

Ideas from Survey	
1	Simplify procurement for relatively low budget work. e.g. raise 3K and 10k thresholds.
2	The cost of providing individual taxis for Service users costs the Council a huge amount of money. If there was a dedicated transport vehicle to provide transport this would save a large amount of money.
3	Use the assessment centre to allow SU to purchase their own small pieces of equipment, revenue for the council as SU are buying from argos and other retailers.
4	Income generation - possibly charge for Car parking at County Hall
5	Hold forums for top 5 - 10 questions, wished to be asked to senior management. The forums would be held and conducted by the front line staff of any given area, basically they could ask their question, air their problems, disputes and suggestions, debate as to which would be most productive then collate the top questions/suggestions wished to be put forward for answering to the relevant section senior managers, keeping everything anonymous. The results could be put on the intranet under a 'You said, we said'
6	Work shops to inform staff of Council Changes. That Council representatives are fully equipped with the knowledge required to answer possible questions that may arise and not defer to their standard reply "I will have to look into that" and then not get a reply.
7	Fully searchable Employee profile pages so that staff can see who they need to speak to or contact within teams and know where there are people with information and/or skills that are relevant to their role.
8	There should be a system where tenants can report their own repairs via online rather than phoning, as a lot of them cannot afford to call. Otherwise have a free phone number. I also feel that there needs to be a better way to remind tenants of where they can go, what they can do and who can help when they need it most. Maybe have an e-mail update service so tenants can receive any necessary information which may reduce incoming calls and waiting times.
9	Office accommodation-So many empty offices in City Hall etc why dont we apply for partial empty relief through the Valuation Office?
10	My idea to improve and to save money is to increase the number of POOL CARS, advertise this and to set in place the criteria for going to meeting/conferences etc that the first port of call is to book a pool and not use "Grey Fleet".
11	Review the capped charge of £60.00 - to open and assessed costs based on individual's financial circumstances.
12	Link flexi adjustments to Digigov (ie leave approved on digigov send automated message to flexi team to adjust clock)
13	Basic training for new managers on how to conduct PPDRs and select your PPDR criteria, what to do when you get a new starter, how often to have team meetings and what you should discuss.

14	An area of my work that I find particularly challenging is that of PP&DR. I find that the timescale we are asked to do them on is very challenging - if we don't complete them by June/July, they become very out of date as can't be done before September. It's often difficult to obtain appropriate information about how they should be filled in before June, and this means that we do them, but are then told that they aren't really in line with Council objectives, but it will be better to wait until next year and try again with new targets then. But then, when April comes around again, the parameters have changed, and we are left waiting for guidance again, and end up filling them in very late, or finding that they aren't really appropriate. Clear information about what to do in advance of the April/May period for filling them in would be very helpful.
15	Finance and Inome Generation - The Council may want to consider the removal of Insurance Damage Waiver goverened by circumstance under Plant Hire. May help save some money Procurement Stipulation - Cross Purchasing via one Vendor. That is one central vendor placing orders with other suppliers when that order can be placed direct with the other supplier . All the hidden costs that are passed on. Is this type of purchasing true or false economy for the Council. One department saving at the cost of another. .
16	In regards to answering Welsh calls- Suggest installing a queuing system for calls, as is normal with most large organisations, and ensure C2C are properly trained in which department deals with which types of queries.
17	Overhaul training - both the organising and especially the recording of it- should be centralised. Provide a training path for back office. There are a lot of graduates who don't qualify for graduate schemes (graduated more than 3 years ago) and who do't have staff underneath them so aren't considered for I.L.M These people have a lot of experience but no career path and are being lost to the organisation dueto lack of training and no prospects.
18	We have a lot of persons who are qualified to deliver training within the council which are specific to each department - Specialist subject like health and safety- manual handling etc - I feel we should employ a training person/manager in each department who could deliver this training in house and save the council thousands of pounds rather than just deliver the soft courses in-house. This would improve the service also at the training would be specific/bespoke to each section and improvement service delivery
19	Bobs business should be used more for the subjects covered in this survey.
20	I believe within Housing Benefit/Council Tax Reduction we should be aiming to train everyone to the same level as most of the experienced assessors are now retiring or moving to other areas and there is a gap in knowledge of benefits.
21	Secondment opportunities to help develop skills personally and the skills mix within teams.
22	HR call log system should be used with SLT similar to ICT.
23	New starters are unable to carry out their full role as most areas of work require computer access. Difficult to train as only one computer can be used. Only 1 member of staff able to set up new users for SAP resulting in delay when on leave or sick. Temp staff who become permanent have their computer access withdrawn. Managers should be made aware that the access is coming to an end with the option of extending the temporary access. Not available to contact by phone until 8am. Call cannot be logged via computer if problem with access!, If staff are in then calls should be answered.
24	Utilise incab technology in refuse vehicles-smarter more effective working reduces time wasting/cost

25	Develop the IT team to assist staff with the creation and maintenance of bespoke databases to manage complex records.
26	Redirect all calls to C2C to filter and send to Service Areas, need to reduce public expectation that if they call that they will be able to speak to specific Officer.
27	The decision making process is too long and takes too much time and needs to be overhauled and streamlined, also too many basic authorisations have to have OM approval when this could be done by grade 10's & 9's such as ICT account extensions or access to different drives and folders. OMs get bogged down with these basic authorisations when their time could be better spent on other issues.
28	Allow community based workers access to smart phones/ipads to enable direct document scanning note taking whilst on visits- this will save staff having to travel back and forth from visits to office unnecessarily also allow more scope to see more clients.
29	I work on site a lot and the ability to view an on-line flexi report would be massively beneficial, rather than putting in a request for one each time.
30	Improve response times from ICT, staff are non-productive for too long waiting for 'log-on' details and minor repairs/cables.
31	HR do not respond quickly enough, their responses are anomalous and any additional or supplementary questions appear to be sent to another advisor (responses are inconsistent)
32	Need to sort out a better system in IT for temporary/new employees. I waited 7 working days for log on details.
33	It would help to support our role in Children's Services if we had laptops and access to Carefirst from home.
34	Acceleration of the process for creating posts.
35	Updating of the Flexible working policy to include opportunity for all groups, such as compressed hours options. In my department very few people can access the 'new' purchase more holidays scheme as we are unable to take leave without cover.
36	We need energy saving lights everywhere and I mean everywhere.
37	Develop a menu of support for staff affected, integrate this into HR processes ensuring they are responsible for managing exit from employment as rigorously as entry and signpost staff to the support.
38	Mobile working for social workers / iro's social care workers. IRO team to join with another local authority as independent - commission.
39	The ability to contact and be contacted by service users by email and mobile phone (currently can not give them a contact number for work mobile). This would save a lot of time and therefore increase effectiveness in my work.
40	* Business rate type charge for landlords owning HMO properties for students etc. as they are running a business and there is no revenue gathered for such properties despite the usual services enjoyed by the occupants. * Business Waste Collection type charge for landlords owning HMO properties for students etc. (see above)
41	Weekly cleaning visits would provide better service for the tenants and leaseholders communal areas. At present there are fortnightly and this leaves areas Un - visited for 13 days so lots of mess can gather.

42	1. Introduce SAP Work Order Management (WOM), it is already used in the Council. The system would create a unique job number for each individual event, function, project or scheme. All income generation & related costs are assigned against the number which once closed will identify if the job actually made a profit or cost more to host. Certain events only just break-even but the economic benefit that they bring into the City adds to the event value, however there are other smaller events, function etc that do cost more to run and should be scrutinised for true benefit of running them as there could be possible savings to be made.
43	Increase charges for non-statutory services ie. Blue Badges.
44	We work in the Education element of the Council & there are many 'Corporate' systems that are imposed upon us that don't understand the differences between the financial year & the academic year that we run to. E.g. Dlgigov & PPDR dates. If Education would run in the Academic year it would make far more sense.
45	Put photo booths in council buildings generate money
46	In my opinion Legal should follow up quickly the possibility of having a legal document drafted by an outside barrister which makes the relative in charge of paying the assessed charge for the relevant citizen to the care home personally accountable for any debts due to defaulting on payment. At the moment there does not seem to be much that can be done to prevent default on payment in terms of legal action against the 'offending' relative as the debt is in the citizen's name. Cardiff Council underwrites at the moment significant amounts of debts to secure placements as some relatives do not pay the assessed charge. There seems to have been talk about drafting such a document by my understanding is that no action has been taken yet.
47	Online payslips (to reduce postage costs).
48	Only print one menu a year, x3 weeks (not dated) Monthly ones waste money (Schools)
49	50 plus prices on off peak times Monday -Friday 9-4 same across all leisure sites. Also 50 plus introduced on weekend Saturday and Sunday afternoons in gyms, when quiet.
50	A greater number of pool cars should be available for use across the key buildings, this will reduce the need for staff to bring cars to work. The internal charge associated with this should also be abolished, the council should only be concerned with money leaving the authority
51	I believe there are savings to be made from introducing council leased cars for people who are high users as far as mileage claims - I believe it may have been looked at previously but by using the council buying power we can surely cut costs on claiming mileage and other related transport costs?
52	Also, why does the council have a mobile phone contract with no usage minutes? I can walk into a phone shop and get thousands of free minutes.....
53	I think it would be a good idea to have solar panels on all council office buildings which can then be used towards the electricity costs and even sold to the National Grid which could generate a much needed income as well as the bonus of City of Cardiff Council being 'greener' .
54	Make 'Our News' electronic (not printed and in pay slips)
55	Engage public more in Council meetings (Committees, Full Council)

56	Meals on wheels must no longer be subsidised but cost those who take it what it cost to bring the whole service to their door
57	Offer parents online option to pay for school dinners in primary schools reducing cost of administration of current system (cash/cheques)
58	Save money by removing all bottle water machines in all offices there is nothing wrong with tap water
59	Stop the use of KIER as part of the maintenance. Costs have risen since they have been used and maintenance is not carried out to the standard required or in a timely manner
60	They could make available - a 360 degree feedback and reporting system that allows the majority work force (including those on the lower pay scales - especially those employed through Cardiff Works to be able to provide 'realistic and honest' constructive suggestions and feedback, feedback that isn't diluted or ignored, by their immediate managers and by those making decisions that will impact negatively on the vast majority of the work force, whilst seeming to not have a clue what is actually happening within the various departments.
61	Video- conferencing instead of paying car-parking charges around the city
62	We as caretakers should be more responsible for basic works in communal areas such as maintenance of courtyard areas like cutting of grass and hedges we could also change light bulbs and paint walls so that they are kept to a certain standard these things are basic we are on site but sometimes have to wait weeks for these jobs to be completed by contractors surely it would be better and cheaper to us
63	Light sensors in Council buildings Lights are left on for long periods in parts of building which are not used.
64	One suggestion to save money would be to reduce the temperature of the hot water in the restrooms at County Hall, I don't know if they all work from the same system, but the one on the fourth floor is VERY hot and if this was reduced it could save valuable money
65	It appears to unwise to go through a single provider when incurring travel expenditure. Would it not make sense to have a small in house team arranging travel for employees/councillors, making use of the internet to find better deals than that offered by one external company??
66	To save money, review the use of mobile phones across the authority. Does an employee who is predominantly desk based need a mobile phone as well as a phone connected to a land line? Paying BT for a land line and the network provider for the mobile landline appears to be duplication. Also, is there really a need for employees to have the latest handsets through upgrades? Surely a basic handset is that is required if someone is offsite and needs to make/receive calls.
67	Part time or full time driving instructor employed by the Council within Children's Services. Driving lessons can be provided to Looked After Children and Care Leavers, as a Positive Outcome (and could also be used as an incentive with young people and inspire them to get a job to pay for a car); someone employed (in house) rather than having to pay for expensive one off lessons, whereby only a few actually leave care with this outcome; driving can build confidence and open up opportunity.
68	Turn the heating off in Suffolk House which is on 365 days a year to save money.

69	There are various panels in children's services which require a huge amount to paper for printing reports- some of which have posting as well as printing costs. Paperless panels are already in operation in other authorities with reported savings.
70	One suggestion could be that in order for the council to save money. Rather than cutting front line services to vulnerable service users, the council finance team could ensure that they carry out fn assessments every year. Yearly FN review's were carried out automatic years ago, however, since Efacs and changes in departments etc, this is not done automatically and requests have to be made. As a result service users are either still contributing too much towards their POC or not enough. I'm sure the council would save money by if they looked into this.
71	use of apprenticeships, within a variety of settings across the council.
72	Rather than operate short term contracts within the Council for admin/clerical roles of up to 1 year or indeed maternity cover, could the time used to complete the recruitment process not be better utilised by putting these short term options through our inhouse agency. This would free up time to the recruitment of permanent longer term employees and enable the service to flow quicker. The time delays of advertising and then interviews are timely and there would be an impact on costs both for service managers and HR in terms of their time during the process.
73	Within Children's Services it is often very difficult to recruit and retain staff. We currently have too many agency workers which is costly. Better use of temporary (not agency staff) and simplification of recruitment process (can hire an agency worker relatively easily but takes months to hire someone temporary/permanent) would be preferable.
74	FRintroduce the Cycle to Work Scheme. Cardiff has been praised for it's efforts to become a city with a sustainable transport network and for its improved cycle network yet has pulled out of the Cycle to Work Scheme which ultimately improves employees health and saves on the employer contribution to National Insurance!!!!!! It's farcical!
75	I think the rules that apply to Housing Benefit (LHA) should also apply to Council Tax Reduction. Ie: When claiming housing benefit, private tenants will only receive benefit for the amount of bedrooms they require. I feel this should also apply to Council Tax reduction claims (Ie: if a single person living in a 3 bedroom house applies for CTR they would only receive a one bedroom rate) This could generate an income for the council aswell as reducing the amount of benefit paid to home owners.
76	If you are trying to make people recycle more, please make the bags more available as making a special journey to a Leisure Centre is not really want you want to do on a day off.
77	Not in my role but as an employee but as a user, an alternative to the current childcare voucher scheme such as Sodexo would alleviate a lot of paperwork and administration for the Council and allow greater flexibility to employees using childcare, allowing them to pay variable amounts to childminders rather than having to fix payments and to allow immediate flexibility instead of having to give a month notice to change the payment amount. I have previously put this forward as a suggestion.

78	I feel that there is an opportunity to generate income via the 'smart house' at the joint equipment stores. If this were staffed on a rota basis by OT staff, the public could have an opportunity to purchase equipment knowing that they have discussed their needs with a member of the OT Team. A profit could potentially be made if the equipment were priced appropriately.
79	I work within the Crematorium and we should look to offer the same booking times that the private Crematoriums are able to offer. We should look at Animal/Pet cremations to fill up any empty slots in our chapels. We should look to widen the services that are available in our chapels. They could be used for baptisms, christenings, naming ceremonies and anything that normally takes place in a large church hall.
80	Charge businesses for services (graffitti removal, repairs, new disabled access, ICT advice and training) ~offer and charge external bodies / businesses for internal training courses. ~rent out hot desk rooms to businesses or approved individuals as well as meeting rooms
81	Dispose/sell off other assets the Council owns, not just buildings. Eg, Council's art collection - Charles Byrd paintings in County Hall & the Library Service. The collection & preservation of art is not part of the Council's primary agenda. Likewise other art, manuscripts & maps owned by the Council could be scoped & sold/transferred to other organisations (museum/universities/archives) where possible, as storage & preservation generates costs which are a burden to the Council.
82	Make the car park available after 6pm & on weekends for the public to use - generating an additional income. Rationalisation of subscriptions for Member Services, Legal, PDD & other depts - many Members subscribe to a number of publications (journals, periodicals, newspapers, e-publications etc). These could be procured by the library service which receives substantial discounts (sometimes up to 50% off).
83	In times of austerity and financial constraint it is regrettable that all train journeys must be booked through agent when many of the employees have railcards which could be used to reduce fares for journeys undertaken in the course of our work.
84	Stop all departments from purchasing any bottled water. Tax payers' funds should not be used for staff's personal gain. If they don't like the tap water, they should buy their own water and bring it in