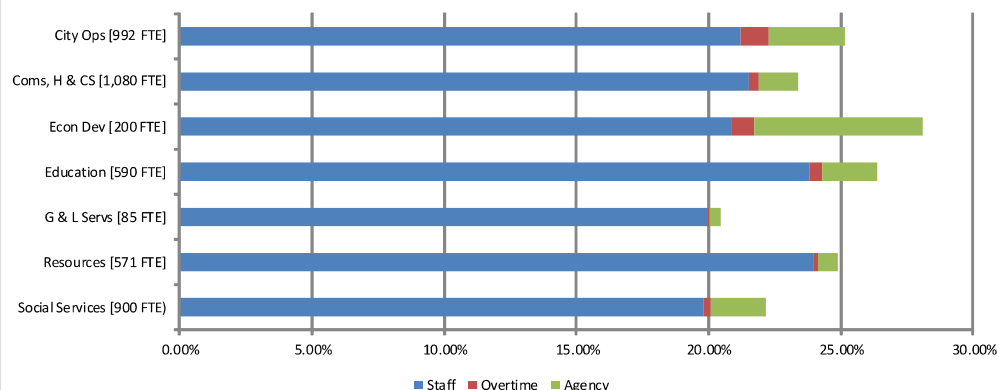


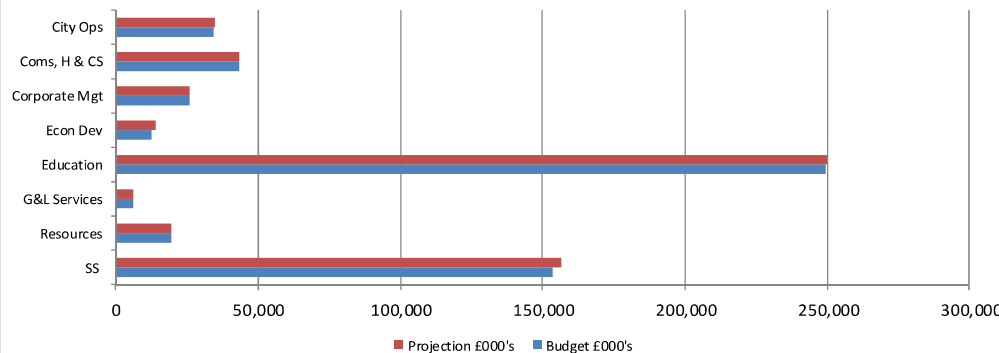
# Council Overview Scorecard Quarter 1 2017-18

## Financial - Tracking financial success and value

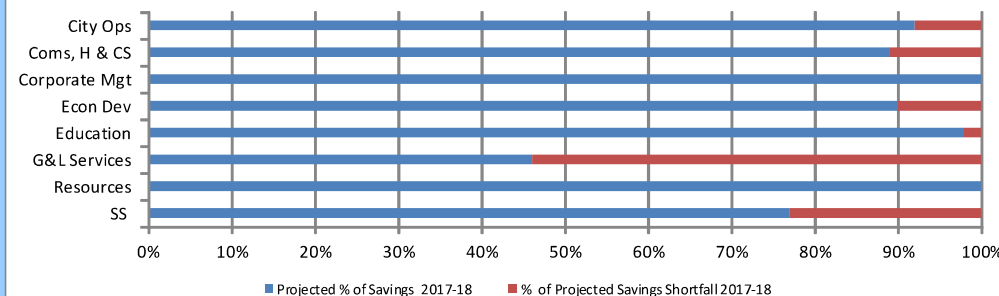
Staff Budgets, Overtime & Agency



Projected Budget Outturn 2017-18



Percentage of Projected Savings 2017-18



The table above represents the percentage spend for 2017-18

## Customer - Providing information, clarity and help to citizens

### Focus for the quarter **twitter**

#### Twitter Followers

City of Cardiff  
@cardiffcouncil  
75,063 (+1,184)



Dinas Caerdydd  
@cyngorcaerdydd  
2,301 (+25)

#### Top tweet via reach (380k)

A vigil for the victims of the #Manchester attack will be held outside the Senedd in Cardiff Bay this evening at 5.30pm #WeStandTogether  
May 23 2017 11:36



380.7k reach 142 retweets 143 Likes

#### Top tweet via link clicks (247)

Interested in raising education standards in Cardiff? Being a Governor could be what you're looking for #EduCardiff  
<http://socsj.in/1cNga>  
Apr 14 20:00



Huge thanks to @cardiffcouncil for cleaning graffiti off our shutters and windows today, less than 24hrs after we reported it. Jun 6 2017, 16:27

Huge thanks to @cardiffcouncil parks dept. & @ErialDoesDesign for plant donations - community planters in #SploTT & #Adams-down coming soon!  
May 31 2017, 15:13



Wow! @cardiffcouncil I applied for this parking permit yesterday! That was LIGHTNING FAST!  
May 18 2017, 09:55



Congratulations for the work you did in helping the @ChampionsLeague final such a success, a great advert for the city  
Jun 5 2017, 21:56

#### Customer feedback via twitter

Day off & chance to wander through Cardiff's parks. To the team in @cardiffcouncil responsible - loving your work!  
Apr 24 2017, 16:56



Great bit of work from @cardiffcouncil - the newly launched @evaccardiff app is clear, user-friendly, relevant, and could be a life-saver!  
May 30 2017, 20:07

cardiff.gov.uk caerdydd.gov.uk

#### Access via devices



#### Accessing Services Online

69.2% Parking Permits

71.9% Recycling and Waste bags



141,318 calls answered



67.8% Parking charge notices

C2C (English) 98%

Hubs 96%



C2C (Welsh) 100%

Housing Repairs 98%

#### Complaints

423 complaints were received during Quarter 1. This is a 3.2% decrease in complaints from Quarter 4 (2016-17). 98% of complaints were responded to within 20 days

#### Information Requests

Compliance with FOI requests is at a maintained level and above the 85% target at 87.50%. Compliance for Data Protection requests also continues to be maintained above target despite the continued increase in complex cases being received.

# Council Overview Scorecard Quarter 1 2017-18

## Internal Processes - Transforming the way that we do things

### Enabling & Commissioning Services

Summary of Council-wide measures aimed at supporting effective service delivery and cost reduction across all directorates.

↑ 13 Green

↓ 10 Amber/Green

→ 5 Red/Amber

→ 0 Red

### Reshaping Services

Making best use of enabling technologies and develop working practices to reshape key services across the Council.

*Aim is to better understand and manage customer demand, re-align services and functions that are currently delivered across a number of service silos, and deliver services at a reduced cost in order that they are sustainable within the tough financial climate.*

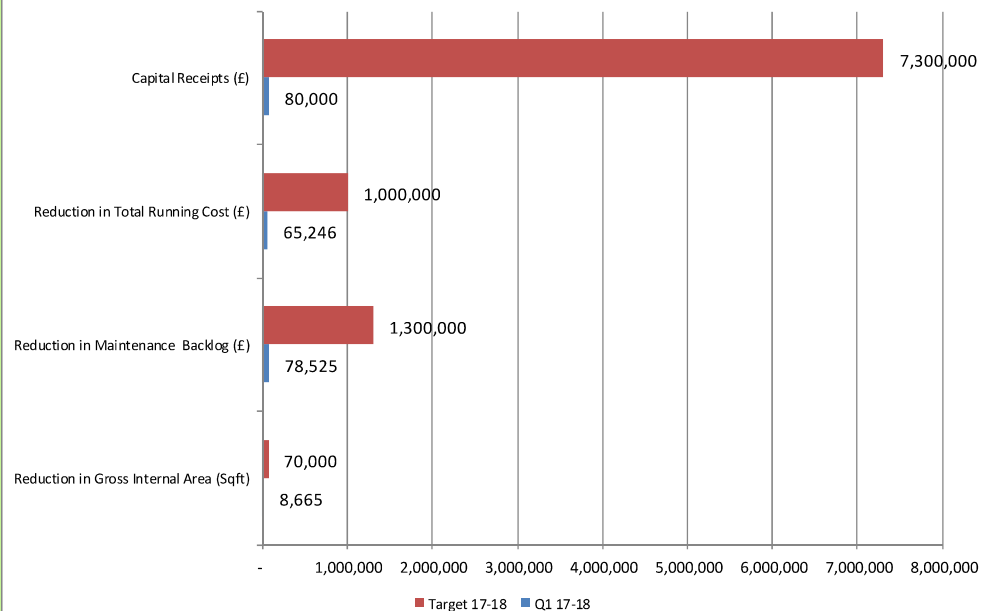
↑ 12 Green

↓ 8 Amber/Green

↑ 4 Red/Amber

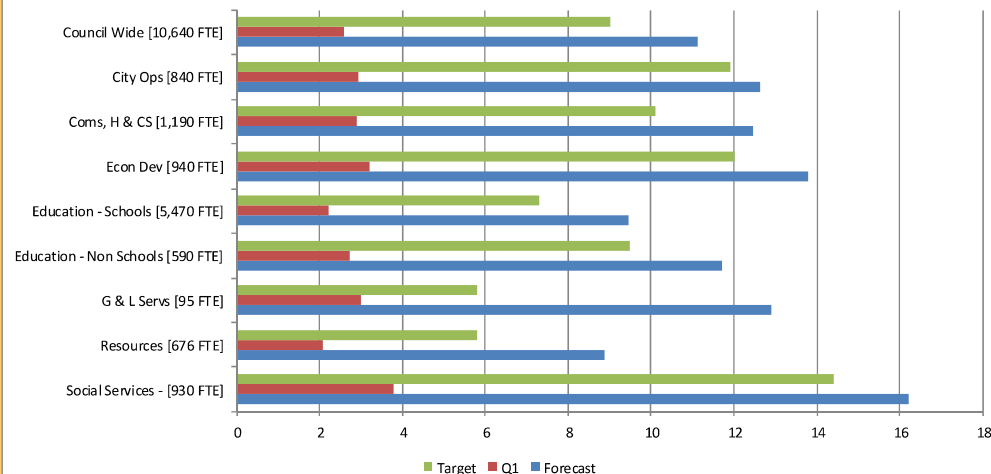
→ 0 Red

### Corporate Asset Management 2017-18



## Learning & Growth - Inspired, competent, engaged & aligned workforce

### Sickness Absence - FTE Days Lost Per Person



### Initiation of Personal Review Compliance

