
FINANCE, MODERNISATION & PERFORMANCE STATEMENT

Social Partnership and Public Procurement (Wales) Act 2023

The Social Partnership and Public Procurement (Wales) Act received Royal Assent on 24 May 2023. The Act requires public bodies to deliver socially responsible procurement, which means putting environmental, social, economic and cultural wellbeing at the heart of an £8bn annual procurement spend in Wales. The Act mirrors a lot of what the Council has been doing over recent years to promote wellbeing, promote fair work practices and deliver community benefits through its procurement activity. The Council's Procurement Team is now working with Welsh Government officials to support the development of associated guidance.

Living Wage City Partnership

The Cardiff Living Wage City Partnership continues to make good progress towards meeting its 2025 targets. There are now well over 200 accredited Living Wage employers in Cardiff, with around 11,000 of their employees receiving a pay rise to the real Living Wage. This is up from 82 accredited employers in 2019. The latest Office for National Statistics (ONS) survey results show that 18,000 people, or 7.9% of the Cardiff workforce are not earning the real Living Wage, which is down from 42,000 in 2017.

Carers Employee Network

At the most recent Works Council meeting, a presentation was given by members of the Council's Carers Employee Network. I was very pleased to see that the Carers Network has grown its membership further over the last year, and is going from strength to strength and has organised a range of events, including a number of wellbeing sessions for council employees who have caring responsibilities. The Carers Network also held a number of events during Carers Week on 5-11 June 2023, which provided further support and encouragement to members of staff. I would like to congratulate the Chair of the Carers Network and all involved for their impressive work to date.

Modern Slavery Statement

The Council has recently published its [Modern Slavery Statement for 2023/24](#). The statement is updated annually and forms part of the Council's overarching Corporate Safeguarding Policy. It sets out what has been achieved to date to tackle modern slavery; the ongoing work to ensure there is no slavery or trafficking in the Council's business and supply chains, and helps prevent modern slavery where it may occur in the city.

New figures from the National Crime Agency (NCA) show that the Council is making a significant contribution towards tackling people trafficking and modern slavery. In 2022, the NCA recorded 536 potential victims of trafficking in Wales and 58 of these referrals were made by Cardiff Council employees.

In March 2017, Cardiff Council became the first public body to sign the Welsh Government's Code of Practice: Ethical Employment in Supply Chains, of which one of the commitments was tackling Modern Slavery and Human Trafficking. The Council is fully committed to providing visibility to its Modern Slavery Statement and ensuring transparency in supply chains. To this end, the Council is working in partnership with the Welsh Government, the wider public sector, suppliers, service providers, trades unions and others to address modern slavery challenges and drive collaborative action to eliminate modern slavery.

CardiffGov Mobile App

At the end of May 2023, the CardiffGov mobile app had been downloaded 76,942 times since its launch, with 1,384 downloads taking place last month. Alongside the changes to the app to include the £5 booking fee for bulky waste collections, which went live in early May 2023, the reporting of weeds has been standardised across all digital channels. The next release of the app, which is expected to take place early next month, will enable the reporting of a street lighting fault.

Website

- 244,000 people visited www.cardiff.gov.uk last month and viewed 531,000 pages.
- 71.4% accessed the website on a mobile device, which is the highest monthly percentage figure to date.
- 100% (37) of graffiti reports were completed online last month, with over 600 reports having been made since the service went online in April 2022.
- 98.9% (23,000) of recycling centre bookings were made online.
- 87% of fly-tipping (1,100) and street cleansing (871) reports were completed online.
- 24,000 online payments were received via the website, totalling £3.3million.
- 7,500 online forms were submitted via the website, which is an increase of 1,400 compared to May last year.

BOBi (Chatbot)

The Council's chatbot, BOBi, handled a total of 5,194 conversations last month, with only 407 resulting in a handoff to an agent from Connect to Cardiff (C2C). 385 customers who spoke with BOBi left feedback recording 87% positive scores. Customers engaged mainly with information about Council Tax, recycling centres and missed collections. Further changes to information around fines, bulky waste collections, parking and permits scenarios have been completed, along with updates to the Q&A function and accessibility styling changes. In the next phase of work, the team will be making improvements to information on housing and updating information on road closures.

Connect to Cardiff (C2C)

Last month, as well as receiving 3,982 emails and handling 1,016 webchats with citizens, Connect to Cardiff (C2C) answered 22,801 phone calls, one of which was the 9 millionth call received since the call centre began operating in September 2001. 8,012 messages were also received via a combination of the Council's social media platforms, with C2C actioning 7,995 and referring the remainder to relevant officers within the Communications Team. C2C agents also provided 813 direct replies. The top five reasons for customers contacting C2C last month were related to events, parks, highways closures, estates and Cardiff Market.

Councillor Chris Weaver

Cabinet Member for Finance, Modernisation & Performance

23 June 2023