

COUNCIL: 21 OCTOBER 2021

FINANCE, MODERNISATION & PERFORMANCE STATEMENT

Ask Cardiff 2021

The annual Ask Cardiff survey is currently live and is open until 28 November 2021. It can be accessed online at: <https://wh1.snapsurveys.com/s.asp?k=163129136022>

A copy of the survey can also be downloaded for printing via the following link, which can then be completed and returned free of charge by post by addressing it to "Freepost CRC": <https://www.cardiff.gov.uk/ENG/Your-Council/Have-your-say/ask-cardiff/Documents/Ask%20Cardiff%202021.pdf>

Ask Cardiff provides an opportunity for people who live in, work in, and visit the city to share their views and experiences of public services in Cardiff. Last year, almost 5,000 people responded to the survey. The results not only enable the Council to understand what is important to people and their local community, but they also inform our annual budget and corporate planning processes, enabling us to make changes and improvements to public services.

Credit Unions of Wales Awards 2021

I was pleased to collect a national award from Credit Unions of Wales earlier this month, on behalf of Cardiff Council, for our payroll savings and loans scheme for council employees in partnership with Cardiff & Vale Credit Union. The payroll scheme is an easy way for our staff to access the ethical and affordable savings and loans schemes provided by the Credit Union. The Council has developed a strong partnership with Cardiff & Vale Credit Union over the last 20 years or more, which now has a branch at 4 Working Street in the city centre. The award was in the category of Payroll Partner (Public) and is great recognition of just one of the ways that we support our staff and promote use of the Credit Union.

Living Wage Week 2021

Cardiff Council will, once again, be playing a full part in the annual Living Wage Week from 15 to 21 November 2021. We are proud that Cardiff has been recognised as a Living Wage City and 50 Living Wage flags will be flown again from Cardiff Castle throughout Living Wage Week to celebrate the city's achievement and to further raise awareness of the real Living Wage in Wales. The new real Living Wage rate will also be launched virtually by the First Minister on 15 November 2021.

Cardiff University has estimated that an additional £38m has been paid to over 7,500 workers in Cardiff as a result of Living Wage accreditations by Cardiff based employers. Almost 60,000 people now work for an accredited Living Wage employer

in Cardiff and this is impacting positively on the local economy as those people have more money in their pockets to spend in local shops.

A Cardiff Living Wage City social media campaign on 16 November 2021 will highlight that there are now 146 accredited Living Wage Employers in Cardiff. It will also signpost Cardiff SMEs to the Council's Living Wage Accreditation Support scheme and the new Living Wage Wales website (www.livingwage.wales). The aim of the campaign will be to set out the positive difference that paying the real Living Wage is making to both Cardiff employers and employees. It will also highlight that becoming an accredited Living Wage employer is a straightforward process and support is available from Cynnal Cymru. In addition, the Council will be promoting the real Living Wage at the National Social Value Conference Wales on 16-17 November 2021 and, as the only accredited Living Wage Council in Wales, council officers will also be supporting a WLGA event on 18 November 2021 that is aimed at supporting other Welsh Local Authorities to become accredited.

CardiffGov Mobile App

Downloads of the CardiffGov mobile app are expected to pass the 50,000 milestone this month. The team has been working to develop a completely new transactional service to enable parking permit signposting, which advises the customer to apply for either paper or digital permits based on their address. This will also be reused by the Chatbot Team in the next few weeks so that the service will be even more widely accessible. Alongside this new service development, many smaller improvements and revisions are being made, including the development of a service for reporting drug littering. Work to develop and implement a number of other transactional services is also planned as part of the future work programme, including the reporting of graffiti, abandoned vehicles and problem parking.

BOBi (Chatbot)

Last month, BOBi was presented with 4,947 chats, which was a quite significant drop from the previous month (6,504). Analysis of the topics being handled indicates that this variance was due to the unusually large number of enquiries about garden waste collections that were received in August 2021. Feedback from customers improved in September 2021, with 88.13% of marked chats being scores as Very Good, Good or OK. The Chatbot Team has also continued to work on broadening BOBi's capabilities, with development work focusing on parking permit signposting, hygiene bin collection changes and school admissions.

Website

The Council's website (www.cardiff.gov.uk) had 208,604 visitors in September 2021 viewing 739,692 pages of information, with two-thirds (66%) of visitors choosing to visit the site through use of a mobile device. £2.5million was received in online payments, which included £327k from penalty charge notices, up from £299.8k received in the previous month. This is the highest amount received from penalty charge notices since the start of the Covid-19 pandemic in March 2020.

Over the summer months, the Council's Web Team recruited an intern as part of the Change 100 programme delivered by the Leonard Cheshire charity, which matches

talented university students and recent graduates with any disability or long-term condition with progressive employers. The placement, the first of its kind for Cardiff Council, was a huge success with excellent feedback being received from the intern, the team and Leonard Cheshire.

Into Work Services

Into Work Services have been supporting council services with recruitment and, most recently, the Employer Liaison Team organised a two-day jobs fair event on 6 & 7 October 2021 at Central Library Hub that promoted live job vacancies within the city. A range of sectors showcased the vacancies available to jobseekers, including representatives from the Council's HR, Cardiff Works, Community Resources, Internal Supported Living, Hostels, Waste Management, and Housing Teams who gave presentations at the event. Employment Mentors were also in attendance at the event to support people with completing applications. The event was a real success and the team is looking to organise more face-to-face job fairs again over coming months.

Councillor Chris Weaver
Cabinet Member for Finance, Modernisation & Performance
14 October 2021