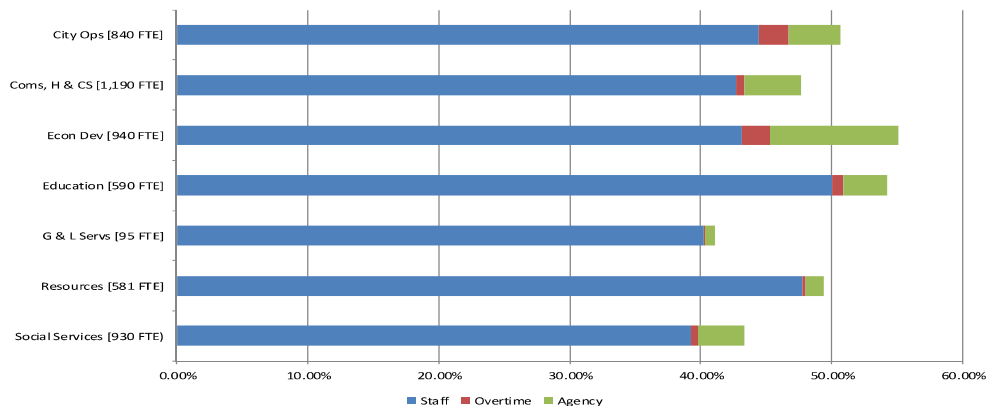


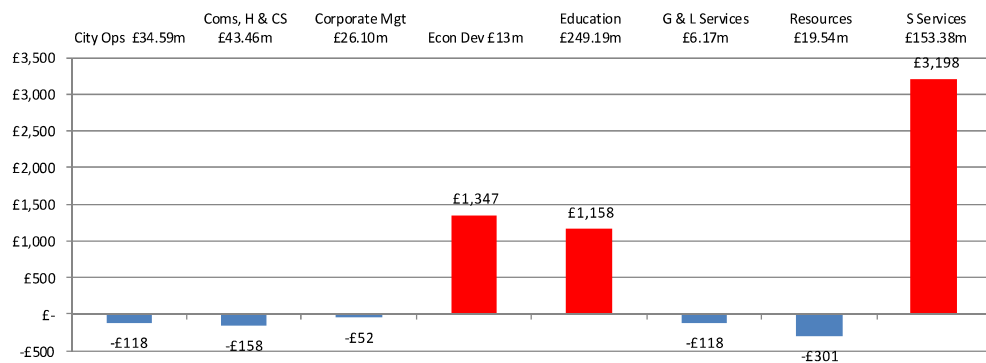
Council Overview Scorecard Quarter 2 2017-18

Financial - Tracking financial success and value

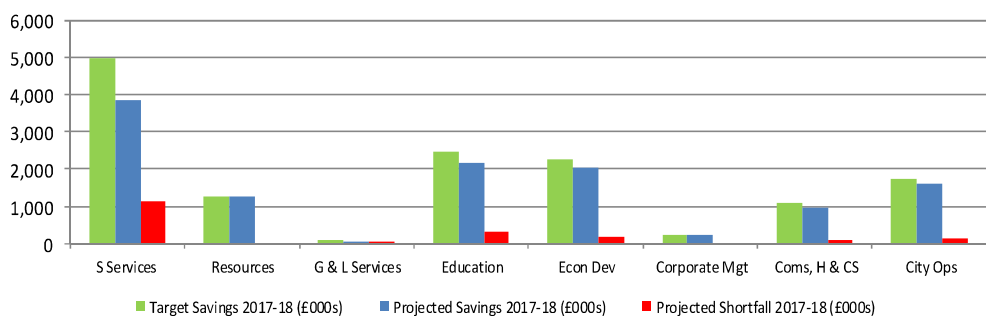
Staff Budgets, Overtime & Agency



Budget Variance in £000s



Projected Savings 2017-18 in £000s



Customer - Providing information, clarity and help to citizens



Twitter Followers

City of Cardiff
@cardiffcouncil
78,449 (+787)

Dinas Caerdydd
@cyngorcaerdydd
2,394 (+22)

Tweet stats from @CardiffCouncil and @CyngorCaerdydd

Q 734 TOTAL RESULTS

33.0M TOTAL REACH

11.0K TOTAL CLICKS

193 TOTAL COMMENTS

1.6K TOTAL LIKES

1.9K TOTAL SHARES / RETWEETS

Top tweet via clicks

#GoodMorningCardiff! Please Check Road closures for TODAY! Details HERE: <http://socsl.in/VFcm> Sep 10 2017 8:01

148.1k reach 16 re-tweets 4 Likes 342 Clicks

@cardiffcouncil Great thank you. I can see the team there now. Speedy response. Sep 19 2017, 10:17

Huge thanks to @cardiffcouncil - the Taff Trail is now clear of all trees. Sep 21 2017, 08:01

Down at @RubiconDance for my advice surgery. Good to see @cardiffcouncil litter pickers cleaning up Topaz Street. <https://t.co/3ntpNnIXjF> Sep 29 2017, 10:07

Wedi ei osod pnawn yma ar fedd Dan Issac Davies. Diolch i Rachel Protheroe o @cyngorcaerdydd <https://t.co/FWon-2WkeZj> Sep 29 2017, 23:54

@cardiffcouncil An amazing talk by Matthew at Cardiff Castle. These lectures are always so interesting. <https://t.co/Xnyc6KaaL6> Sep 7 2017, 19:54

@cardiffcouncil Can I just say what a breath of fresh air your receptionist is at the main desk City Hall #Smile #Hello #Pleasant #helpful Sep 6 2017, 14:53

Diolch am ddweud yn Gymraeg! Mae rhaid i fi ddweud bod y Cyngor yn wneud ymdrech da dros yr iaith. Sep 15 2017, 20:27

Just looking at the proposed network map going to @cardiffcouncil next week, fully segregated super-highways for #cardiff will be awesome. Sep 17 2017, 12:14

cardiff.gov.uk caerdydd.gov.uk

Access via devices

Accessing Services Online

42.66% Desktop

45.20% Mobile

12.14% Tablet

(57.34% Combined mobile/tablet usage)

62% Parking Permits

74.5% Recycling and

75.8% Parking charge notices

155,098 calls

C2C (English) 95%

Hubs 99%

C2C (Welsh) 100%

Housing Repairs 98%

CONNECT TO CARDIFF

CUSTOMER SATISFACTION

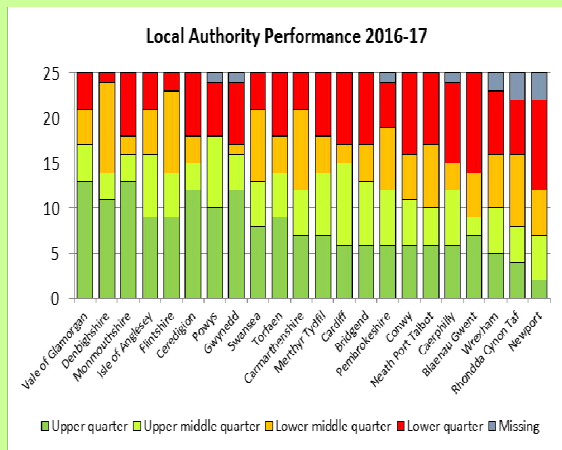
Complaints
423 complaints were received during Quarter 2. This is a 3.2% decrease in complaints from Quarter 1(2016-17). 98% of complaints were responded to within 20 days

Information Requests
Compliance for FOI and Data Protection requests during Quarter 2 was slightly below target. In relation to FOI, this is as a result of a number of business changes being made during in the quarter. In relation to Data Protection, there has been an increase in the number of more complex cases, processes are being reviewed as part of the Council's implementation plans for the General Data Protection Regulation.

Council Overview Scorecard Quarter 2 2017-18

Internal Processes - Transforming the way that we do things

We've gone up again in performance rankings!



Cardiff's performance **improved to 13th** (out of the 22 local authorities, in 2016-17)

This is the **second year in a row** that we've **moved up** the rankings

The figures show there was an **improvement in the performance of the 13 of our indicators**

Reference Data Unit's Local Government Performance 2016-17 report

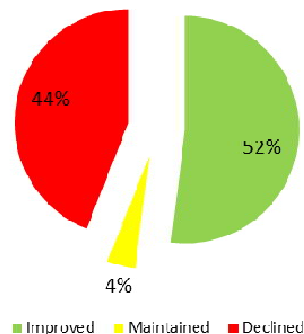
According to the Data Unit report:

- the performance of the **60%** (15 / 25) of our indicators were **better** than the **Wales average**
- the **60%** (15 / 25) of our indicators were in the **top two quarters** of performance

Areas of strength in our performance include:

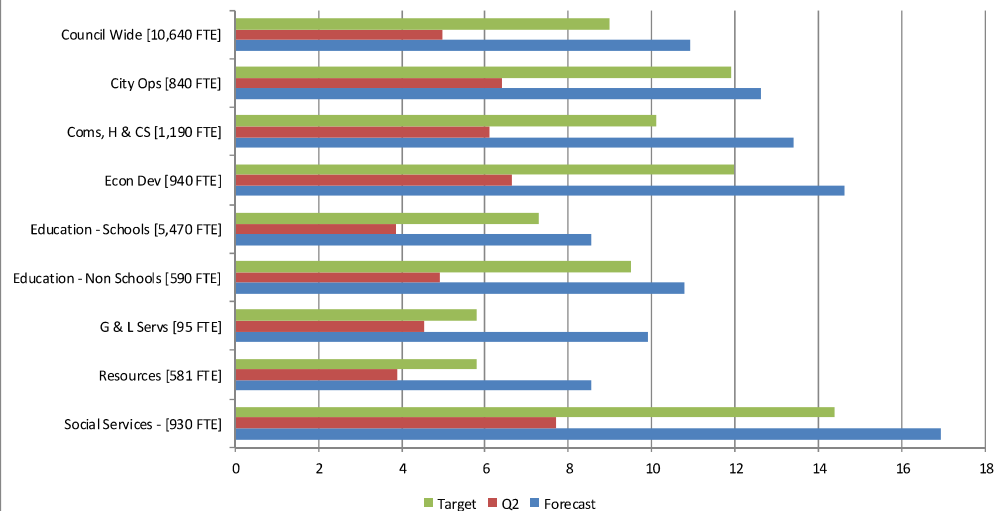
- ⇒ Education
- ⇒ the amount of waste sent to landfill
- ⇒ the removal of fly-tipping
- ⇒ the time taken to make Disabled Facilities Grant Adaptions
- ⇒ the number of visits to Libraries (including those in Hubs)

Direction of Travel - NSI and PAM results

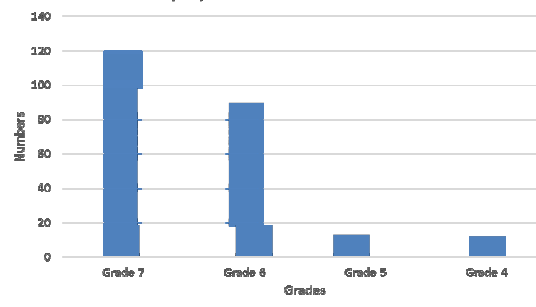


Learning & Growth - Inspired, competent, engaged & aligned workforce

Sickness Absence - FTE Days Lost Per Person



Grades of employees G7 and below enrolled on CMP



Internal v External Academy Courses

	2016	2017
Internal Courses	48	64
External Courses	18	11
Total	66	75

Academy Attendees

	2016	2017
Attendees	670	840
% Increase		+25.3%

Enrolment on the Cardiff Manager Programme Phase 2, Grade 7 and below with Line Management Responsibility

