

COUNCIL: 22 JULY 2021

FINANCE, MODERNISATION & PERFORMANCE STATEMENT

Hidden Disabilities Sunflower Scheme

Cardiff Council is the first Local Authority in Wales to adopt the Hidden Disabilities Sunflower symbol. The Sunflower scheme is a UK-wide initiative that is designed to enable people to show that they are disabled or have impairments which are invisible. Without a visual cue, it can be difficult for others to identify, acknowledge or understand the daily challenges faced by disabled people living with a hidden impairment. The Council's Disability Network for employees is currently trialling related training and upon successful completion of this pilot exercise, it will be rolled out across the organisation to all members of staff. By training our staff to recognise the Sunflower, our services will become even more accessible to our residents and visitors to Cardiff.

Mobile App

The CardiffGov app was downloaded 1,053 times in June 2021, which is a 31% increase from May 2021. The total number of downloads of the app since it was launched has now reached 45,799. Last month also saw a new release of the app in line with the App Accessibility Standards that came into place on 23 June 2021. This included changes to make our app accessible for more customers following our work with the Digital Accessibility Centre and publication of an Accessibility Statement, which outlines the app's compliance and how customers can provide feedback. The team is working on the next release as further improvements are being made to meet Web Content Accessibility Guidelines (WCAG).

BOBi (Chatbot)

In June 2021, BOBi was presented with 4,830 chats, which was up from 4,446 chats in May 2021. The most common transactions were bag ordering, booking recycling centre visits, bulky item collections and missed collections. Feedback from customers remains excellent, with 86% of scored chats being marked as Very Good, Good or OK. Comments provided by customers continue to feed into BOBi's training and process reviews. New developments in June 2021 included the deployment of fully transactional conversations for booking, cancelling and amending recycling centre visits, and a revised approach to presenting recycling A-Z information. Numerous small improvements have also been made to the content and conversational flows available through the chatbot, including significant additional training that has been completed by the Council's corporate trainees to increase BOBi's knowledge and understanding.

Website

The Cardiff.gov.uk website had 186,122 visitors last month viewing 675,185 pages of information. 65.1% of visitors chose to do so using a mobile device. During the month, 90.9% compliance was achieved against the WCAG 2.1 accessibility AA standards, which is an increase of 2.7% on May 2021, putting Cardiff in the top 75 of the 407 UK Council websites tested. Since January 2021, Cardiff Council is also the most improved Council in Wales in terms of accessibility having increased the score by 25 points. This means that the website now provides a better user experience for more Cardiff residents. It is also worth noting that when comparing Quarter 1 to the same period last year, there has been a 41% increase in residents checking their council tax account online, together with an 8.7% increase in online parking permit applications.

Connect 2 Cardiff

In June 2021, Connect 2 Cardiff (C2C) received 48,496 calls, 3,920 emails and 1,210 web chats. Interactions on social media also continued to be popular with 8,323 messages. In addition, C2C experienced its busiest month since 2015 for housing repairs, offering over 10,000 calls, 1,000 emails and 113 web chats. C2C has also launched the second training module in its cohort of customer service training, entitled 'Delivering Great Customer Service', which is being made available for all staff to book onto.

Butetown Youth Development Project

Since the start of the Butetown Youth Development Project in December 2020, the Into Work Advice Service has supported a total of 138 young people to date, with 42 having started full-time employment and left the project. 94 young people are currently being actively supported to find work and two others have left the project early as they disengaged from support. Of the 138 young people who have been supported by the project, 43 have received accredited work skills training, one has started a volunteering placement with Cadwyn Housing Association and three others have started work placements. With the easing of Covid-19 restrictions in Wales, the outreach programme has started visits to social clubs and sports facilities including gyms, as well as meetings with local employers. Support has also been expanded to Grange Pavilion in Grangetown to reach and support even more young people.

Councillor Chris Weaver
Cabinet Member for Finance, Modernisation & Performance
15 July 2021