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Fy Nghyf / My Ref : CM39675

Eich Cyf / Your Ref :

Dyddiad / Date: 20th June 2018

Councillor Ramesh Patel  
C/O Member Services  
County Hall  
Atlantic Wharf  
Cardiff  
CF10 4UW

Annwyl / Dear Councillor Patel

**Environmental Scrutiny Committee - 15th May 2018**

Thank you for your correspondence concerning the above. I have addressed each of your queries in turn below.

In relation to Greener Grangetown, a copy of the outturn funding report will be provided to Scrutiny Committee following completion of the project and final outturn costs being agreed with the contractor for the Contract. Please note that agreements on the outturn costs may take several months following completion of the project.

With regards to visiting the project, the team would be happy to show Members of the Committee the Greener Grangetown project and will be in touch with Scrutiny Services to make arrangements. I am also pleased to advise that Greener Grangetown Water Sensitive Urban Design won Engineering Project of the Year at the recent Water Industry Achievement Awards.

The project has provided residents with a regular newsletter about the project and it is intended to utilise the newsletter to get resident feedback on the project. This information, along with information / concerns raised during the project, will form a "lessons learnt" report to support taking further similar projects forward.

**ATEBWCH I / PLEASE REPLY TO :**  
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**GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

Yn gyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog.  
Yn gyngor yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un  
dd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

**WORKING FOR CARDIFF, WORKING FOR YOU**

The Council welcomes correspondence in Welsh, English or bilingually. We will  
ensure that we communicate with you in the language of your choice, as long as  
you let us know which you prefer. Corresponding in Welsh will not lead to delay.



I can confirm the team will be happy to show Members of the Committee the snagging list for the Greener Grangetown project. There will be two lists relating to:

1. Snagging relating to contractor obligation under the contract
2. Snagging or concerns to be dealt with by Cardiff Council such as resident parking levels, which sit outside of the construction contract.

Regarding the "Recycling & Waste Management Strategy - 2018 to 2021", details of the wards included in the wheeled bin expansion will be provided to the committee once local ward member discussions have taken place.

Thank you for your support in pursuing working relationships with Welsh Government to pilot changes to be delivered within the Environment Act for Wales and to explore the feasibility of a regional recycling facility. Officers will also continue to work with Welsh Government to assist in any way with discussions about reducing packaging and increase recycling rates across Welsh businesses.

The communication plan for the separate collection of glass pilot is being developed and will include a calendar confirming collection dates.

As outlined in the Cabinet paper of 15th February 2018, a business case is being prepared relating to the potential future requirement for additional HWRC services in Cardiff. This business case will be presented back to Cabinet at a later date, including site options appraisals.

We have asked our digital services team to provide a response in relation to the Chatbot and they have responded as follows:

In the modern digital world, customers expect to be able to communicate and transact with organisations on a 24/7 basis. Using simple, accessible channels, they expect to be able to find the information that they need quickly and without trawling through content. The Virtual Assistant/Chatbot project will deliver a conversational, humanised Chatbot, initially to handle enquiries about waste disposal - the Chatbot will be able to help with the question - how, when and where can I dispose of my waste? By using artificial intelligence, natural language processing and automation, we will be able to provide a simple, welcoming access channel that can be reused across many platforms, for example online, via the telephone, and even through smart units like Amazon Echo, delivering customer service in the home.

Alongside the expected cost, avoidance and customer experience benefits gained through the provision of this new contact route, the Chatbot platform includes automatic language recognition and translation capabilities. At present, translation to approximately 80 community languages is possible. By deploying this functionality we will enable non-native English/Welsh speakers to transact with Cardiff Council without the need for costly translation services and it is expected that an increase in contacts relating to waste collections, bag and bin contents and disposal methods will be seen as customers will find it easier to engage with us. The knock-on effect of this increase in engagement will be a wider understanding of how and when to dispose of waste correctly, leading to improvements in recycling performance.

Thorough research and a broad market-sounding exercise has been completed by the project team and the delivery phases for the project are currently being defined. It is expected that the functionality enabling automatic translation will not be part of the initial pilot release (this will be limited to English and Welsh variations), but will be delivered soon afterwards in order to rapidly expand the Chatbots' accessibility.

A detailed business case is being prepared that will demonstrate the benefits that can be achieved through the implementation of these tools and the costs associated with the development, deployment and on-going management of virtual assistant channels. Agreement to fund the project's proposal will be sought at IRB in June 2018 with procurement and supplier engagement expected to start soon after this.

We will provide highlight trends and key data from the consultation on the "Recycling & Waste Management Strategy - 2018 to 2021" when it is available, and can confirm that a pre-decision report will be presented to Scrutiny before the final strategy is prepared.

I hope the above is of assistance.

Yn gywir / Yours sincerely

A handwritten signature in black ink, appearing to read "Michael Michael". The signature is written in a cursive, flowing style.

**Councillor / Y Cynghorydd Michael Michael**  
**Cabinet Member for Clean Streets, Recycling & Environment**  
**Aelod Cabinet dros Strydoedd Glân, Ailgylchu a'r Amgylchedd**

