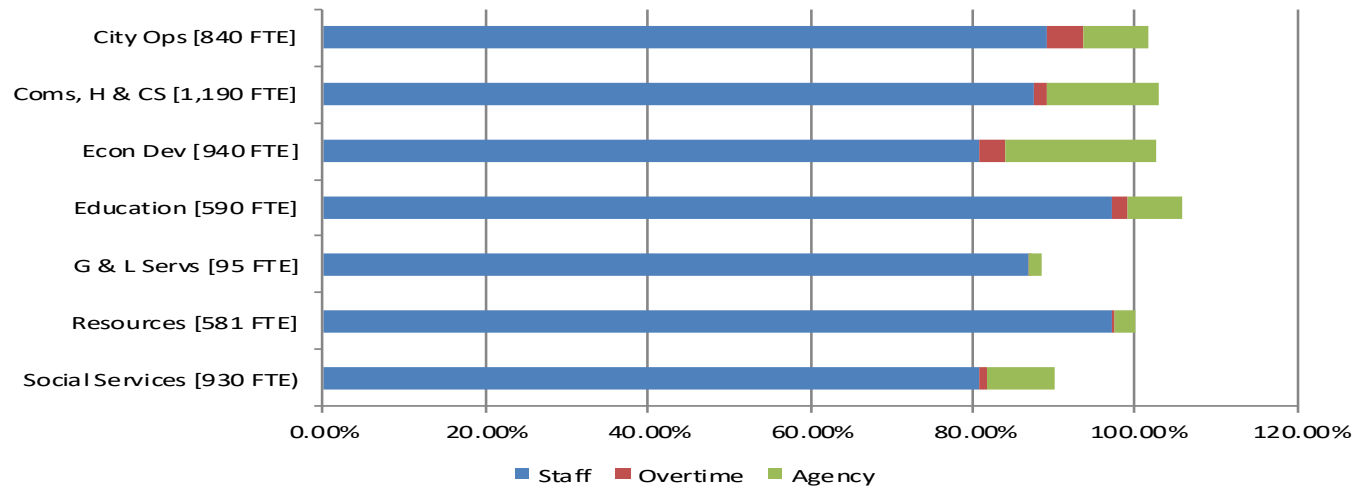


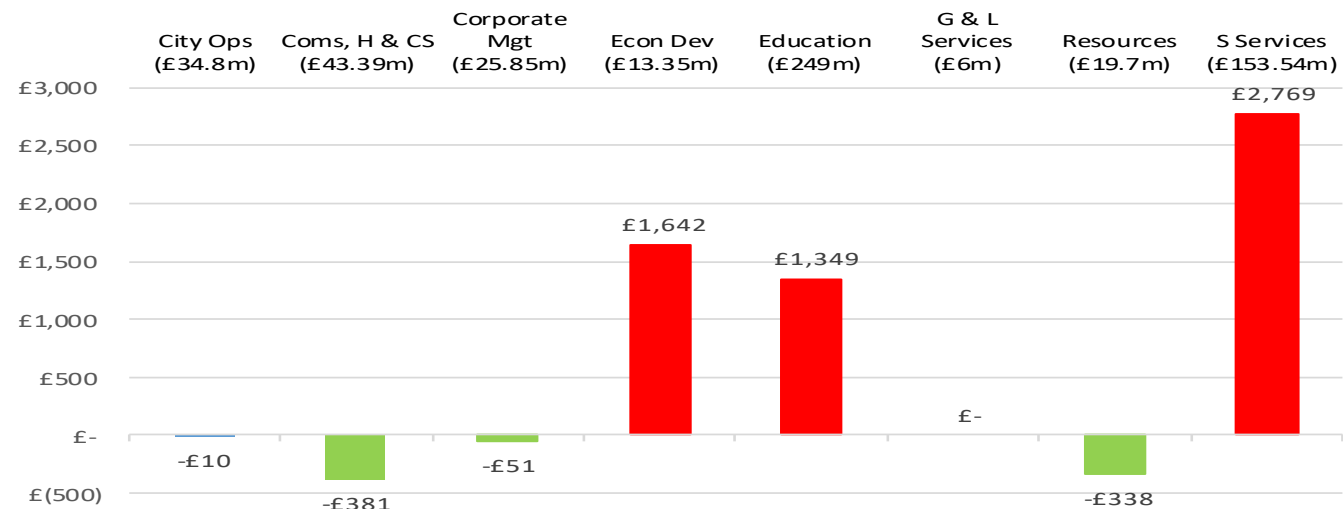
# Council Overview Scorecard Quarter 4 2017-18

## Financial - Tracking financial success and value

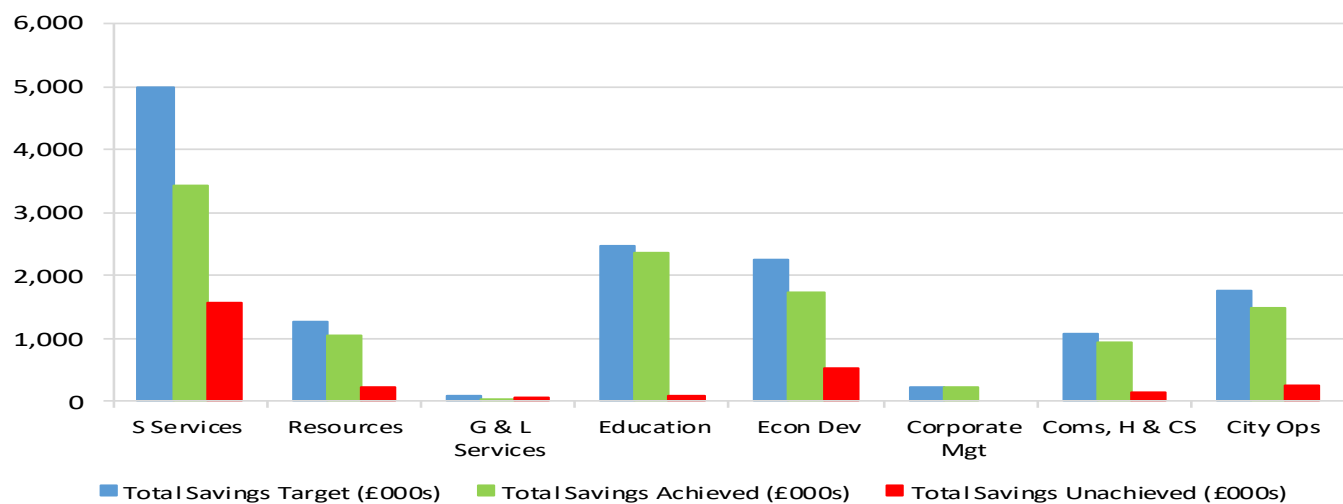
Staff Budgets, Overtime & Agency



Budget Variance in £000s



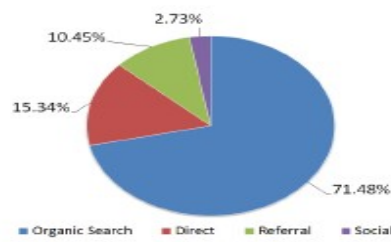
Outturn Savings 2017-18 in £000s



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

### About our visitors...

Search engines remain the dominant source of traffic to our website but we can see significant growth in both referrals from other websites and social engagement with our site. There was a spike in visitors from other (43,412) websites between 17th and 20th March when snow fell across the city.



3,090 arrived via Twitter  
8,178 arrived via Facebook

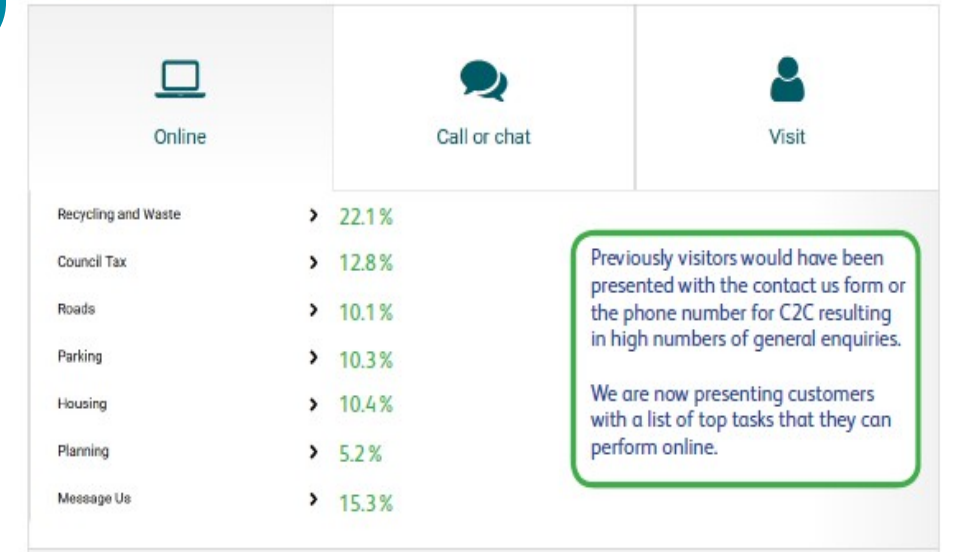
Customer focus: Since we launched a new contact page in December evidence shows that customers are using fewer generic contact forms that need more officer time and possibly further customer contact.

Customers have accessed the options on the online contact us section 9,588 times. This has helped direct our customers more efficiently to the services they need and avoided unnecessary contact into C2C.

Below are the percentage of visitors that accessed the individual service options.

Only 7.60% of the total visitors (19,355) to the contact page accessed the message us section.

### General enquiries



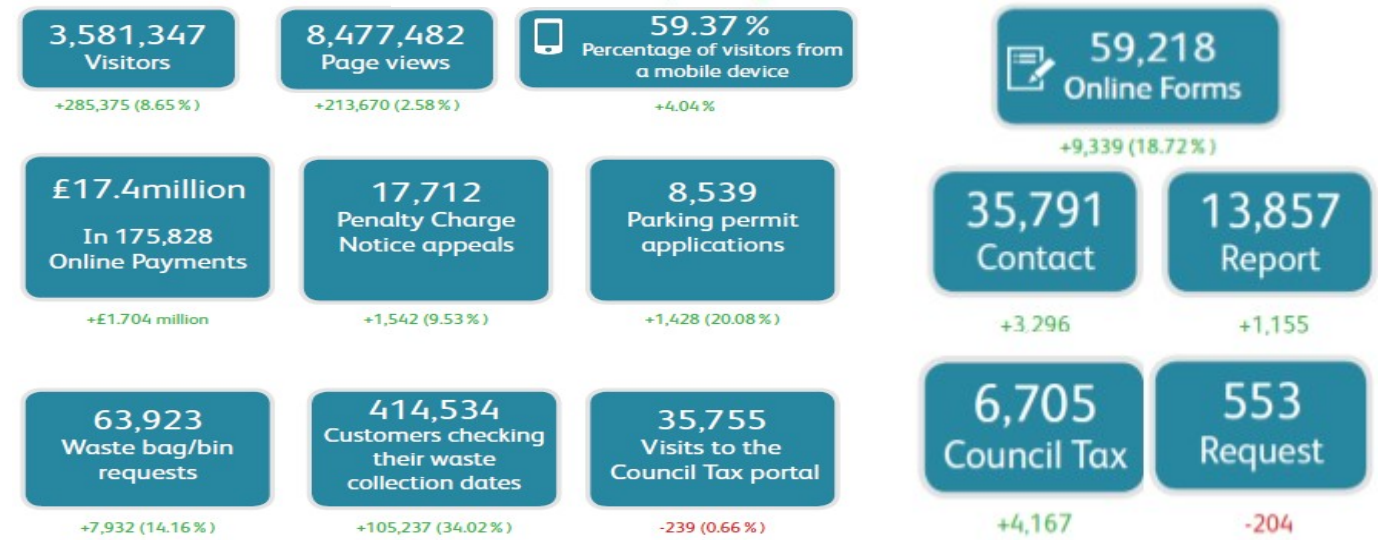
Previously visitors would have been presented with the contact us form or the phone number for C2C resulting in high numbers of general enquiries. We are now presenting customers with a list of top tasks that they can perform online.

## Cardiff.gov.uk

2017-18

During the 2017/18 financial year www.cardiff.gov.uk received:

\*Compared against 2016/17



### Information Requests

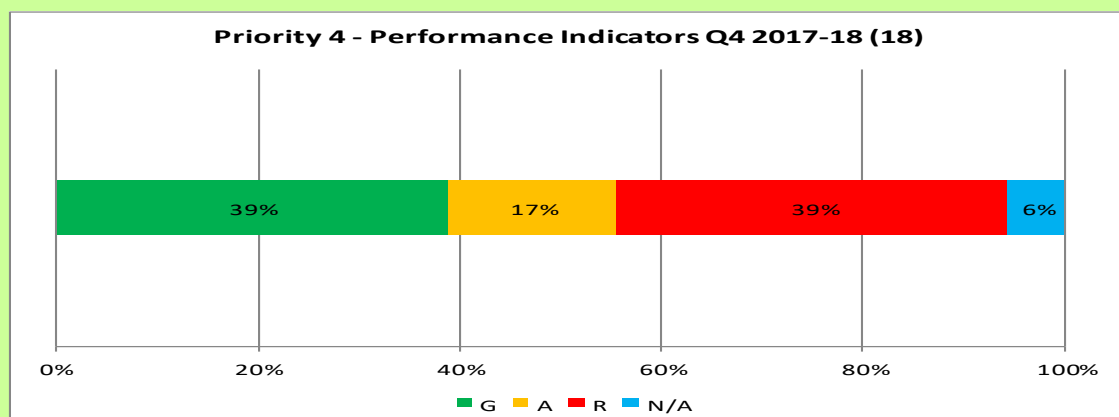
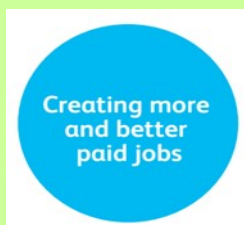
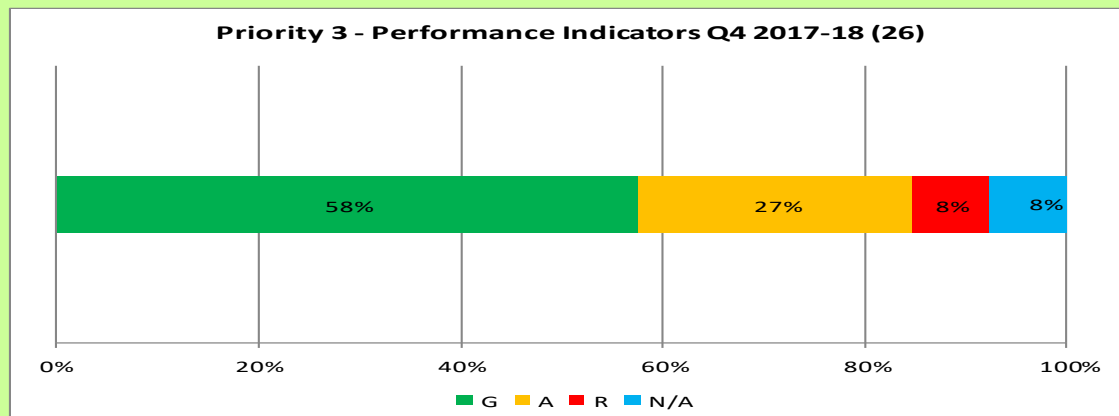
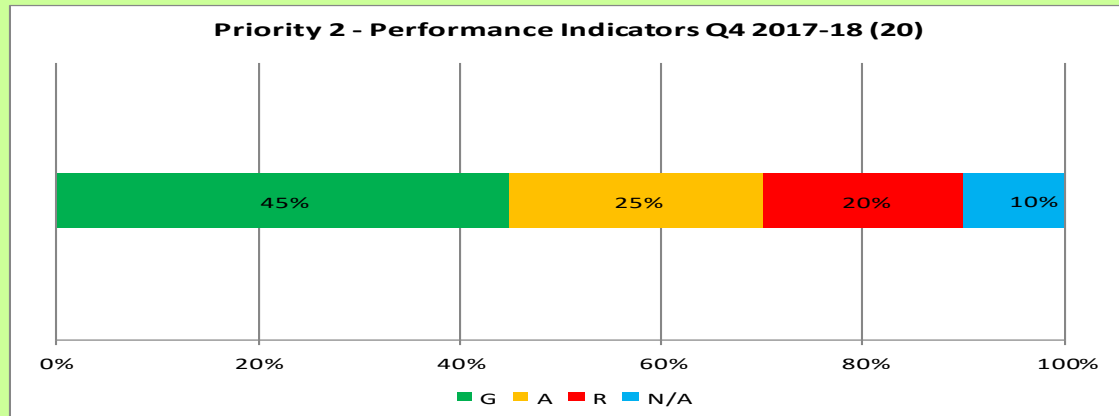
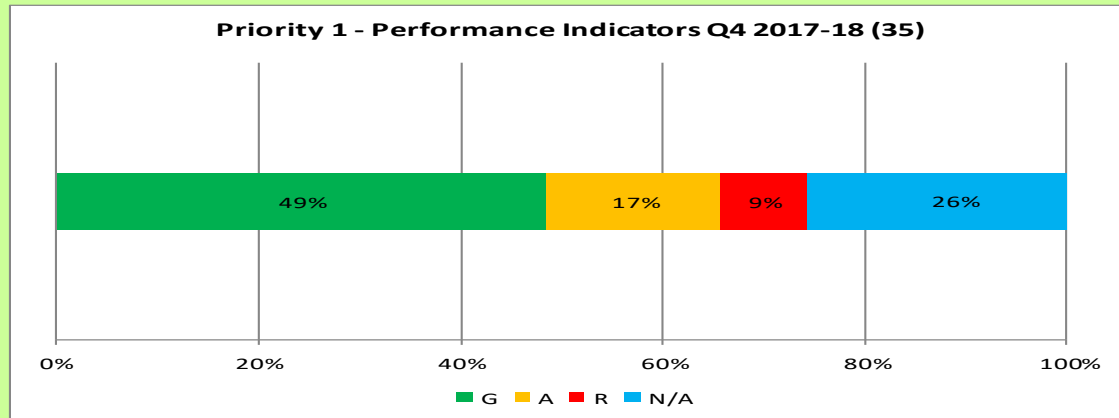
The outturn figure for information requests compliance for both Data Protection requests and Freedom of Information requests were above target at 86.69% and 87.84% respectively. Processes with requests under Data Protection are being redesigned to comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and Data Protection Act 2018 from May 2018. It is anticipated that there will be a significant increase in requests for information from June 2018 onwards.

# Council Overview Scorecard Quarter 4 2017-18

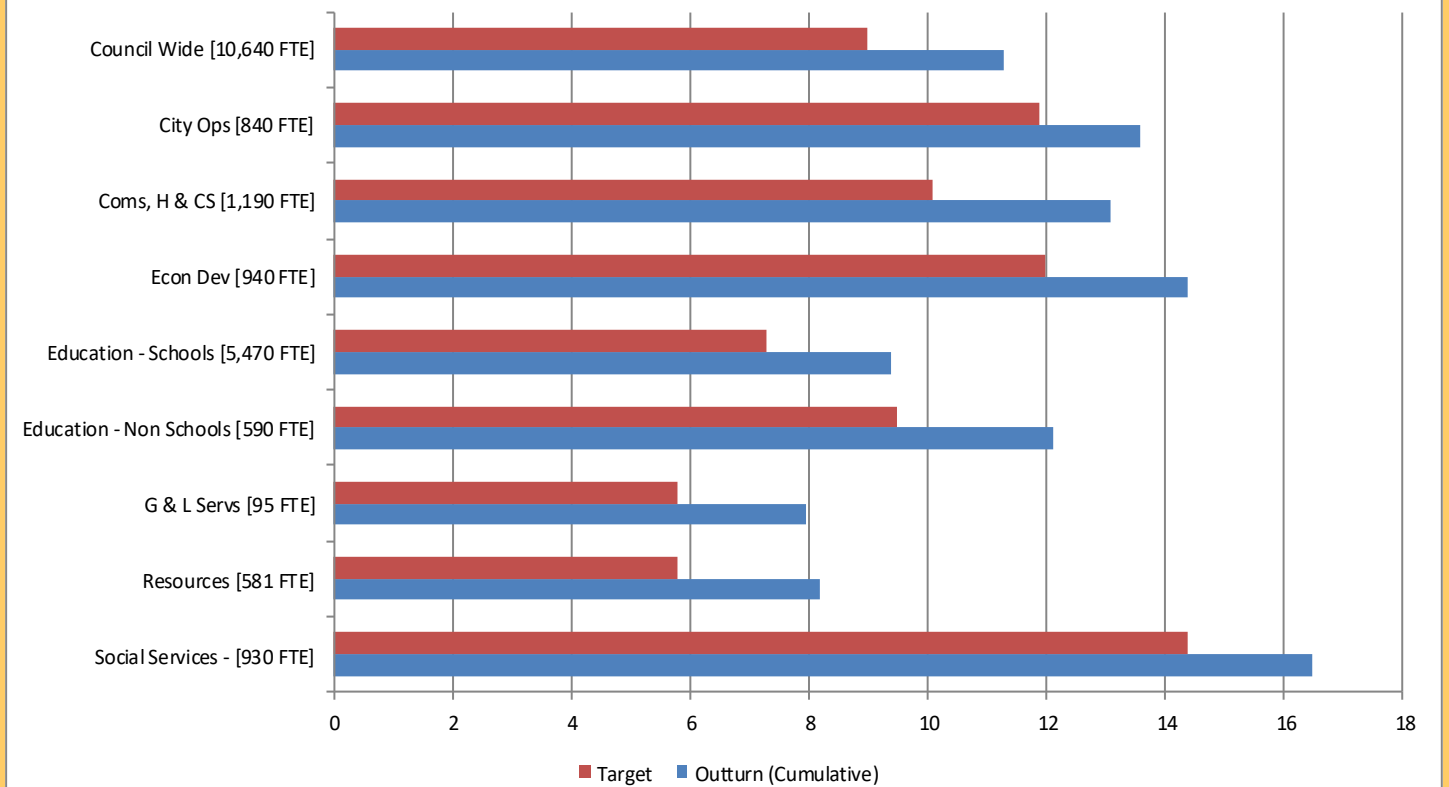
## Internal Processes - Transforming the way that we do things

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

### Corporate Plan Performance Indicator Performance by Priority



### Sickness Absence - FTE Days Lost Per Person



### Sickness Type by Percentage

