
FINANCE, MODERNISATION & PERFORMANCE STATEMENT

Cardiff Gov Mobile App

Take up for the mobile app has now reached over 5,000 downloads by residents, with a marked increase already in October 2018 as our customers transition from the Tidy Text service to the app for reminders about waste collections.

We remain on course to deliver a new version of the app at the end of October 2018, which will allow Council Tax users to sign-up for e-billing and view their bills via the mobile app. Later versions of the app will contain additional waste services and provide customers with the ability to report problems with highways and pavements.

Website

Usage figures for September 2018 include:

- £1.58m in 16,021 online payments
- 731,000 page views from 197,000 visitors (60.47% from a mobile device)
- 82.72% requests for waste bags online – highest ever online percentage
- 62.7% parking permit applications online
- 71.8% Penalty Charge Notice (PCN) appeals online
- 26,000 waste collection lookups online (2,107 using the Cardiff Gov app)
- 24,000 documents downloaded.

Content on proposed Public Space Protection Orders (PSPOs) for dog controls received 10,228 page views and information around the pilot scheme for separate glass recycling collections was viewed over 5,000 times.

Social Media

The Council received 6,744 inbound messages last month and we have seen a continued increase in social media followers across Council platforms.

The consultation on proposed PSPOs for dog controls has generated a lot of interest on social media (357 messages). Consultations have been promoted heavily through social media and this is demonstrated by the responses received.

Bulky waste collections continued to be the most popular request through social media in September (529 messages) and the tag 'waste_bulky' was the second most used (259 messages).

The volume of webchats being received by Connect-to-Cardiff (C2C) remains consistent, with 848 handled in September 2018. This provides a clear indication that the use of webchats as a channel has an established customer base.

Credit Unions of Wales Awards 2018

I was delighted to accept the Best Public Sector Payroll Partner Award on behalf of the Council at a ceremony held at the Pierhead building in Cardiff Bay on 18th October 2018. Cardiff Council was nominated for the award by Cardiff & Vale Credit Union in response to the support from the Council to promote financial inclusion in the city. Our joint working has helped the Credit Union to grow year-on-year to the point where they now have over 10,000 adult and junior members. The work of the Cardiff & Vale Credit Union supports our ambitions to tackle poverty and to make the Cardiff economy more inclusive.

Councillor Chris Weaver
Cabinet Member for Finance, Modernisation & Performance
19 October 2018