

COUNCIL: 23 MARCH 2017

CORPORATE SERVICES AND PERFORMANCE STATEMENT

C2C

- C2C won the Welsh Contact Centre award for People Engagement for 2016, which recognises best practice in the principles of People Management and Development, in line with the corporate staff engagement programme including the Health & Wellbeing agenda.
- The C2C service handled their 6,000,000th call since the opening of the contact centre in September 2001. C2C have handled 33,348 emails (so far in 2016-17 at January 2017) answered well inside the 48 hour target.
- C2C have successfully maintained a high customer satisfaction rate, despite growing continuing high call volumes 97% of customers surveyed are satisfied with the service (since April 2015)

Web

Cardiff.gov.uk/Caerdydd.gov.uk, the Council website was part of the Ask Cardiff survey and 9 out of 10 users who visited the site seeking information were successful in this task. 85% of respondents rated the website as Very or fairly good for the quality of information with 80.1% rated the ease of use as Very or Fairly good. The website saw significant traffic for parking permit applications, with 66% of all applications made in 2016 made online.

Commissioning & Procurement

The Council's Commissioning & Procurement Team have been shortlisted for a number of prestigious national awards:

- **Public Finance Innovation Award 2017** – the Team have been shortlisted in the Finance Team of the Year and Alternative Service Delivery Model of the Year categories. The winners will be announced on 20th April
- **World Procurement Awards 2017** – the Team have been shortlisted in Innovation Category at the 11th World Procurement Awards in London on 17th May. This year saw a record number of entries from “*some of the most influential companies across 36 countries*”. We are the only Council to make any of the shortlists at these awards.

Atebion Solutions

Further to the Cabinet decision of 16 June 2016 to establish a Commissioning and Procurement Local Authority Trading Company, I am pleased to inform you that Atebion Solutions is now operating. Atebion Solutions will focus on providing a broad range of procurement and commercial services to the public sector and has already won its first contract with more in the pipeline. For more information, please visit www.atebionsolutions.co.uk

Cabinet agreed the Procurement Strategy 2017-2020 last week. The Strategy sets out the key procurement priorities to 2020 and the role procurement will play in supporting the Council to meet the challenges that it faces. The Strategy places an increased emphasis on delivering social value through Council contracts whilst ensuring that the Council achieves value for money and continues to innovate.

Cabinet also agreed the Code of Practice – Ethical Employment in Supply Chains last week. The City of Cardiff Council is the first Council in Wales to sign up to the Code, which covers the following employment issues:

- Modern Slavery and human rights abuses;
- Blacklisting;
- False self-employment;
- Unfair use of umbrella schemes and zero hours contracts; and
- Paying the Living Wage

Health and Safety

The new health and safety training programme being offered by the Academy, as a result of the Council's relationship with Caerphilly Council is nationally accredited training being provided at a low cost to the Council. The programme started in October 2016 and demand has steadily increased each month. All health and safety training is now being delivered via the Academy.

Corporate Health Standard

As you are aware, the Council, as part of the Health & Well-being Project, has been working towards the Bronze Corporate Health Standard. Employers who adopt good working practices will have happier, healthier and a more productive workforce.

The assessment took place on 21st and 22nd November 2016 and involved the assessors:

- meeting the project team and going through completed action plan and the associated documents;
- meeting the Chief Executive and the Corporate Director (Resources) to discuss the senior level commitment of the organisation; and
- visiting Willcox House and Brindley Road to talk to managers and employees at the sites to gain an understanding of how the organisation deals with health and well-being.

I am pleased to announce that we attained the Bronze Award and many of the areas for the Bronze Award were exceeded; this puts the Council in a good position to attain the Silver Award. The Health & Well-being Project Group are now

working on the evidence for the Silver Award criteria with a view to the Assessment taking place in late Autumn 2017.

Councillor Graham Hinchey
Cabinet Member (Corporate Services & Performance)
23 March 2017