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## **CORPORATE SERVICES & PERFORMANCE STATEMENT**

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### **Operational Property**

The Strategic Estates Department has completed the assignment of Global Link to the Health Board. Cardiff Council no longer required Global Link having moved the staff into County Hall and other satellite offices whilst the Health Board had a requirement for new offices. The assignment of the leasehold interest has saved the council £2.8m in rent and running costs over the next four years. This is a great example of partnership and collaboration in the public sector.

Insole Court Community Asset Transfer has completed. The CAT is the largest in Wales, Big Lottery provided an initial grant of £3.74 million with a further £268k for some final emergency repairs in the main house and to preserve the historical finds of unique wallpaper and a hand painted ceiling. The Council has also spent £467k in repairs to make structures safe and repair the roof.

Building work started on the Stable Block in December 2014 and work is due to be completed on the main house by the end of December 2016. The Stable Block is a Community Hub with a community hall, 3 activity/learning spaces and a training suite for hire together with exhibition space, a visitor centre and tea rooms. The main house has ground floor spaces that can be hired for community groups / meetings and the 1<sup>st</sup> floor is a visitor attraction giving the history of Insole Court as well as story of the CAT and the rescue of the House.

### **ICT**

#### **New Ticket Handling System for ICT, Facilities Management and Business Administration**

On Wednesday 21<sup>st</sup> September, ICT are launching their new ticket handling system, NetHelpDesk. This replaces QSM, which has been in use for 18 years but is no longer supported by its supplier.

The system manages the requests, purchases and incidents logged by council staff, schools and other supported organisations. NetHelpDesk introduces a number of new features designed to benefit both support staff and end users, hopefully leading to a better experience for all.

Facilities Management and Business Administration will also be adopting the system shortly afterwards.

## Cardiff Manager Programme – Phase 2

Phase 2 of the Cardiff Manager Programme began in May primarily targeting those staff with Line Manager responsibility at Grade 7 and below. All training is now being delivered by staff from the City of Cardiff Council Academy with assistance on the Financial Training Sessions by staff from Financial Services.

The Cardiff Manager Programme contains four modules – Behaviours, Financial Skills, Problem Solving & Decision Making and Innovation & Change. Managers have the option of completing an ILM Level 3 Award. Since May, of the 340 Managers in scope, 147 have so far signed up to complete all 4 modules and of these, 85% have expressed an interest in pursuing the ILM qualification.

## C2C

During August C2C received 12 customer compliments and recorded a Customer Satisfaction result of 95%.

The contact centre performance has been very positive going into the new month achieved Answer Rate target every day throughout September so far.

C2C hosted a Health and Wellbeing Awareness day on behalf of Communities directorate aimed at promoting the help and assistance available to all council employees as we work towards achieving the Bronze Award for the Corporate Health Standard but also offering practical tips on taking steps to make changes in your everyday life. On site was a personal fitness instructor offering free health checks, holistic therapists offering free taster treatments and staff were also encouraged to take 10 minute stints on a rowing machine or exercise bike with a donation going to charity for every participant.

The Alarm Receiving Centre (ARC) Website went live this month as part of the move towards the commercialisation of the services offered by the Centre.

## Procurement Awards Finalists

I am delighted that the City of Cardiff Council's Commissioning and Procurement Team has been nominated as finalists in the following four categories at the inaugural Government Opportunities (GO) Excellence in Public Procurement Awards Wales 2016/17:

- Establishing a Local Authority Trading Company to deliver procurement and commercial services has been Shortlisted in two categories **Innovation or Initiative of the Year Category** and **Procurement Leadership of the Year Category**.
- Supported Living Service procurement has been shortlisted in the **Collaboration Category**,
- Commissioning and Procurement Team has been shortlisted in the **Procurement Team Category**.

The level of competition for these Awards has been extremely high. It's great to see our procurement activity acknowledged and commended and we look forward

to finding out whom the winners are at the ceremony on Thursday 6 October 2016 at the Marriott Hotel in Cardiff.

## **Living Wage**

Cardiff became the first Council in Wales to pay its entire workforce the Living Wage in September 2012 and since April 2015, all agency staff employed by the Council have also been paid the Living Wage.

In November 2015, the Council successfully gained Living Wage accreditation during the annual Living Wage Week. I have recently sent all the Council's main suppliers and contractors a leaflet about the Living Wage, setting out the differences between the Living Wage and National Living Wage (minimum wage), highlighting out some of the benefits of paying the Living Wage and encouraging them to also consider paying the Living Wage to all their employees.

## **Employee Engagement**

The Council's workforce is what makes this organisation tick. Day-in, day-out thousands of individuals come into work and strive to do their very best for the citizens of Cardiff to deliver over 700 different services across the city.

Keeping a workforce the size of City of Cardiff Council's informed and engaged can be challenging with many of the staff not being based in an office, with access to a work computer or work at one specific site. However, this does not deter us in trying to achieve an excellent internal staff communications and engagement service for all our staff. It's vital that our staff know what's going on so that they feel valued and have an opportunity to get involved.

We were overwhelmed with the response to last year's Employee Survey, which saw over 51.6% of staff taking the time to tell us what they think. We asked staff what good communication looks like to them and what they told us has been invaluable. We have listened to their feedback and used their ideas and input to create a brand new staff App, which we have created with our technology partners, TATA Consultancy Services (TCS) .

This is a very exciting development which we will be launching to all staff from next month, the App will allow more staff than ever before to receive important information about their employment and pay plus staff communications in an instance via their personal mobile phones.

With much of our lives becoming digital and accessible 24/7, it makes complete sense to ensure staff communications moves with the times to meet the needs of the staff. A programme of staff engagement will take place to coincide with the launch, which will include working with trade union learning reps and staff Ambassadors to make sure all staff have the available support to access the new digital tool.

Feedback from the Wales Audit Office follow on report confirmed that we had made good progress in engaging the workforce. With a comprehensive programme of activity in place and an established staff brand development of Make the Difference for staff to get behind well received, the App will go a long

way in making further strides forward to strengthen our overall internal service for the staff.

I am confident that we will get this roll out right, it will completely revolutionise how we communicate with staff going forward – delivering a much fairer, timely and cost effective solution to keeping staff up to date.

The App will be available bilingually to meet the Welsh Language Standards.

### **Treasury Management Strategy**

As part of the Council's Treasury Management Policy, Full Council receives three reports on its Treasury Management activities during a year. A strategy at the start of the financial year, a mid-year report and an annual report at the end of the year. Council is requested to Note the Annual Treasury Management Report for 2015/16 which highlights the position statement for Council investments and borrowing as at 31 March 2016 and compliance with prudential indicators set for 2015/16.

As expected and as previously reported to Council, borrowing increased significantly during the year following the settlement payment made to WG to exit the Housing subsidy system.

**Councillor Graham Hinchey**  
**Cabinet Member (Corporate Services & Performance)**  
29 September 2016