

COUNCIL: 25 JANUARY 2018

FINANCE, MODERNISATION AND PERFORMANCE STATEMENT

AGENDA ITEM: 10

Council Website

The new redesign of the Council's website was launched in December 2017 and is aimed at making the information more intuitive for people to use. From analysing the pages on the homepage and the subsequent areas people are visiting, along with reviewing the top searches, we are able design the website to prioritise the top tasks for our customers. Early indications show that this has had an impact on the way our customers contact the Council and reduced the number of avoidable contacts to other channels.

The review of the website is a constant process and, as we are adding more services online, we will need to keep reviewing content and accessibility to ensure the best experience for customers. Some highlights from December 2017 included:

- 64% of our customers are accessing the website via a mobile device.
- 79.4% of requests for waste recycling bags were completed online.
- Nearly 56k residents checked their next collection online, which represents 39.2% of households.
- 81.3% of parking permits were applied for online.

Council Tax Exemption for Care Leavers

Following the debate at Council in November 2017 on the motion proposed by Councillor De'Ath and seconded by Councillor Goddard, I am pleased to be able to report that, following the decision of Cabinet on 18th January 2018, this administration has agreed to exempt care leavers from Council Tax up to their 25th birthday by creating a separate exemption class for care leavers. This will apply after all other discounts, exemptions and Council Tax Reduction have been awarded.

LGBT History Month

We are in the process of planning events to mark this year's LGBT History Month which is being held in February 2018. We are working with Council colleagues and partners from Welsh Government and Stonewall Cymru to support a number of events including:

- 'Lunch & Learn' pop-up exhibition

- LGBT domestic violence awareness training
- Cardiff Dragons 'Friendly Football match'
- Castles in Wales to be lit up and fly the Rainbow Flag
- City Hall and County Hall to fly the Rainbow Flag
- Exhibition at Cardiff Central Library
- Stonewall Cymru Workplace Conference to be held in Cardiff
- Pride Parade from Treforest to Cardiff
- Drag Show arranged by University of South Wales
- Social media posts/press releases by the Communications and Media team

Disability Confident

The Council has achieved Disability Confident accreditation for a further 2 years (valid up to 10/12/2019) following completion of a successful self-assessment, which recognised the Council's achievements as a Disability Confident Employer. We continue to promote our Disability Confident Employer badge on the website and in communications. In continuing our Disability Confident commitment, the Council is ensuring that disabled people and those with long-term health conditions have the opportunities to fulfil their potential and realise their aspirations.

Councillor Chris Weaver
Cabinet Member for Finance, Modernisation & Performance
24 January 2018