

Section 1 – Organisational Health Overview



Customer



8,593 total downloads, 5,804 in Q3
3,772 on Android Devices
5,221 on Apple Devices
4% of downloads were in Welsh



Website
www.cardiff.gov.uk

Followers 19,600
4,068 increase on Q4
2017-18

Followers 90,400
3,009 increase on Q4
2017-18

Visitors 698,632
Total pages
2,179,346 English
16,494 Welsh

Council Tax Portal Access

5,396 – October
2,471 - November
3,183 – December

Online Payments

17,777 totalling £1.84 million - October
19,921 totalling £1.87 million – November
18,620 totalling £1.74 million – December
56,318 Total £5.45 million

Waste Collection Look Ups

Recycling and waste collections enquiries by
month
45,082 – October
27,375 – November
76,368 – December

Recycling and waste collections enquiries via:
Web – 108,636
App – 39,553
C2C - 636

Fly-tipping Reports

Other areas that continue to show an increase in digital interaction is Fly-tipping Reports with approx 930 fly tipping incidents reported via online methods!

75% of parking
permit applications
made online

25% of parking
permit applications
made via post



Calls Offered 146,649 compared
to 161,767 calls in Quarter 2
Calls Handled 137,030 compared
to 144,834 calls in Quarter 2



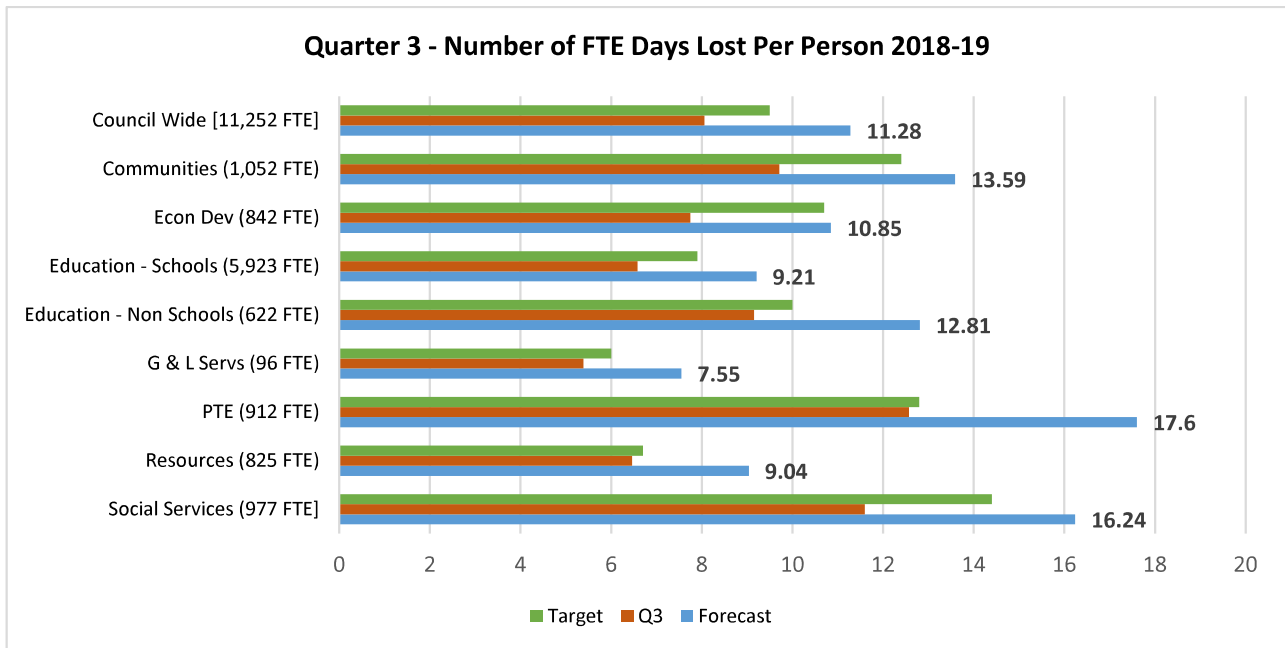
Emails handled 18,283 compared
to 17,891 in Quarter 2
Webchats Handled 2,536
compared to 2,539 in Quarter 2

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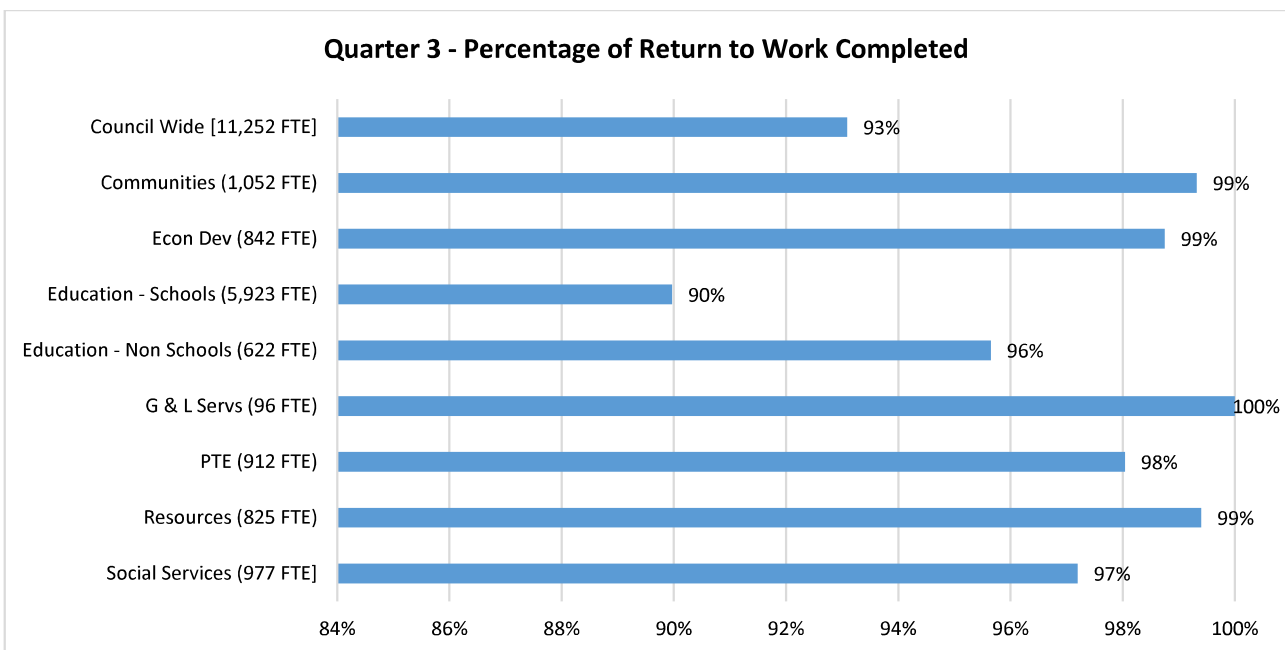
Internal Processes

Sickness Absence



The Quarter 3 Council wide result is 8.06 FTE days lost per employee; this is in line with the same period 2017-18 for FTE days lost per employee. The outturn forecast at Quarter 3 for 2018-19 is 11.28 days lost against a target of 9.5, this is a similar forecast to 2017-18 result of 11.27 FTE days lost per employee.

Return to Work

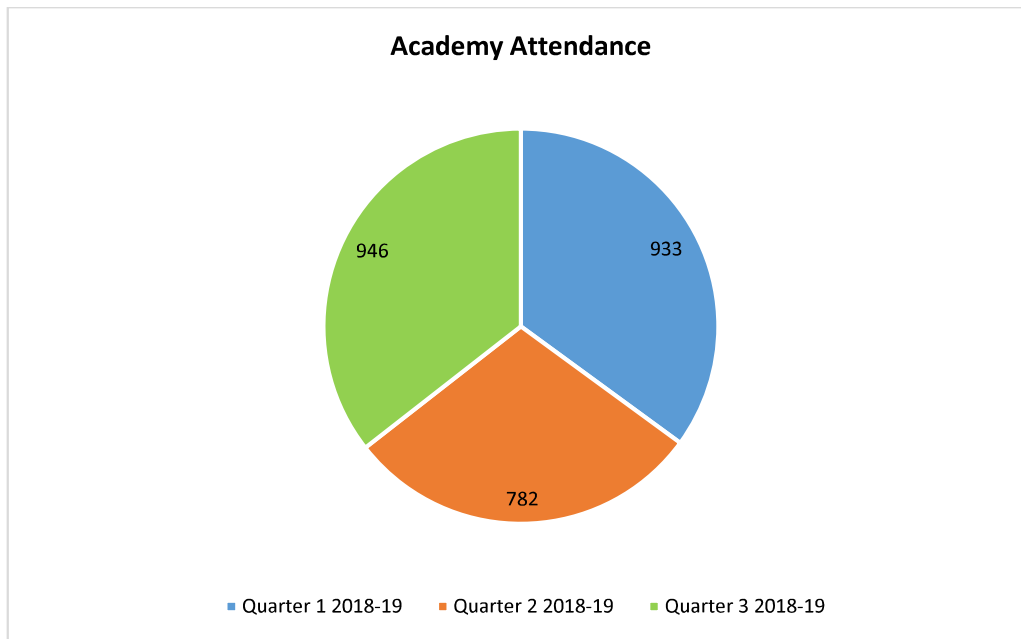


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Learning & Growth



Academy Attendance



Personal Review Compliance

