
FINANCE, MODERNISATION & PERFORMANCE STATEMENT

Procurement Agreement with Vale of Glamorgan Council

On 23 March 2023, I was pleased that the Cabinet authorised the acceptance of an Executive Delegation from Vale of Glamorgan Council to manage and deliver their procurement functions. This follows similar arrangements with Torfaen and Monmouthshire Councils. Our Procurement Team is highly respected and is an award-winning team. The Operational Manager for Commissioning and Procurement is also the Chair of the WLGA National Procurement Network, and I'm pleased that this effective inter-authority way of working in Wales allows us to maintain the expertise and experience of our officers. Following Cabinet approval, we will complete a Delegation Agreement to formalise the arrangement.

CardiffGov Mobile App

At the end of February 2023, the CardiffGov mobile app had been downloaded 72,605 times since its launch, with 1,303 downloads of the app taking place last month. The booking system for our recycling centres has been improved and a new function to report street lighting issues via the app and website is currently being tested ahead of its release.

Website

The Council's website had 286,000 visitors last month who viewed 614,000 pages of information, with 65% of visitors choosing to visit the site using a mobile device. During February 2023, over 8,500 people used the A-Z of recycling to check how to dispose of their household waste; 81% of bulky item collections were booked online (via the app or the website); 98.9% of recycling centre bookings were made online; and 100% of reports regarding graffiti were received online. The Web Team also worked closely with colleagues in Education and ICT to ensure that information regarding about the impact of recent industrial action in the city's schools was published promptly on the website. New online forms have been developed to improve service provision for housing repairs, Council Tax and the Cardiff & Vale of Glamorgan Music Service, which are currently being user-tested and due to go live imminently.

BOBi (Chatbot)

BOBi handled a total of 5,296 conversations in February with a less than 10% drop-out rate to staff in the contact centre. The main topics of conversation were waste services, Council Tax, fines and parking. 348 customers left feedback with 81% of them rated their experience as positive and 45% scoring it as “Very Good”.

Councillor Chris Weaver

Cabinet Member for Finance, Modernisation & Performance

24 March 2023