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## **CORPORATE SERVICES AND PERFORMANCE STATEMENT**

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### **City of Cardiff Council Academy**

The City of Cardiff Council Academy has retained its status as an accredited centre for Service Improvement following inspection by Cardiff University's Lean Enterprise Research Centre. The accreditation means that the Academy can continue to offer Service Improvement/Lean Management training to Council staff. For the first time, the accreditation will allow the Academy to offer other Service Improvement training to other public sector bodies. For example, Welsh Government employees have attended this training.

The accreditation comes on the back of the development of the Academy which now offers an impressive range of accessible training rooms along the east wing of City Hall, including 3 IT suites of various sizes. Bringing the Academy into City Hall, which is easily accessible by public transport, has helped to increase participation levels in training over the last 9 months from April to December 2016 compared to the same period in 2015/16.

The Academy, through collaboration with Caerphilly Council, is also delivering a comprehensive corporate Health and Safety training programme from City Hall. This collaboration helps to reduce the cost of Health and Safety training and all council services are encouraged to use these new arrangements, rather than source their own training providers. Health and Safety training commenced in October 2016 and a range of courses are available, accredited to both IOSH and UKATA, which reflect the health and safety arrangements of the Council. The Academy's Health and Safety training courses have also been offered to other public sector organisations. For example, employees from the Welsh Ambulance Service and NHS have attended a number of Health and Safety courses.

### **Living Wage Council**

The Council is now the only accredited Living Wage Council in Wales. In December 2016, the Council joined forces with some of Cardiff's other Living Wage employers to promote and publicise the Living Wage. I joined with the Leader in attending the launch of the campaign with the other Living Wage employers who are supporting the campaign: Cardiff University, Wales and West Housing Association, Cardiff Community Housing Association, Cardiff Bus, Cardiff and Vale Credit Union, Knox and Wells Ltd, ACE Cardiff and Taff Housing Association. Artwork promoting the Living Wage, including organisational logos, can also now be found on the side of 10 of the Council's waste collection vehicles.

## **C2C**

During December 2016, C2C customers waited on average just 17 hours for a response to their email enquiry and the contact centre achieved its KPI target by answering over 93% of all calls offered. High levels of customer service were maintained throughout the month and C2C ended the calendar year achieving customer satisfaction rates of 96% and 97% amongst its English and Welsh speaking customer bases respectively. Additionally, 16 separate customer compliments were also received.

## **Website**

During December 2016, there were over 160,000 visitors to the website viewing nearly 625,000 pages of information with over 40,000 residents viewing information about their waste collections. Information on Christmas and New Year opening times was viewed by over 11,000 visitors and nearly 3,000 forms were submitted. 77.5% of parking permit applications were completed online continuing to demonstrate that where services are offered online customers are choosing to access them.

## **Secure IT Services**

Over the last 12 months, the Council's IT service has worked to maintain the security and resilience of its network and services against attack from cyber security threats. Examples include:

- No major malware outbreaks;
- 29 million emails processed for malicious content and spam;
- 2.8 billion web requests & 24,139 GB (24.1 TB) of internet traffic served and scanned for malicious & inappropriate content; and
- Protection of over 143,594 application installations across approx. 5700 PCs, 600 servers & 5000 users.

## **Health & Safety**

The Corporate Health and Safety Policy and various codes of guidance have been updated and approved by the Health and Safety Forum. A new accident reporting system was launched at the start of January 2017, which will allow direct recording and reporting of accidents. This is an important area of health and safety monitoring and I would encourage everyone to report any workplace accidents.

## **Strategic Estates – Operational Estate**

The Strategic Estates team has completed the Community Asset Transfer and lease of Dusty Forge, Ely to Action in Caerau & Ely (ACE) for a term of 99 years. This will result in savings for the Council in terms of the annual running costs of circa £22,000 and provides ACE with a home from which to continue to provide their excellent support services to the residents of Ely and Caerau. The Strategic Estates team is also progressing the disposal of Suffolk House, Canton following the decision of Cabinet on 28 September 2016 and the property is due to be sold at auction next month. Looked After Children staff are being relocated to a better council property in Fairwater and this move will result in financial savings for the

Council and the realisation of a capital receipt. This is in line with our Property Strategy for providing fewer, but better buildings.

**Councillor Graham Hinchey**  
**Cabinet Member (Corporate Services & Performance)**  
26 January 2017