
FINANCE, MODERNISATION & PERFORMANCE STATEMENT

Living Wage Awards 2019

I am delighted to report that Cardiff Council received a prestigious Living Places Champion Award at the Living Wage Awards in London on 5 June 2019. The award was in recognition of the work that the Council has undertaken – and is continuing to undertake – to promote the real Living Wage in Cardiff and Wales. The Council has played a key role in increasing the number of accredited employers in Cardiff from 20 in 2015 to 94 in 2019, which represents around 46% of the total number of accredited employers in Wales.

The ambition is for Cardiff to become a Living Wage City by the end of this year and only the UK's second after Dundee and the first capital city in the UK to do so. To achieve this, we need more organisations across Cardiff to become accredited Living Wage employers with the Living Wage Foundation. We will continue working with partners across the city who support our ambition to achieve this. The accreditation process is straightforward and support is available from Cynnal Cymru and the Living Wage Foundation.

UK National GO Awards 2019/20 – Emerging Talent Award

The Council's Commissioning and Procurement Team's student placement programme, a partnership with the University of South Wales, won in the 'Emerging Talent' category at the recent UK National GO Awards in Birmingham, which are seen as the UK's premier procurement awards.

In 2012, a long-term decision was taken to invest in the future by 'growing our own' procurement staff. The aim was to create a sustainable, suitably qualified and experienced procurement team that offered opportunities for staff to develop and progress in a competitive procurement market. Our first student was appointed in 2013 and the programme has been running every year since, with up to three students a year being on placement. The programme has been hugely successful with 5 former students now employed by the Council's Procurement Team. The University of South Wales highlights the programme as "an excellent example of Industry and Higher Education working together to create graduates that meet the needs of industry."

Lexcel Accreditation

Legal Services have passed their annual Lexcel assessment. Lexcel is the Law Society quality accreditation. The inspector found that the requirements of the standard continue to be closely adhered to and no major or minor non-compliances were noted during the assessment. He noted 24 areas of good practise and stated that he had no hesitation in recommending that the service be accredited.

Safeguarding Training

Cardiff Council's Corporate Safeguarding Policy, which was approved in January 2019, has recommended that all council employees, elected members and volunteers should undertake mandatory safeguarding training. An e-learning module had previously been developed and completed on a discretionary basis by a limited number of employees; however, since January 2019, all directorates have now been mandated to ensure that all employees within their services undertake the training.

In order to achieve this, employees are regularly reminded of the need to undertake the training and, for those employees unable to do so via the e learning module, face-to-face training has been developed along with 'Train the Trainer' opportunities. Data monitoring is taking place to identify take up across the organisation with almost 6,000 employees trained to date. In addition, information on modern slavery is going to be incorporated into the training.

Four safeguarding training sessions have been identified during June 2019 to provide training for all elected members. These sessions will mirror the training provided at the 'Train the Trainer' events to ensure consistency of content and learning.

Mobile App

The Cardiff Gov mobile app saw a further 920 downloads in May 2019 and, at the beginning of this month, had passed 14,000 downloads since it came into operation. We continue to see a strong customer preference for digital services, with 55% of all reports for fly-tipping and 56% of highways defects made via the app or website.

The Cardiff Gov app has also been shortlisted for the 'App of the Year' Award at the Wales Online Digital Awards 2019, which is testament to the hard work by the multi-disciplined team that has been developing this platform to deliver digital services to our citizens.

Website and Web Development

The Council's web presence continues to be well used by our citizens, as demonstrated below:

- 208,549 people visited the website in May 2019, with nearly 64% of visitors accessing the site on a mobile phone or tablet.
- 62,300 waste collection look ups were made online (app and website) with the highest volume of looks ups in the Llanishen and Rhiwbina wards.
- 82.3% of requests for more recycling bags and caddies were made online.

- The Council Tax portal had 6,653 visits in May 2019.
- 392 users translated Cardiff.gov.uk into their preferred language.
- New websites launched for the Register Office www.cardiffregisteroffice.co.uk and EVAC Cardiff www.evaccardiff.co.uk
- The Cardiff Dogs Home website received its 1 millionth page view since it was launched in August 2018 and over 260 dogs have been listed for rehoming.

C2C

In the last week of May 2019, the generic C2C email address was closed down following research that showed we could be offering a faster, better service for our customers by asking them to use alternative contact methods that better suited their enquiry type – for example, by utilising Twitter for a quick question or the Cardiff Gov app to report a street incident like fly-tipping by dropping a pin in a map, or an online webform that collects all the relevant information at the first point of contact.

Early indications are that this has reduced daily email volumes significantly and has really improved the quality of information being received from customers, as it is generated via a webform that asks for specific information, rather than allowing for total free-handing so that enquiries can be directed to the right person(s) much sooner.

Social Media

The Council received 9,286 inbound messages in May 2019 compared to 8,090 in April 2019, which is a 14.8% increase. Of those messages, C2C actioned 7,635 and replied to 2,767.

The most popular subject this month was bulky waste collections with 1,462 messages received from 499 individual customers. This was closely followed by enquiries about the recent European Parliamentary Elections, which were a mix of queries prior to the election about how/where/when to vote. Posts made after the announcement of the results also discussed the turnout figure and, of course, the result.

Cardiff Council's current top follower is Mental Health Today, which has its own following of 88.1k people. In May 2019, Facebook followers increased by 2.22% compared to the previous month and by 33.49% compared to May 2018. Twitter followers also increased by 0.28% in May 2019 and by 3.63% from May 2018.

Wales Interpretation and Translation Service (WITS)

2,500 interpreting/translating assignments were completed in May 2019, of which over 100 were of an emergency nature. WITS was able to provide an interpreter to 98.96% of requests. The top 5 translated languages in May 2019 were:

Arabic = 630

Polish = 379

British Sign Language (BSL) = 203

Romanian = 176

Bengali = 161

WITS continues to offer a 24/7 service ensuring our partners are able to access an interpreter to support them and the public in accessing their services. WITS received over 3,200 inbound calls in May 2019, of which 447 were out of hours, and over 7000 emails. WITS achieved a 95.44% answer rate for May 2019 and remains above its KPI of 93% of calls answered.

Councillor Chris Weaver
Cabinet Member for Finance, Modernisation & Performance
14 June 2019