



Cardiff Council

IMPROVEMENT REPORT SUMMARY 2016-17

This document contains a summary of our performance for the year 2016-17

If you would like to read the full report please visit our website www.cardiff.gov.uk

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

Each year Cardiff Council delivers around 700 services to over 357,000 residents in 151,000 households. The Council is responsible for collecting bins, cutting grass and cleaning streets, as well as providing services for older people and people with disabilities. The Council runs schools and manages high quality housing stock as well as looking after children who are in care.

The total population of Cardiff is 361,468 people and by the year 2034 Cardiff's population is set to increase dramatically, with the city set to experience the biggest increase in population of any major UK city.

68% of the Council's Ask Cardiff Survey respondents said they were satisfied with the services the Council provides and 73% of respondents agreed that public services in Cardiff are good, an increase when compared to 67.5% in 2015-16.

60% of Cardiff's National Performance Indicators were better than the Wales Average, with performance in Education significantly better than the all Wales performance.

**In our 2016-18 Corporate Plan the Council set out 4 Priorities and 12 Improvement objectives
A summary of the Council's performance against these 12 Improvement objectives is detailed below:**



Better Education and Skills for all

Here we focussed on 3 Improvement Objectives

- Every Cardiff school is a good school
- Looked after children in Cardiff achieve their potential
- Adult learners achieve their potential

Progress against our Improvement Objectives	Good Progress	Satisfactory Progress	Unsatisfactory Progress
Every Cardiff School is a good school		✓	
Looked after children in Cardiff achieve their potential		✓	
Adult learners achieve their potential	✓		

72.22% of Cardiff schools were judged to be good or excellent in the academic year 2015-16, compared to 52.38% in the academic year 2014-15.

The number of Cardiff schools categorised as ‘Green’ and ‘Yellow’ in the Welsh Government’s national categorisation procedure has increased from 94 schools in January 2016 to 102 in January 2017.

The percentage of pupils achieving 5 GCSEs at A*-C grade stood at 84.3% in the academic year 2015-16 and this result is in line with the Wales Average of 84%.

Opportunities for looked after children and care leavers improved via the Looked After Children Traineeship Scheme. 31 young people started a traineeship placement during the year and 7 young people accepted apprenticeships.

58.5% of care leavers were still in Education, Training or Employment 12 months after leaving care and 38.2% were still in Education, Training or Employment 24 months after leaving care.

Adult Community Learning received 6408 enrolments in 2016-17 compared to 5825 in the previous year. The success rate of learners has continued to improve year on year from just 47% in 2010-11 to 94% in 2015-16.

The Council’s Into Work Service worked with more than 100 employers to secure guaranteed interviews and almost 1500 Into Work Service users achieved an accredited qualification, a pass rate of 94%



Supporting Vulnerable People

Here we focussed on 3 Improvement Objectives

- People at risk in Cardiff are safeguarded
- People in Cardiff have access to good quality housing
- People in Cardiff are supported to live independently

Progress against our Improvement Objectives	Good Progress	Satisfactory Progress	Unsatisfactory Progress
People at risk in Cardiff are safeguarded	✓		
People in Cardiff have access to good quality housing		✓	
People in Cardiff have access to good quality housing	✓		

The Council delivered 2 Dementia Friend sessions and there are over 7,000 Dementia Friends across Cardiff and the Vale of Glamorgan. In 2016-17, the Alzheimer's society confirmed that Cardiff is working towards becoming a dementia friendly city to ensure that people with dementia feel understood, valued and able to contribute to their community.

During 2016-17, 329 additional affordable housing units were delivered in Cardiff to provide access to more affordable housing in the City.

The Council remained committed to working with partners to mitigate the impact of welfare reform changes, 681 claimants were helped to make or maintain their claim for Universal Credit, along with approximately 3,500 job seekers per month supported by the Into Work Advice Team.

The annual tenant's satisfaction survey showed that 77.9% of tenants were satisfied with the Council as their landlord, an improvement when compared to 75.1% in the previous year.

The First Point of Contact for Adult Services continued to respond to enquiries in the Independent Living Service and 88% of service users felt that the service improved their quality of life.

Results of the Council's Social Services qualitative survey showed that 80.7% of adults and 82.4% of children were satisfied with the care and support they received.



Creating More and Better Paid Jobs

Here we focussed on 3 Improvement Objectives

- Cardiff has more employment opportunities and higher value jobs
- Cardiff has a high quality city environment that includes attractive public spaces and good supporting transport infrastructure
- All young people in Cardiff make a successful transition into employment, education or training

Progress against our Improvement Objectives	Good Progress	Satisfactory Progress	Unsatisfactory Progress
Cardiff has more employment opportunities and higher value jobs		✓	
Cardiff has a high quality city environment that includes attractive public spaces and good supporting transport infrastructure		✓	
All young people in Cardiff make a successful transition into employment, education or training		✓	

During 2016-17, 1,290 jobs were created or safeguarded in businesses in Cardiff that were supported by the Council. Construction commenced on 317,732 square feet of Grade A office space, and Cardiff was named the 3rd best potential office location in the UK outside of London by CACI in the Property Week Hot 100 Office Index 2017.

During 2016-17, there were an extra 24,700 overnight visitors to Cardiff, and city centre footfall increased by over 3 million.

Eleven of Cardiff’s parks and green spaces maintained by the Council were awarded Keep Wales Tidy’s coveted international mark of quality – Green Flag status.

In 2016-17, 44.9% of all travel to work was made by sustainable modes, an improvement when compared to 43.9% in the previous year.

In the academic year 2015-16, 97% of pupils in year 11 in Cardiff made a positive transition to ongoing education, employment or training compared to 91.2% of pupils in the academic year 2010-11. Furthermore, 99% of young people in Cardiff schools achieved a recognised qualification by the end of year 11.

In partnership with Cardiff and the Vale College a new junior apprenticeships programme was launched to offer full time career focussed learning, the programme is the first of its kind in Wales and offers 6 vocational pathways in line with key economic priority sectors.



Working Together to Transform Services

Here we focussed on 3 Improvement Objectives

- Communities and Partners are actively involved in the design, delivery and improvement of highly valued services
- The City of Cardiff Council has effective governance arrangements and improves performance in key areas
- The City of Cardiff Council makes use of fewer, but better, buildings

Progress against our Improvement Objectives	Good Progress	Satisfactory Progress	Unsatisfactory Progress
Communities and Partners are actively involved in the design, delivery and improvement of highly valued services		✓	
The City of Cardiff Council has effective governance arrangements and improves performance in key areas		✓	
The City of Cardiff Council makes use of fewer, but better, buildings		✓	

During 2016-17, the Council continued to progress in developing new ways of delivering its services, and the results of the annual Ask Cardiff survey show that 80.1% of respondents support the Council in exploring new ways of working with partner organisations to improve services.

The results of the National Survey for Wales ranked Cardiff as 3rd place for high quality services. 45.9% of respondents to the Ask Cardiff survey agreed that the Council offers good value for money services, an improving trend with 36.6% in 2014 and 35.2% in 2015.

During 2016-17, the Council achieved a 7.9% reduction in its Gross Internal Area and a 9.2% reduction in running costs of occupied Council buildings.

15 Community Asset Transfers were completed, including, Maes-Y-Coed community centre, Llanedeyrn Play Centre and Insole Court.

The Council opened 3 new Community Hubs, which means there are now 11 operational Hubs across the city. Overall, 99% of visitors to hubs in 2016-17 reported that they were satisfied with their visit.

During 2016-17. A partnership was established with Greenwich Leisure Limited to take over the running of 8 Council Leisure Centres to ensure the future provision of these services in Cardiff.

