

COUNCIL: 20 OCTOBER 2016

CORPORATE SERVICES & PERFORMANCE STATEMENT

Government Opportunities (GO) Excellence in Public Procurement Awards Wales for 2016/17

The City of Cardiff Council has been honoured alongside the Welsh procurement elite at the inaugural Government Opportunities (GO) Excellence in Public Procurement Awards Wales for 2016/17. The Council's Commissioning and Procurement Team won the Procurement Innovation or Initiative of the Year Award for its work in establishing a local authority trading company to deliver procurement and commercial services and was highly commended in the Collaboration category for the procurement of the authority's Supported Living Service.

Living Wage

In September, I contacted around 4,000 Council suppliers and contractors to remind them that the Council was an accredited Living Wage employer and to encourage them to also become accredited Living Wage Employers. There has been a positive response to the initiative and as a result of this the local construction company Knox and Wells has already become an accredited Living Wage employer.

It is Living Wage Week between 30th October and 4th November. The Leader will be hosting the national Living Wage Wales Launch Event in Cardiff Castle on Monday 31st Oct where the new national Living Wage rate will be announced and Living Wage Champion awards will be announced. The City of Cardiff Council has been shortlisted for an award.

As part of Living Wage week I will be joining representatives from other accredited Living Wage employers to walk up Pen y Fan on Friday 4th November to help publicise the good work that the Council is doing to encourage other organisations to become accredited Living Wage employers. The Council is also exploring options to publicise the increasing numbers of accredited Living Wage employers in Cardiff, including advertising the Living Wage on Council refuse lorries and displaying Living Wage logos in Council buildings.

City of Cardiff Council Academy

The City of Cardiff Council Academy has just updated and extended its training facilities in City Hall. The new facilities now provide 8 training rooms in total including 3 IT Suites with 6, 8, and 16 PCs respectively. This will give all Council staff greater access to training and will contribute to the Council's 'Digital by Default' agenda.

The new facility has helped to improve disability access and the new Training Rooms are fitted with Hearing Loops for those with hearing impairments, and small number of Height Adjustable Desks to accommodate wheelchair users. The development has also enabled the relocation of the Social Care Training Unit to City Hall with the intention of sharing the facilities, helping to make the delivery of training more cost effective in future.

Love Where You Live Campaign

Keep Cardiff Tidy www.keepcardiff tidy.com was launched on 14th September to coincide with **Love Where you Live** campaign. The new site provides information on recycling, enforcement, community groups, volunteering and events. The focus on the website was for it to be mobile friendly with visual and animated content.

<p>760,000 Page views on www.cardiff.gov.uk</p>	<p>61.1% of Parking permit applications now made online</p>	<p>75.9% (5,030) of requests for caddies / extra bags made online</p>
<p>£1.3million taken in 12,127 online payments</p>	<p>Polish and Chinese Most used community languages on the site</p>	<p>@cardiffcouncil on Twitter reached a potential 25.2million users</p>

C2C

During September, the Contact Centre achieved an AR of **95.43%** on a volume of 54,198 calls. Additionally, C2C also handled 6864 customer emails and 137 webchats.

The C2C team resolved 80% of all waste management related enquiries received in September without the need to refer to the service area. In addition to 87% first point of contact resolution rate for benefits enquiries.

The C2C spoke to an additional 831 customers regarding Parking/Moving Traffic contraventions when compared to August as 6 new enforcement sites went live across the city.

For Quarter 2 (2016/17):

- 96% of customers who contacted the Council via 2087 2087 were satisfied
- 86% of customers who contacted the Repair Reporting Line were satisfied
- 36 compliments were received for C2C during Quarter 2

Migration of Good email users to new system

Over 1800 users of Good email have been migrated over a period of 6 weeks to the newer version of the product. The new improved version contains enhancements such as the ability to use the fingerprint reader on Apple devices to logon without the need for a password, as well as a number of other operational enhancements. The vast majority of the 1800 users upgraded the application themselves with support from ICT.

SOCITM Award for Phil Bear, ICT Service Manager

Philip Bear was awarded SOCITM Member of the Year 2016 at the annual SOCITM award ceremony on Monday this week. The award citation reads:

“Phil Bear represents everything that SOCITM stands for - by being a leading force in collaboration across Welsh Councils, Phil has helped to create a strong community that was able to hugely benefit from SOCITM Benchmarking exercise. Always engaged and helpful to fellow members, Phil is a prominent advocate of 'Simplify - Standardise - Share' principles.”

Councillor Graham Hinchey
Cabinet Member (Corporate Services & Performance)
19 October 2016