

Recognition and awards July 2018

Excellence recognised for our Youth and Families First Services

Congratulations to the staff in Youth Services and Families 1st for their well-deserved recognition in this year's Youth Work Excellence Awards.

Thanks to them, Cardiff Council featured in three out of the nine categories in this year's national awards, designed to acknowledge the best youth workers and youth work projects from across Wales.

Early Intervention and Prevention in Youth Services won the award for Engagement with Formal Education, Employment and Training.

The team delivers its Youth Mentor project to all secondary schools in Cardiff, as well as in the local communities. The project supports young people who are identified as, or at risk of becoming, not engaged in education, employment or training (NEET).

Commenting on the work of the team, the judges said: "This project demonstrated the positive outcomes of using a youth worker approach to engage with NEET young people. In the last year the project has successfully supported 911 individuals."

Louise Coombs had the tremendous accolade of being named as this year's Outstanding Youth Worker, for her work in Grassroots to support young people aged 16-25 with a wide range of complex needs.

She has been instrumental in driving many of the programmes forward, in particular the Young Parents Group, where she identified a need to offer a range of support, working in partnership with health visitors, midwives and others.

The judges said: "Louise went above and beyond for the young people, and often carried out work outside of her usual 'youth work' duties. This included ensuring she kept in regular contact with young people who were being held in custody so they knew they would have a friendly and supportive person to speak to on their release."

In the Promoting Young People's Rights category, the Families 1st Cardiff Young Commissioners project took the runners up spot. The judges felt this was a great young person led project and provided evidence in the ever growing confidence of the young people. It highlighted the important work of the young people who were

given the opportunity to participate in the commissioning of new services and play a clear role in the decision-making process.

Well done to everyone on these wonderful achievements.

Schoolchildren open their eyes to a world of opportunity

Some of the biggest names in business, arts and culture are visiting schools in Cardiff over the two weeks last month to speak to children about the career opportunities the city has to offer.

Now in its fourth year, Open Your Eyes is designed to raise career aspirations and 38 businesses and organisations from Cardiff and the wider city region are visiting 16 schools in the cluster areas for Cardiff West Community High School and Fitzalan High School.

Using links created through the Cardiff Commitment, this year's Open Your Eyes will see more businesses and organisations, visiting more schools and speaking to more children and young people than ever before.

Millbank Primary in Caerau is one of the schools involved in Open Your Eyes this year, and welcomed Science Rapper Jon Chaser from University of South Wales. Explaining why it is important for them to take part, Headteacher, Mrs Karen Brown, said: "I am very passionate about the children having the best life-chances possible, and love that businesses and organisations are committed to showing them the many opportunities that are within their reach. I am thrilled that this is something we can work on as a whole cluster, including our new local high school, Cardiff West Community High School. "I hope the pupils understand the wide range of pathways and opportunities open to them as they grow up in Cardiff, and get inspiration from the speakers with regards the skills they are already learning, and how these will help them in that or any other career. I am looking forward to employers sharing their journeys in their careers - explaining to the children the need for study, hard work, resilience, determination and dreams!"

The Cardiff Commitment sets out how we will work together with a wide range of public, private and third sector partners to give every young person in Cardiff the best start in life after they finish school, either in employment or further education and training. Find out more, follow [@CdfCommitment](#) on Twitter.

Engage to Change success!

Cardiff Council have been awarded Large Employer of the Year by Learning Disability Wales for supporting the Engage to Change project.

The Resources Business Support Team have been working with Elite Supported Employment Agency to deliver opportunities for young people with learning disabilities to develop their employment skills and experience through paid work placements. The project aims to improve wellbeing outcomes through the increased independence, financial status, social capital and fulfilment that paid work offers.

Laura Plenty works within Accounts Payable; initially supported by Elite with one to one training and specialist support, Laura now works independently within the team.

Laura said: "Since joining the Business support team over six months ago I have been able to learn lots of processes in Accounts Payable. I enjoy working as part of the team who have supported me since I started working for Cardiff Council".

The Business Support Team have been recognised for their exemplary support in working with Elite to overcome barriers, and facilitate people with disabilities into work.

Huge congratulations to the team and everyone involved

Cardiff.gov.uk – A better website for customers

In June, following design and usability refresh, the Council's website received a top 4 star customer focused rating.

The Socitm Better Connected programme, which reviews all local authority websites, put our website through its paces to rate how successful the site is in responding to customer needs.

The aim of the review is to ensure councils are providing web content and services that are customer focused and accessible to as many web visitors as possible. Among other elements, Better Connected reviewers looked at the website's usability, accessibility, content, navigation and search.

Key points to note about the Council's website:

- Top council website in Wales – only 4 star site in Wales
- Top 10% of local authority websites in UK (414 sites were tested)

- Highlighted as best practice for mobile site
- Praised for clear, well signposted content

Congratulations to the Website Team, who are based in Communities and Customer Services, on this fantastic result.

You can check out the website at www.cardiff.gov.uk on desktops and mobile devices.

Cardiff Gov App has launched!

I am pleased to confirm the Council's new 'Cardiff Gov' App has launched, offering our residents a new digital experience in connecting with us.

Residents can get free notification reminders for their recycling and waste collections straight to their mobile devices, they can now check their Council Tax account on the go and report fly-tipping straight from the scene.

More of the Council's services will be added to the App over the next few months, so keep a look out!

To download the App visit the Google Play Store or Apple's App store and search 'Cardiff Gov' and install onto your phone.