Internal Processes - Transforming the way that we do things

We've gone up again in performance rankings!

10 ᅜ 20 Local Authority Performance 2016-17

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

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

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

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

According to the Data Unit report:

■Upper quarter ■Upper middle quarter ■Lower middle quarter ■Lower quarter ■ Missing

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

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**

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the number of visits to Libraries (including those in Hubs)

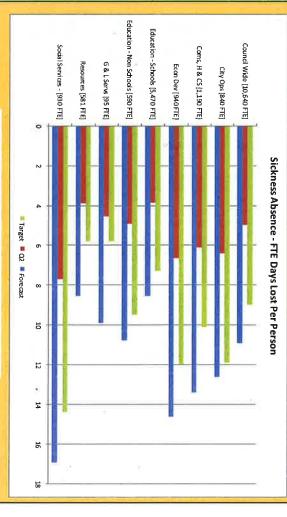
52%

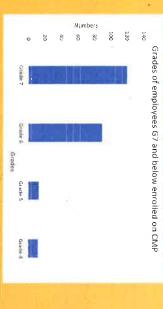
Direction of Travel - NSI and PAM results ■ Improved - Main_ained ■ Declined 4%

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

% Increase +25.3%	Attendees 670 8	2016 20	Academy Attendees
<u>o</u>	840	2017	

Council Overview Scorecard Quarter 2 2017-18 Learning & Growth - Inspired, competent, engaged & aligned workforce







Currently Enrolled
Not Enrolled

3,000 4,000 1,000 2,000 5,000 6,000 £2,000 £2,500 £3,000 £3,500 £1,000 £1,500 Coms, H & CS [1,190 FTE] -£500 Social Services £500 ιþ G& L Serva (95 FTE) Econ Dev [940 FTE] City Ops [840 FTE] City Ops £34,59m SServices -£118 (BIA) Target Savings 2017-18 (£000s) FTE FE Financial - Tracking financial success Coms, H & CS £43,46m Resources -£158 10,00% Corporate Mgt £26,10m G & L Services Projected Savings 2017-18 in £000s -£52 Staff Budgets, Overtime & Agency Projected Savings 2017-18 (£000s) Budget Variance in £000s Staff = Overtime 20,00% Econ Dev £13m Education £1.347 Agency 30,00% Education £249.19m Econ Dev £1,158 Council Overview Scorecard Quarter 2 2017-18 Projected Shortfall 2017-18 (£000s) Corporate Mgt G & L Services £6,17m £118 Coms, H & CS Resources £19.54m 10:3-50.00% S Services £153.38m City Ops 13,198 60,00% cardiff.gov.uk caerdydd.gov.uk **Parking Permits Accessing Services Online** 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 Tweet stats from @CardiffCouncil closures for TODAYI Deta http://socsl.in/VFcnm Sep 10 2017 8:01 148.1k reach 16 re-tweet 4 Likes 342 Clicks **■** 1.6K Please Check Road #GoodMorningCardIff1 Top tweet vla clicks **▼**11.0K **Q** 734 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 in 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. 62% and @CyngorCaerdydd Customer - Providing information, clarity and help to citizens Parking charge notices **☆**33.0M 19K TERE #helpful Sep 6 2017, 14:53 City Hall #Smile #Hello #Fleasant receptionist is at the main desk what a breath of fresh air your @cardiffcouncil Can I just say Recycling and 193 74.5% Wedi ei osod pnawn yma ar fedd Dan Issac Davies, Diolch i Rachel Protheroe o @cyngor-Sep 19 2017, 10:17 response thank you, I can see the team there now, Speedy 2WKeZj Sep 29 2017, 23:54 @cardiffcouncil Great caerdydd https://t.co/FWon-Information Requests Mae rhaid ì fi ddweud bod y Cyn-Twitter Followers aith. Sep 15 2017, 20:27 gor yn wneud ymdrech da dros yr Diolch am ddweud yn Gymraeg! @cardiffcouncil City of Cardiff 78,449 (+787) Sep 21 2017, 08:01 fcouncil - the Taff Trail is Huge thanks to @cardifnow clear of all trees Customer feedback via twitter Access via devices 42.66% Desktop c2c (Welsh) C2C (English) 100% 155,098 calls tures are always so interesting, https://t Matthew at Cardiff Castle, These lecco/Xnyc6KaaL6 Sep 7 2017, 19:54 @cardiffcouncil An amazing talk by surgery. Good to see @cardiffcouncil Down at @RubiconDance for my advice Sep 29 2017, 10:07 https://t.co/3ntpNnIXj litter pickers cleaning up Topaz Street. (57,34% Combined mobile/tablet usage) 0 0 Mobile 45.20% @cyngorcaerdydd Dinas Caerdydd COSTONED © some. Sep 17 2017, 12:14 highways for #cardiff will be awenext week, fully segregated superwork map going to @cardiffcouncil Just looking at the proposed net-2,394 (+22) CONNECT TO CARDIFF ising Repairs 99% Hubs 98% 12.14% Tablet