would be screened and who would be responsible for this screening prior to the project being passed to local councillors for a decision. I would be grateful if you could share your thoughts with the Committee on how this process might function and the resource implications of delivering this work.
- One Member explained that she was a councillor in a city centre ward that had recently experienced lots of development and generation of section 106 funding. She went onto praise the support provided by the recently appointed Section 106 Officer, explaining that she had been fully kept up to date on all new and existing applications along with potential funding opportunities. The councillor asked that her thanks be passed onto the Section 106 Officer for the dedicated support that she had provided.
- The Committee is aware that the new process for allocating section 106 funding for community projects is a first of its kind. This means that there

will probably be a series of teething difficulties and a host of lessons to learn from during the first year. With this in mind the Committee would like to arrange a review session for twelve months time to consider the lessons learnt and progress made to date. I will ensure that this is added to the list of potential work programme items for the 2018/19 municipal year.

City Operations Digitalisation Projects

- During the meeting an officer explained that the Council had introduced a 'Smart Parking App' as a part of the digitalisation programme. The app had cost £180,000 to develop and had quickly contributed to an increase in parking revenue. I would be grateful if you could confirm how much additional revenue the new 'Smart Parking App' has contributed to the parking revenue account for the 2017/18 financial year.
- The overall the budget consultation identified a number of digitalisation savings, including 'CONSULT 1' for £212,000 which was allocated against the City Operations Directorate. This potential budget saving fell against the category of 'Income Generation' and was described as:

'Improve Charging & Income Generation Projects – Generate additional income through an increase in fees and charges across City Operations in addition to maximising opportunities for recharging for services, particularly through digitalisation'.

The saving was consistently risk rated as 'Green' and was listed against the Strategic Planning & Transport Cabinet portfolio. I asked for further detail around how the £212,000 saving would be achieved, but did not receive a sufficiently detailed explanation. Instead I was told that estimated amounts were put forward for delivery based on results achieved in recent years and that the City Operations Directorate had a good track record of delivering against such savings. The Environmental Scrutiny Committee is due to scrutinise the budget proposals at a meeting on the 14th February. Should the 'CONSULT 1' saving of £212,000 still feature as a budget line

then I will once again ask the same questions of the proposed saving with the hope of receiving a more detailed answer.

- At the meeting I asked a number of questions about 'Consult 38' from the '2018/19 Budget Proposals – For Consultation'. This referenced a £1.206 million saving that had been allocated against the Corporate Management budget alongside the title of 'Business Processes including Digitalisation'. The saving was described as:

'Council Wide Efficiencies – In line with the Council's digital strategy, this saving will be achieved through delivering business efficiencies through third party spend, charging processes, technology and staff resources. This will put the use of digital forms of communication and service delivery at the heart of how the Council operates and interacts with the people it serves'.

The saving was consistently risk rated as 'Red – Amber' and was placed under the saving category 'TBC'. It was anticipated that these savings would be applied 'Council Wide', and as such a part of the £1.206 million saving could be applied against the City Operations Directorate or other services that might fall within the remit of the Environmental Scrutiny Committee. With this in mind I asked how much (if any) of this saving would be applied against the City Operations Directorate or any other services provided within the remit of the Environmental Scrutiny Committee. Officers from the City Operations Directorate were unable to provide an answer to my question, explaining that it was a 'Corporate Management' issue that was still being worked on. They were also unable to answer a second question as to whether a detailed business plan had been put in place to ensure that the saving was achieved. Failure to provide an adequate explanation around on how a £1.206 million digitalisation saving will be achieved and indeed if it will impact on services relevant to the Environmental Scrutiny Committee terms of reference has left me feeling very concerned about the achievability of the savings. As this saving is described as 'Council Wide' I and the rest of the Committee have decided to refer the matter to the Chair of the Policy Review &

Performance Scrutiny Committee so that he is aware of our concerns when they scrutinise the budget proposals on the 14th February.

- During the meeting the Committee was informed that the Council is in the process of recruiting a Chief Digital Officer. They were told that the role of this important post would be to review and then help structure how digitalisation would be rolled out across the Council. The Committee is concerned that such a high level of digitalisation savings have been set out in the budget consultation and that this exercise is being carried out way in advance of the Chief Digital Officer appointment. The Committee believe that if the Council is going to appoint to this new role then it should provide the successful candidate with at least some time to review and then implement any new ideas that they might have. Simply appointing the person into the post and then dictating how they must deliver digitalisation would seem to be the wrong way to introduce new expertise into the Council. As digitalisation is a Council wide issue the Committee will pass on its comments onto the Chair of the Policy Review & Performance Scrutiny Committee so that he is aware of the thoughts of the Environmental Scrutiny Committee when they scrutinise the budget proposals on the 14th February. In addition to this the Committee would like to invite the newly appointed Chief Digitalisation Officer to a Committee meeting in 2018/19 to provide an update on digitalisation projects relevant to the terms of reference of the Environmental Scrutiny Committee. To accommodate this I will make sure that a suitable digitalisation item is added to the list of potential work programme items for the municipal year 2018/19.
- An officer from the City Operations Directorate explained that the potential for digitalisation within the City Operations Directorate had yet to be properly exploited, stating that at best they had only digitalised about 40% of the available services. With this in mind Members would like a percentage projection as to where the City Operations Directorate might be by the end of the current financial year and the 2018/19 financial year.

- When discussing the way forward Members were of the view that digitalisation was a long term strategy and that real savings can take a long time to properly realise. With this in mind the Committee are of the view that this isn't a task that the Council can simply rush into just to make short term savings. It is far better not to rush the process, use the required expertise and then realise proper long term savings.
- The topic of bus technology was raised during the meeting and a Member asked if it would be possible to introduce 'Deliveroo' style app technology into the Cardiff bus system. This would mean that bus passengers would be able to track the progress of a bus journey of their phone and so reduce the amount of unnecessary bus stop waiting time. The councillor felt that better knowledge of when a bus was due to arrive would only help improve customer satisfaction and increase bus patronage. I would ask that you liaise with local bus providers and other associated transport partners to see if it is possible to introduce a bus tracking app for Cardiff or the wider South East Wales transport area.
- During the meeting it was explained that modern digital technology could deliver efficiency and savings, however, it also required constant additional investment to ensure that all of the necessary upgrades are applied. This means that future technology budgets will need to be supported by regular funding increases to ensure that systems continue to work and that any savings / efficiency gains are not lost. Most major private companies set aside regular increases for technology budgets and the Council should not be any different. This point will be noted in the Committee letter to the Chair of the Policy Review & Performance Scrutiny Committee as it applies to a range of 'Council Wide' digitalisation projects.

I would be grateful if you would consider the above comments and provide a response to the content of this letter.

Regards,

A handwritten signature in black ink, appearing to read 'Ramesh Patel', enclosed in a thin black rectangular border.

Councillor Ramesh Patel

Chairperson Environmental Scrutiny Committee

Cc:

- Councillor Michael Michael, Cabinet Member for Clean Streets, Recycling & Environment
- Andrew Gregory, Director of City Operations
- Matt Wakelam, Operational Manager, Infrastructure & Operations
- James Clemence, Head of Planning
- Simon Gilbert, Operational Manager – Development Management (Strategic & Place Making)
- Michael Barnett, Planner
- Davina Fiore, Director of Governance & Legal Services
- Members of Cardiff's Environmental Scrutiny Committee

Mae'r dudalen hon yn wag yn fwriadol

**SWYDDFA CYMORTH Y CABINET
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref : CM39105
Eich Cyf / Your Ref: RDB/RP/CW/16.01.2018
Dyddiad / Date: 21st March 2018



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Councillor Ramesh Patel
Chairperson Environmental Scrutiny Committee
Scrutiny Services
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Annwyl / Dear Councillor Patel,

Environmental Scrutiny Committee - 16 January 2018

Thank you for your letter dated 5 February 2018 regarding comments and observations received from Environmental Scrutiny Committee. I have now had an opportunity to consider your questions and am able to advise as follows:

Cabinet Response to Management of Section 106 Funding for the Development of Community Projects

Comment

The Committee welcome the very positive Cabinet response to the report titled 'Management of Section 106 Funding for the Development of Community Projects'. They believe that the new approach will put local councillors at the heart of the decision making process for identifying suitable community projects to be funded by section 106 contributions.

At the meeting you asked if Members of the Committee would be interested in volunteering for a working group to review and fine tune the process for allocating section 106 funding for community projects. Several Committee members were keen to volunteer for this piece of work. I will provide you and planning officers with a list of Committee volunteers once they have confirmed their willingness to take part in writing.

Response

I am grateful for the Environmental Scrutiny Committee's feedback on the Management of Section 106 Funding for the Development of Community Projects and welcome the opportunity for Committee Members to work with planning officers on an initial pilot for the project in the coming months.

Comment

The Committee believe that councillor training on the new process for allocating section 106 funding for community projects will be essential. In addition to this it should be supported by wider training on section 106 contributions and other types of planning obligations. I would be grateful if you could liaise with staff in the Planning Service to arrange appropriate training.

ATEBWCHI / PLEASE REPLY TO :

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall, Glanfarwg, Caerdydd /

Atlantic Wharf, Caerdydd / Cardiff, CF10 4UW

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Cyflwyni ein gweledigaeth o ddod y brifddinas orau i fyw ynddi yn Ewrop
Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn eich dewis iaith boed yn Gymraeg, yn Saesneg neu'n ddwyieithog dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

difference | gwnewch wahaniaeth

Response

I agree that it would be helpful to provide a training session for Members on S106 funding and other types of planning obligations. Planning officers are intending to arrange workshop sessions with Members in this regard as part of the launch of the S106 Ward Members List project in the summer.

Comment

During the meeting there was some discussion on the management of section 106 monies, with some Members particularly concerned that developer monies were being lost because the Council was unable to allocate the funding within the timescales set out in section 106 agreements. The Committee was told that the use of section 106 funding was constantly monitored and that new, existing and historic contributions are now recorded on a Council wide section 106 database that is managed by the recently appointed Section 106 Officer. To help address Member concerns I would be grateful if you could provide the Committee with the details from the section 106 database, to include current, proposed and historic agreements covering the last five years.

Response

Following on from the Scrutiny meeting on 16th January, planning officers have reviewed the S106 contributions received / spent over the past 10 years and I can confirm that no contributions have been returned to developers due to a contribution having been unspent or uncommitted at the date of its expiry. As part of the report to Cabinet in the spring, further information will be provided with regard to the Section 106 database.

Comment

A Member asked how project applications for section 106 funding would be screened and who would be responsible for this screening prior to the project being passed to local councillors for a decision. I would be grateful if you could share your thoughts with the Committee on how this process might function and the resource implications of delivering this work.

Response

With regard to how potential S106 projects will be screened, first and foremost there will be a need to assess proposals against the three 'legal tests' defined under the associated planning regulations and the newly appointed S106 Officer will be able to manage the process in this regard. There will then be a role for the relevant Council Service Areas to link potential projects to associated S106 funding as / when the need arises as a result of a proposed development and / or to investigate other potential funding opportunities. This process will be explained further in the S106 Ward Member Project Lists Cabinet Report.

Comment

One Member explained that she was a councillor in a city centre ward that had recently experienced lots of development and generation of section 106 funding. She went onto praise the support provided by the recently appointed Section 106 Officer, explaining that she had been fully kept up to date on all new and existing applications along with potential funding opportunities. The councillor asked that her thanks be passed onto the Section 106 Officer for the dedicated support that she had provided.

Response

I am pleased that there is recognition for the work that has been undertaken by officers over the past 12 months relating to working with Members on S106 funding and look forward to this being progressed further through the development of the S106 Ward Member Project Lists.

Comment

The Committee is aware that the new process for allocating section 106 funding for Community projects is a first of its kind. This means that there will probably be a series of teething difficulties and a host of lessons to learn from during the first year. With this in mind the Committee would like to arrange a review session for twelve months time to consider the lessons learnt and progress made to date. I will ensure that this is added to the list of potential work programme items for the 2018/19 municipal year.

Response

As identified at the Committee meeting, this is a new process relating to S106 funding and, as such, I would welcome a review of the process at the end of the first year, to look at how the scheme has progressed, the lessons that have been learnt and what changes / improvements could be made going forward.

City Operations Digitalisation Projects**Comment**

During the meeting an officer explained that the Council had introduced a 'Smart Parking App' as a part of the digitalisation programme. The app had cost £180,000 to develop and had quickly contributed to an increase in parking revenue. I would be grateful if you could confirm how much additional revenue the new 'Smart Parking App' has contributed to the parking revenue account for the 2017/18 financial year.

Response

It is not feasible to state the impact of the Smart parking scheme in relation to direct revenue provision. This is because the scheme will provide a wide and varying impact on a number of areas including parking turnover, improved payment for parking and enforcement activity. As the implementation of this new technology took place this year, we will not be able to ascertain any general increase in revenue in relation to parking in terms of annual income until next year. We do monitor parking income and enforcement activity on a monthly basis and will monitor as we proceed.

I am able to advise that the ongoing operational costs for the Sensor Parking Scheme totals £180k per annum (not the Smart Parking App as stated). The basis of investment is not solely on improved income and the smart parking scheme provides improvements to the citizen, reducing vehicle movements to find parking, this improves citizen satisfaction of parking and reduces air pollution in our City.

A Parking sensor solution has been rolled out in the city (November 2017) which sees sensors embedded in the carriageway that register vehicle movements and communicates with a back office centre in real time. The sensor parking technology provides customer access to a free mobile application (app) via iPhone or Android devices for customers to view a current picture of parking spaces. The application also directs motorists to pay for parking via the Council's new remote payment solution. The system additionally allows Cardiff Council to collate real time data on occupancy levels in parking facilities, and in the future will allow the Council to refine parking prices to ensure more efficient use of resources.

The system has the ability to coordinate with CEO handheld devices, cashless payment facilities, and on-street payment machines. This enables Cardiff Council to deploy a fully integrated parking space occupancy, revenue and enforcement system and will allow data led direction of Parking Enforcement activity, and direct CEO resources to areas needing the most support. This will assist in improving the efficiency of the CPE system, and promote better turnover of parking in the city, benefitting the local economy.

Comment

The overall the budget consultation identified a number of digitalisation savings, including 'CONSULT 1' for £212,000 which was allocated against the City Operations Directorate. This potential budget saving fell against the category of 'Income Generation' and was described as:

'Improve Charging & Income Generation Projects – Generate additional income through an increase in fees and charges across City Operations in addition to maximising opportunities for recharging for services, particularly through digitalisation'.

The saving was consistently risk rated as 'Green' and was listed against the Strategic Planning & Transport Cabinet portfolio. I asked for further detail around how the £212,000 saving would be achieved, but did not receive a sufficiently detailed explanation. Instead I was told that estimated amounts were put forward for delivery based on results achieved in recent years and that the City Operations Directorate had a good track record of delivering against such savings. The Environmental Scrutiny Committee is due to scrutinise the budget proposals at a meeting on the 14th February.

Should the 'CONSULT 1' saving of £212,000 still feature as a budget line then I will once again ask the same questions of the proposed saving with the hope of receiving a more detailed answer.

Response

In relation to the £212k saving (COP1 increase in fee/charges, digitalisation, commercialisation) you requested further detail on how the saving would be achieved.

Please note the following breakdown;

- 2018-19 increase to fees & charges totals £112k, of which £84k relates to the introduction of new charges mainly in the Highway licencing area (smoking enclosures/vehicle crossovers/H barmarkings/shop front displays/abandoned vehicles)
- the remaining saving relates to improved recharging, commercialisation and digitalisation (e.g. hybrid printing/ further work with BID/FOR Cardiff etc).

Comment

At the meeting I asked a number of questions about 'Consult 38' from the '2018/19 Budget Proposals – For Consultation'. This referenced a £1.206 million saving that had been allocated against the Corporate Management budget alongside the title of 'Business Processes including Digitalisation'.

The saving was described as:

'Council Wide Efficiencies – In line with the Council's digital strategy, this saving will be achieved through delivering business efficiencies through third party spend, charging processes, technology and staff resources. This will put the use of digital forms of communication and service delivery at the heart of how the Council operates and interacts with the people it serves'.

The saving was consistently risk rated as 'Red – Amber' and was placed under the saving category 'TBC'. It was anticipated that these savings would be applied 'Council Wide', and as such a part of the £1.206 million saving could be applied against the City Operations Directorate or other services that might fall within the remit of the Environmental Scrutiny Committee. With this in mind I asked how much (if any) of this

saving would be applied against the City Operations Directorate or any other services provided within the remit of the Environmental Scrutiny Committee. Officers from the City Operations Directorate were unable to provide an answer to my question, explaining that it was a 'Corporate Management' issue that was still being worked on. They were also unable to answer a second question as to whether a detailed business plan had been put in place to ensure that the saving was achieved. Failure to provide an adequate explanation around on how a £1.206 million digitalisation saving will be achieved and indeed if it will impact on services relevant to the Environmental Scrutiny Committee terms of reference has left me feeling very concerned about the achievability of the savings. As this saving is described as 'Council Wide' I and the rest of the Committee have decided to refer the matter to the Chair of the Policy Review & Performance Scrutiny Committee so that he is aware of our concerns when they scrutinise the budget proposals on the 14th February.

Response

I am able to confirm that the £1.2m council wide efficiency saving for 2018/19 was discussed at SMT. The narrative for this saving is "In line with the Council's Digital Strategy, this saving will be achieved through delivering business process changes through third party spend, changing processes, technology and staff resources. This will put the use of digital forms of communication and service delivery at the heart of how the Council operates and interacts with the people it serves."

The saving is to be split into two components:-

1. £600k will be held centrally to reflect savings resulting from process reviews to be progressed with Cap Gemini. Relevant budgets will be taken to offset this saving as work progresses.
2. £600k is to be allocated across directorates on a high/medium/low basis relative to net controllable budget. This will result in an allocation to directorates of £120k for each of the City Operation and Social Services Directorate; £80k for Communities, Economic Development and the Education & Resources Directorates; £40k for Law & Governance.

The City Operations actual submission totalled £100k.

Proposal	Saving		
	Other Spend	Income	2018/19
	£000	£000	£000
Digitalisation to improve decision making process - continuation City Touch - street lighting Control of lighting levels and faults across our City.	50		50
Digitalisation in Waste Hybrid Printing Digitalise income recovery - review all payment process Generic Business Process Efficiencies	25	25	50
	75	25	100

Comment

An officer from the City Operations Directorate explained that the potential for digitalisation within the City Operations Directorate had yet to be properly exploited, stating that at best they had only digitalised about 40% of the available services. With this in mind Members would like a percentage projection as to where the City Operations Directorate might be by the end of the current financial year and the 2018/19 financial year.

Response

A number of key projects are being progressed and it is hoped that by the end of 2018/19 the majority will be delivered or identified for delivery. Projects for 2018/19 include:

- AMX – Management of infrastructure assets.
- CityTouch CMS – delivering digital control of all street lighting.
- Chipside – Virtual resident parking permits for residents and builders.
- StarTraq – Digital Highway Licensing and Environmental Enforcement.
- BarTec – Digital waste management collection tool.
- Planning applications and associated correspondence to become digitally managed.
- E-commerce – a selling site for aspects like bins and bereavement services.

Work will also continue in areas such as parking enforcement, Pay and display machines and the report it app.

We envisage a further 20% of services will become digital over the next year.

Comment

The topic of bus technology was raised during the meeting and a Member asked if it would be possible to introduce 'Deliveroo' style app technology into the Cardiff bus system. This would mean that bus passengers would be able to track the progress of a bus journey off their phone and so reduce the amount of unnecessary bus stop waiting time. The councillor felt that better knowledge of when a bus was due to arrive would only help improve customer satisfaction and increase bus patronage. I would ask that you liaise with local bus providers and other associated transport partners to see if it is possible to introduce a bus tracking app for Cardiff or the wider South East Wales transport area.

Response

Traveline Cymru provides an excellent real time information service with regards bus movements. However, this could be improved to provide a map showing real bus movements across the City and region. Most buses now have WIFI provision and are connected via 4G and therefore can be tracked on map. Cardiff Council could work to promote the development of this work with Welsh Government.

Traveline Cymru is a public transport information service funded by the Welsh Government. We work in partnership with operators and local authorities to provide public transport information across Wales for bus, coach and train, as well as walking and cycling routes.

Our purpose is to offer a 'one-stop-shop' for travel information, where you can find all the journey information you'll need in one place, in a few simple steps.

The Council does have an interest in promoting digital services via smart phones with regards RTI as it currently has over 200 Real Time Information (RTI) screens in bus shelters that are coming to the end of their life.

I welcome your comment in relation to inviting the newly appointed Chief Digitalisation Officer to a committee meeting in 2018/19 and ensuring the addition of a digitalisation item relating to bus technology for the list of potential work programme items for the 2018/19 financial year.

Yn gywir / Yours sincerely



Cynghorydd / Councillor Caro Wild
Aelod Cabinet dros Gynllunio Strategol a Thrafnidiaeth
Cabinet Member for Strategic Planning & Transport

