

**COUNCIL: 28 SEPTEMBER 2017**

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## **FINANCE, MODERNISATION AND PERFORMANCE STATEMENT**

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### **Stonewall Workplace Equality Index 2018**

I am pleased to confirm that Cardiff Council has submitted an application to the Stonewall Workplace Equality Index 2018. Completion of the application involved officers from the LGBT Network, Human Resources and Equality Team. The formal document used as part of the application has already identified areas where we need to improve or introduce service provision for our LGBT customers and colleagues.

Following submission of the application, employees across the Council will be encouraged to complete the Stonewall staff survey, which closes on 3<sup>rd</sup> November 2017. We expect to receive our final score for the Index and related feedback early in January 2018. In the meantime, we will continue to work closely with Stonewall with the aim of becoming part of the Stonewall Cymru Diversity Champions Programme.

### **Cardiff Mobile App**

The new Cardiff mobile app, which has been designed and built using internal resources, will allow Cardiff residents to interact directly with the Council via their smartphones. The first version of this App will enable residents to:

- set up alerts as to when their waste collections are due and detail which bins should be included in each collection;
- report fly tipping using maps to clearly identify the location of the waste and to attach a photo and brief details of the waste to assist those tasked with clearing the waste; and
- access a range of Council Tax services, including the ability to query outstanding balances, set up direct debits and make payments via any Smartphone.

This initial functionality will extend the services that are already available via the Council's website and allow people to make reports or transact with the Council using a Smartphone from anywhere with a mobile or Wi-Fi signal. Once the initial release is available, new services are anticipated to be added to the new App on a regular basis. Councillors, directorates and a range of citizens will be offered the chance to test and feedback on the App prior to general release.

## **Code of Practice for Ethical Employment in Supply Chains**

In March 2017, Cardiff Council became the first public organisation to agree to sign up to the Welsh Government's Code of Practice for Ethical Employment in Supply Chains. On 21<sup>st</sup> September 2017, I was pleased to welcome the Welsh Government Leader of the House and Chief Whip, Jane Hutt AM, to County Hall to join with Cabinet Members in formally signing the Code.

## **Wales Interpretation and Translation Service**

The transfer of the Wales Interpretation and Translation Service (WITS) from Gwent Police to Cardiff Council and the related responsibilities for hosting the service is almost complete. Governance arrangements are being finalised and are expected to be agreed in the coming weeks. Officers are also working closely with ICT to manage the transition of the WITS IT infrastructure from Gwent Police. A WITS contact centre has now been established, based at Willcox House, with Cardiff Council employed WITS staff receiving calls from public sector bodies across Wales for interpretation and translation work. The service also has access to approximately 800 self-employed interpreters and translators.

## **Cardiff Council Website**

The Council's website continues to play an important role in enabling more people to access council services online, as evidenced by the following data:

- 165,000 visitors to the website in August 2017, viewing 640,000 pages of information.
- Online services take up is positive with 75% of customers choosing to request their waste receptacles online, rather than via traditional methods.
- £1.5m taken in online payments in August 2017 alone.
- Over 5,000 forms submitted via the website to report a problem or request a service.
- Content from the Ask Cardiff website was moved onto the Council's website to make consultation processes more transparent and easier for the public to access. The section received 3,049 page views with the "Live Consultations" page, receiving 763 views.

## **C2C**

In August 2017, C2C facilitated a half day workshop for HM Land Registry to support their procurement of workforce management software in response to the growth of their call centre operation. 20 delegates took the opportunity to take part in specialised Q&A sessions covering topics, such as staff engagement, establishing the right culture and forecasting/analytics. They also shadowed experienced members of the team as they undertook their duties. In addition, C2C hosted a visit from colleagues at Caerphilly Council who were seeking to share best practice and learn about the strategies and workforce engagement activities that make Cardiff award winning.

C2C representatives were also invited to attend a meeting with a Minister from the UK Government Department of Work & Pensions (DWP) to discuss how the South Wales Chamber of Commerce is working with local businesses in the region to develop recruitment opportunities. C2C has been working successfully with Jobcentre Plus since 2013 to assist people not in employment, education or training with work experience through 8-week placements.

**Councillor Chris Weaver**  
**Cabinet Member for Finance, Modernisation & Performance**  
**27 September 2017**