
CORPORATE SERVICES & PERFORMANCE STATEMENT

New Integrated Property IT System

The Strategic Estates Department have received approval from the Investment Review Board to proceed with the tender process to procure a new integrated property IT system. This new system is much needed in order to improve the efficiencies and quality of the property information the Council holds, and this will align with other departments including PDD and FM.

Various other property transactions have recently completed which have helped work towards a leaner, more efficient estate; these include the sale of the former Rumney Library and the relinquishment of a warehouse in Splott occupied by the events team. The sale of the building in Rumney secured a simultaneous long term lease to the Rumney Forum Community Group and also a capital receipt to the Council whilst the relinquishment of the warehouse lease made a revenue saving to the Council.

C2C hits a Milestone – 6 millionth caller!

On the 4th November, C2C spoke to their 6,000,000th customer!

C2C opened in September 2001. On average, C2C staff speak with 400,000 customers per year; that's the equivalent of every resident in the City calling the Council at least one a year!

Cardiff.gov.uk

In October the website received nearly 167k visitors; customer trends continue to demonstrate that where available, they are choosing to access services online. 67% of all parking permit applications were made online, and 75% of customers requested green bags via the website rather than over the phone. Visits to the "Information for Landlords" section increased by 68%, helping to support Rent Smart Wales' activities and accessing the site using a mobile device continues to be the most popular method.

Walk the Wharf for the Lord Mayors Cancer Research Wales charity

A Dogs home visit to County Hall from 6 "pooches" brought a smile to many office staff last Friday afternoon. Thanks go to the Council's Dogs Home staff, Cabinet Office, the Chief Executive, Councillors Elsmore and Patel who helped with the Walk the Wharf event. The event last Friday raised £550 for the Lord Mayors Cancer Research Wales charity.

All Wales Interpretation and Translation Service (WITS)

Subject to Cabinet approval the Council will be seeking the authority to host the All Wales Interpretation and Translation Service (WITS) which has been hosted by Gwent Police since its inception in 2009.

The service is run independently under a partnership management board (consisting of Police Forces, Local Authorities, Health Boards and Probation Service) and has done so successfully for the past 5 years. The board contains representatives of its 37 Public sector partners.

The main services offered by WITS are:

- Face to face interpretation – for Foreign Languages and Welsh
- Written Translation - for Foreign Languages and Welsh
- Communication services for the deaf – British Sign Language etc.
- Telephone Interpretation for Foreign Languages (via sub-contracts)

A report will be considered by the Cabinet in January.

Cardiff Academy

Work to develop our Cardiff Academy in City Hall is near completion. This finally pulls together our strategic aim to deliver more high quality 'in-house' training as a centre of excellence, supporting our Organisational Development. It further reduces the need for unnecessary external training spend.

The Academy also has great potential to generate income from this centrally located training facility and provide a wider choice of programmes that accommodates other Local Authorities, Governors and business needs.

Members Briefing on Draft Budget Proposals 2017-18

Members will be invited to an open budget session before the end of the consultation period, which closes on the 11th December. Members can access the 2017-18 draft Budget proposals via the Council's website

Councillor Graham Hinchey
Cabinet Member (Corporate Services & Performance)

23 November 2016