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## **FINANCE, MODERNISATION & PERFORMANCE STATEMENT**

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### **TalentLink Recruitment System**

In line with our Capital Ambition objectives around adopting a Digital First approach to Council services and ensuring that our workforce reflects the communities that we serve, the Council has implemented a new recruitment system, TalentLink, which is fully integrated with the Council's HR system, DigiGov. This provides a more modern approach to recruitment through the use of electronic processing and communications. Managers across the Council now have more control over the recruitment process, including the speed of advertising and selection. The system also supports the Council's equalities agenda through the full use of anonymised application forms that puts the Council in line with best practice in removing any unconscious bias from the recruitment process.

### **CardiffGov Mobile App**

By the end of December 2019, the mobile app had been downloaded nearly 21,000 times since it was launched as residents continue to take up new ways of accessing services. In December, the latest release of the app focused on a new design to modernise the visuals and improve usability. This latest release also enabled residents to access the Waste and Recycling A to Z for advice and guidance on how to dispose of household items. An updated version is also being implemented this month, which will allow residents to find out where to pick up waste recycling bags locally or, alternatively, request delivery of waste bags and caddies.

### **Website and Digital Services**

In December 2019:

- 194k people visited Cardiff.gov.uk viewing 678k pages, of which 67.6% accessed the site on a mobile device.
- £2.02million received in online payments.
- 85.8% of free bag/bin requests were made online – this is the highest percentage of online orders to date.
- 7,820 users viewed their Council Tax account online, with 66% of visits being made via the CardiffGov App
- 93.5k waste collection look ups were made online (app and website).
- Over 76% of penalty charge notices were appealed online.
- 310 fly tipping reports made online.
- 495 highway defects reported online, with potholes being the most reported.

- 240 street cleansing reports made online, with litter being the top issue reported.

### **C2C – Social Media**

Over the last calendar year, 12 months ago an average of 11% of all incoming messages on council social media platforms received a response. In December 2019, this had increased to 44% on average and reflects clearly the success of investing C2C resources to enable the use of Social Media as a dual communications channel and not just a mechanism for pushing out council information. Facebook followers increased by 23.56% and Twitter followers increasing by 2.66% when compared to December 2018.

### **C2C – General**

In December 2019, C2C began acting as the First Point of Contact for any queries relating to School Streets pilot scheme, which involves a 12-month trial at five primary school sites in the city where traffic is restricted at school pick up and drop off times to residents only. C2C will be working closely with both the School Streets project team and Traffic Management to manage customer contact and to gather both feedback and user experiences that will help further shape the pilot scheme and inform the potential future rollout of the scheme to other school sites.

### **Living Wage Capital City**

In November 2019 to mark Living Wage Week, Cardiff was recognised as a Living Wage City as part of the new 'Making Living Wage Places' scheme. A group of prominent Cardiff employers has joined forces to form the Cardiff Living Wage Action Group and launched a 3-year action plan to begin 'Making Cardiff a Living Wage City'. The action plan includes increasing the number of accredited Living Wage employers in the city to 150 and increasing the number of people working for accredited Living Wage employers to 48,000 by 2022. The plan also includes encouraging major employers, iconic employers and 'anchor' organisations in Cardiff to become accredited Living Wage employers and supporting small businesses to accredit through the Council's Living Wage Accreditation Support Scheme. There are already over 100 Cardiff Living Wage employers signed up to the scheme.

### **Health and Safety Support Service for Schools**

Following a recent Schools Budget Forum meeting, it has been agreed that funding for the Health and Safety Support Service for Schools initiative will continue for a further two years to July 2022. The service is improving compliance and raising standards of safety across all Cardiff schools and has been well received by Headteachers.

**Councillor Chris Weaver**

**Cabinet Member for Finance, Modernisation & Performance**

**24 January 2020**