

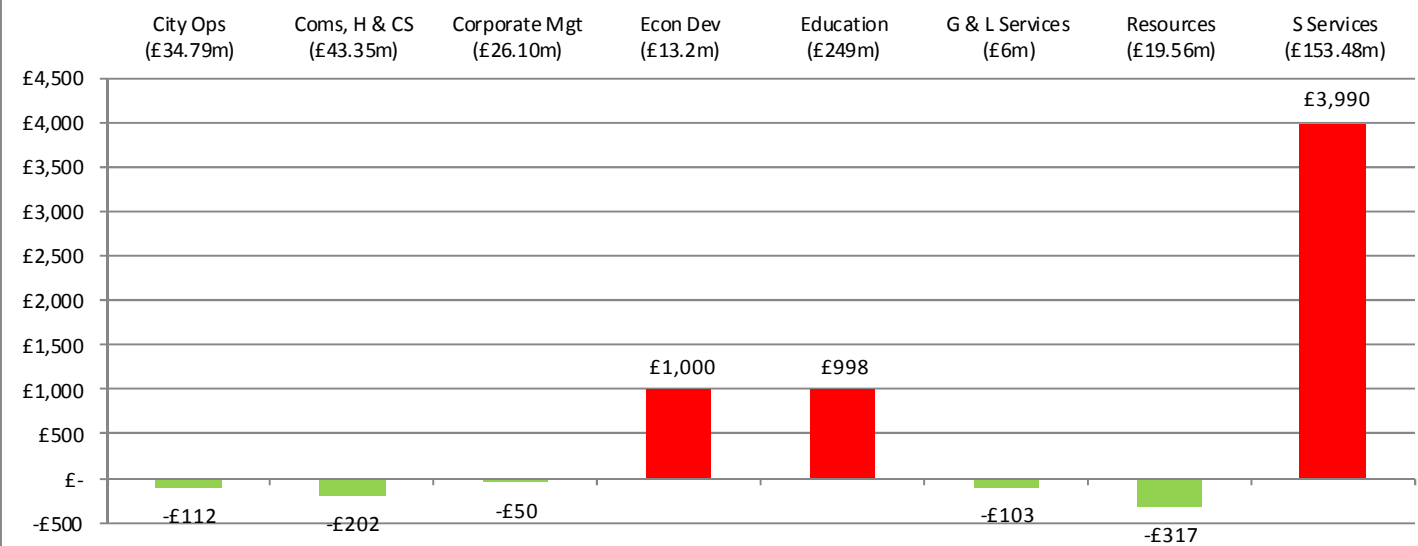
Council Overview Scorecard Quarter 3 2017-18

Financial - Tracking financial success and value

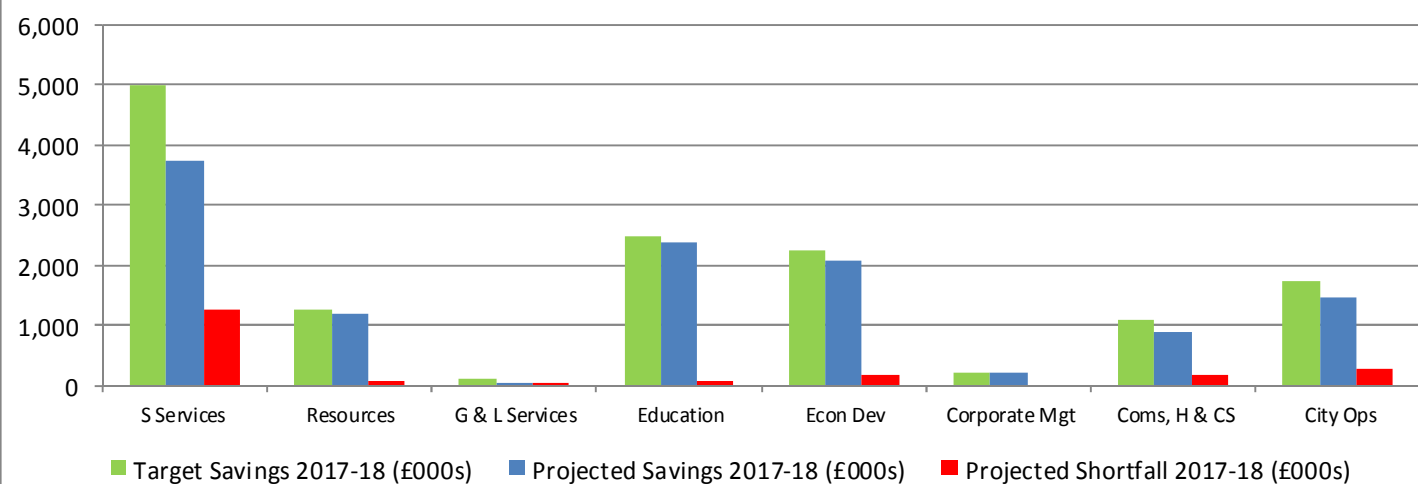
Staff Budgets, Overtime & Agency



Budget Variance in £000s



Projected Savings 2017-18 in £000s



Customer - Providing information, clarity and help to citizens



870
TOTAL RESULTS

27.3M
TOTAL REACH

261

79

39

38

Customer feedback via twitter

15.0K
TOTAL CLICKS

2.5K
TOTAL COMMENTS

6.4K
TOTAL LIKES

4.2K
TOTAL SHARES / RETWEETS

Most popular tweet (via clicks)

#Didyouknow... Recycling six mince pie foil cases in your green bags and saves enough energy to watch Eastenders on Christmas Day? Check what can be recycled here: <http://socsi.in/50Xic> 24 Dec 2017 9:01

57 Re-tweets 67 Likes 434 Clicks

@cardiffcouncil great to see leaves being cleared from Talbot street and pavement 2 Nov 2017

Great service from staff at Lamby Way waste centre today. Very helpful and friendly 3 Nov 2017

Thank you Cardiff council for clearing paths on the Coryton Gyrratory 15 Nov 2017

Hey @cardiffcouncil I really want to congratulate you on the road resurfacing team in Canton. Approachable & adaptable. A refreshing change. 2 Oct 2017

Thanks to @cardiffcouncil @sustrans for filling in those gutters under the bridge by Ysgol Glantaf on the #tafftrail @cardiffbybike 19 Oct 2017

Was. Token parcio uniaith Gymraeg gan @cyngorcaerdydd Da iawn. 23 Oct 2017

3 days until Christmas , my council garage door locked shut and won't budge, one call to @cardiffcouncil and a kind repair man arrives within 24 hours to save the day. Thanks! 22 Dec 2017

The terrible (and really dangerous) pot hole I told the council about only yesterday has already been temporarily filled. Well done @cardiffcouncil 20 Dec 2017

Credit where it is due, I reported an unoccupied house on your website this morning, due 2 its rubbish mountain.visited by an officer just now 2 find out more info. Well done on the quick response, hopefully they can work with the landlord to sort it out. #thanks 1 Dec 2017

cardiff.gov.uk caerdydd.gov.uk

Access via devices

35.55%
Desktop

64.45%
Mobile

*(49.29% Mobile / 15.17% Tablet)

Accessing Services Online

81.3%
Parking Permits

79.4%
Recycling and Waste bags

68.4%
Parking charge notices

140,917 calls

C2C (English)
98%

C2C (Welsh)
100%

Hubs
98%

Housing Repairs
97%



Customer focus: New design launched December 12 2017—The Web Team used analytic data, best practice information and carried out user testing to deliver a new look.

Information Requests

Compliance for both Data Protection requests and Freedom of Information requests were above target at 88.24% and 88.97% respectively. Information Governance training for all directorates is planned for quarter 4 to further improve compliance. Data protection requests processes continued to be reviewed as part of the Council's implementation plans for the General Data Protection Regulation and Data Protection Bill.

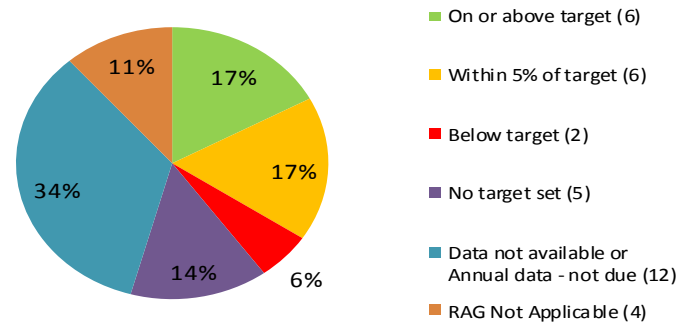
Council Overview Scorecard Quarter 3 2017-18

Internal Processes - Transforming the way that we do things

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

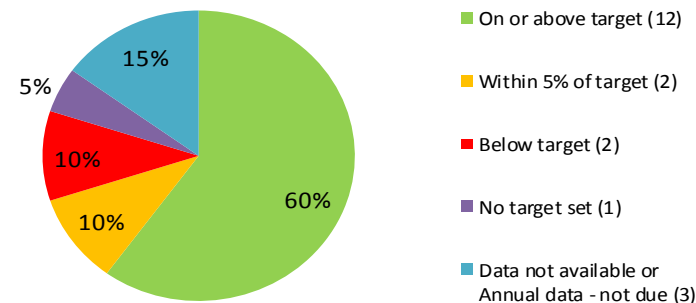
Corporate Plan Performance Indicator Performance by Priority

Total Indicators for Priority 1 (35 indicators)



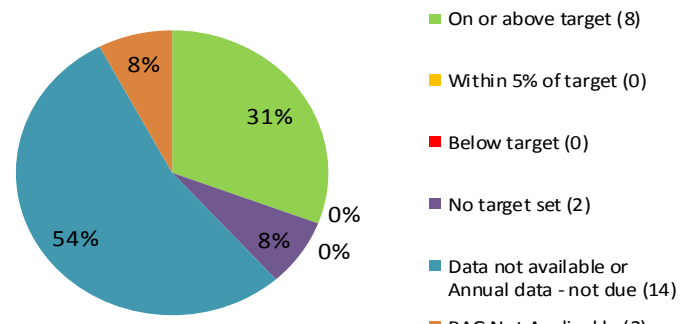
Better education and skills for all

Total Indicators for Priority 2 (20 indicators)



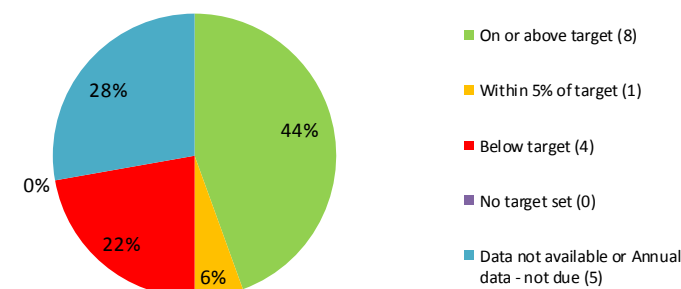
Supporting vulnerable people

Total Indicators for Priority 3 (26 indicators)



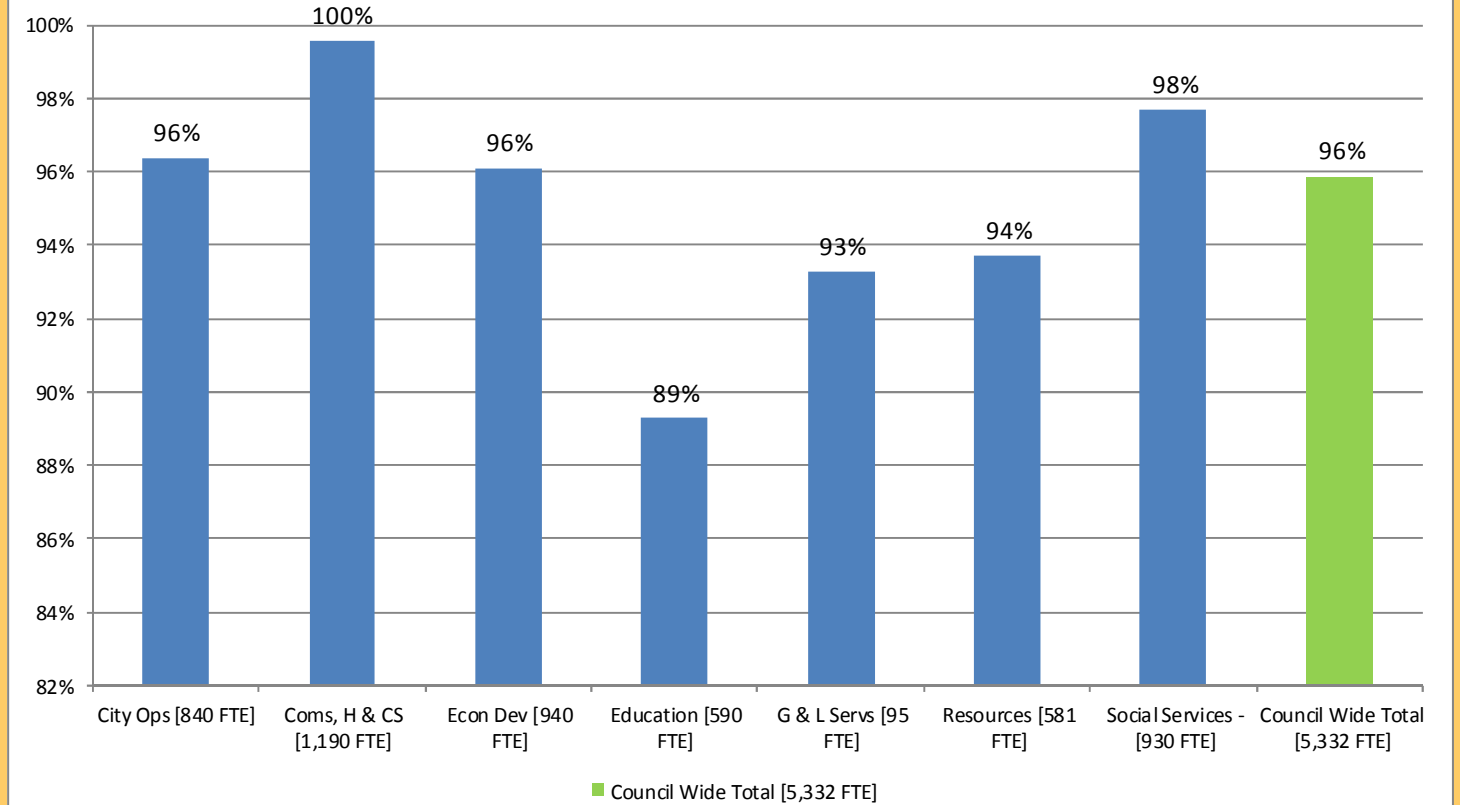
Creating more and better paid jobs

Total indicators for Priority 4 (18 indicators)



Working together to transform services

Initiation of Personal Review Compliance



Sickness Absence - FTE Days Lost Per Person

