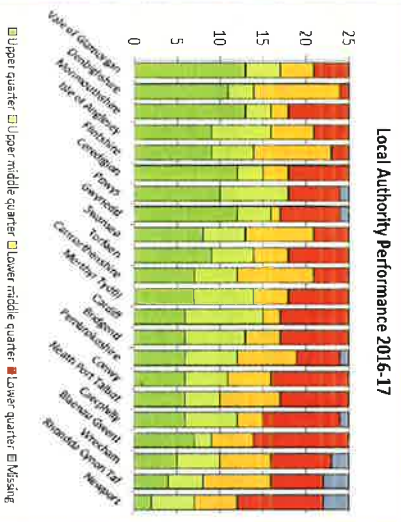


Council Overview Scorecard Quarter 2 2017-18

Internal Processes - Transforming the way that we do things

We've gone up again in performance rankings!



Cardiff's performance improved to 13th (out of the 22 local authorities, in 2016-17)

This is the second year in a row that we've moved up the rankings

The figures show there was an improvement in the performance of the 13 of our indicators

Reference Data Unit's Local Government Performance 2016-17 report

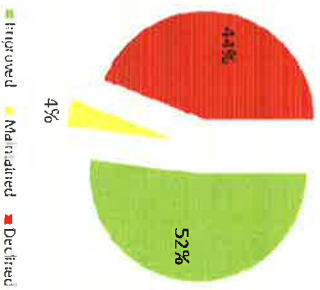
According to the Data Unit report:

- the performance of the 60% (15 / 25) of our indicators were better than the Wales average
- the 60% (15 / 25) of our indicators were in the top two quarters of performance

Areas of strength in our performance include:

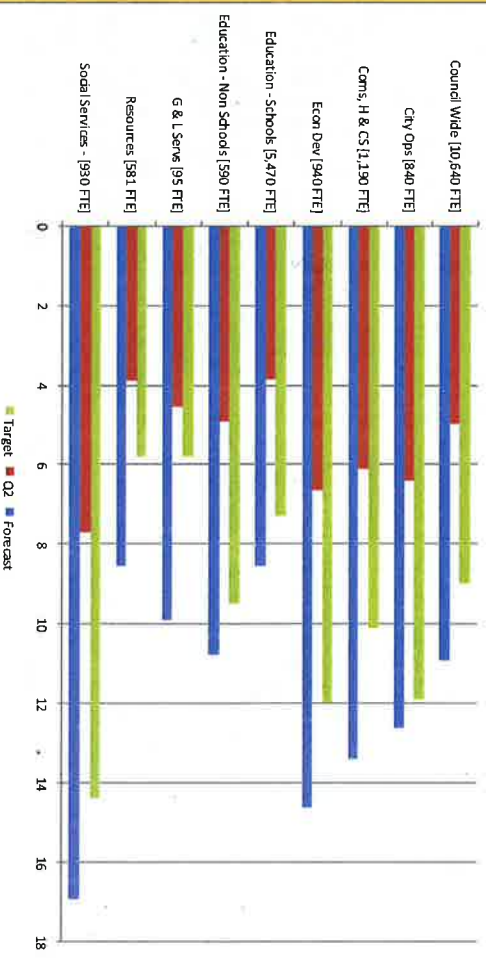
- ⇒ Education
- ⇒ the amount of waste sent to landfill
- ⇒ the removal of fly-tipping
- ⇒ the time taken to make Disabled Facilities Grant Adaptions
- ⇒ the number of visits to Libraries (including those in Hubs)

Direction of Travel - NSI and PAM results

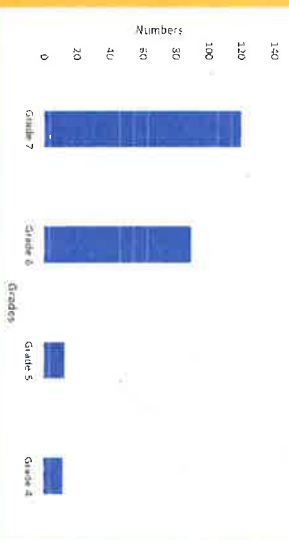


Learning & Growth - Inspired, competent, engaged & aligned workforce

Sickness Absence - FTE Days Lost Per Person



Grades of employees 6,7 and below enrolled on CMP



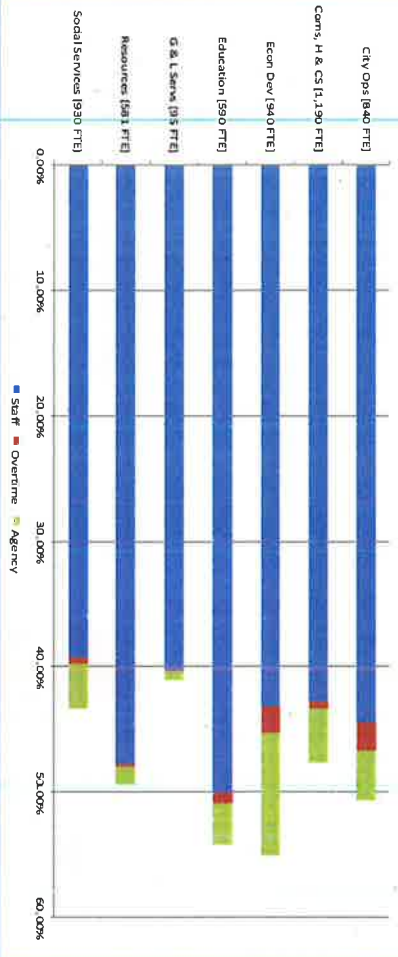
Enrolment on the Cardiff Manager Programme Phase 2, Grade 7 and below with Line Management Responsibility



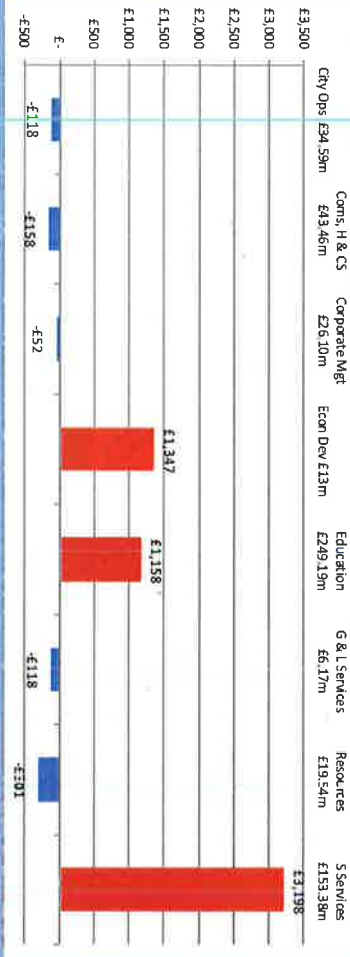
Internal v External Academy Courses	2016	2017
Internal Courses	48	64
External Courses	18	11
Total	66	75

Academy Attendees	2016	2017
Attendees	670	840
% Increase		+25.3%

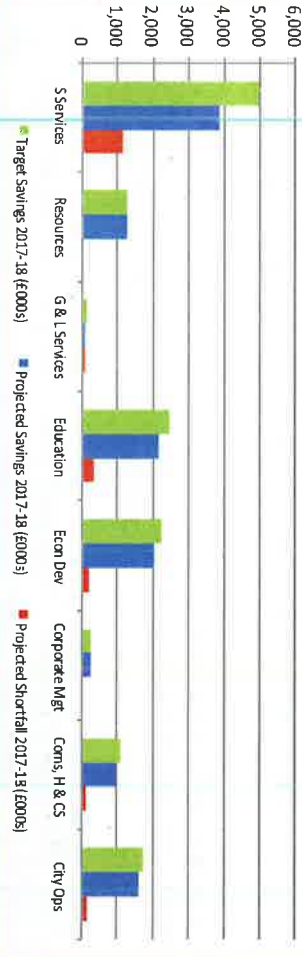
Staff Budgets, Overtime & Agency



Budget Variance in £000s



Projected Savings 2017-18 in £000s



Twitter Followers

Twitter

Tweet stats from @CardiffCouncil and @CyngorCaerdydd

City of Cardiff
@cardiffcouncil
78,449 (+787)

Dinas Caerdydd
@cyngorcaerdydd
2,394 (+22)

Customer feedback via twitter

Q 734 33.0M

110K 193

1.6K 1.9K

Top tweet via clicks
#GoodMorningCardiff
Please check Road closures for TODAY Details HERE:
http://social.nvffem
Sep 10 2017 8:01

@cardiffcouncil Can I just say what a breath of fresh air your receptionist is at the main desk City Hall #Smile #Hello #ffeesant #helpful Sep 6 2017 14:53

Wed i osod prawn yma ar fead Dan Isaac Davies, Diolch i Rachel Protheroe o @cyngor-caerdydd https://t.co/Rfkon-2MKwZj Sep 29 2017 23:54

Hi! Thanks to @cardiffcouncil - the Toff Trail is now clear of all trees. Sep 21 2017 08:01

Down at @RubiconDance for my advice surgery. Good to see @cardiffcouncil litter pickers cleaning up Topaz Street. Sep 29 2017 10:07

@cardiffcouncil An amazing talk by Matthew at Cardiff Castle. These lectures are always so interesting. https://t.co/XnyckKadL6 Sep 7 2017 19:54

Just looking at the proposed network map going to @cardiffcouncil next week, fully segregated super-highways for #cardiff will be awesome. Sep 17 2017 12:14

cardiff.gov.uk caerdydd.gov.uk

Access via devices

Accessing Services Online

62% Parking Permits

74.5% Recycling and

75.8% Parking charge notices

42.66% Desktop

45.20% Mobile

12.14% Tablet

(57,348 Combined mobile/tablet usage)

Complaints

423 complaints were received during Quarter 2. This is a 3.2% decrease in complaints from Quarter 1 (2016-17). 98% of complaints were responded to within 20 days

95% C2C (English)

100% C2C (Welsh)

99% Hubis

98% Housing Repairs

CONNECT TO CARDIFF

Information Requests

Compliance for FOI and Data Protection requests during Quarter 2 was slightly below target. In relation to FOI, this is as a result of a number of business changes being made during the quarter. In relation to Data Protection, there has been an increase in the number of more complex cases, processes are being reviewed as part of the Council's implementation plans for the General Data Protection Regulation.