

Technology enables citizens to interact with, and be informed about, the council in ways that are convenient to them

Time period (April 2018 - March 2019)



## Website

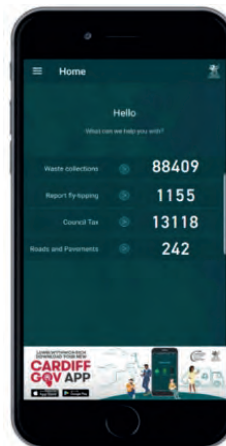
A total of 2.37 million visitors - 61% of access was via a mobile device



SOCITIM 4\* rated website – only local authority in Wales.

## Mobile App

Since Cardiff.gov app launched in June 2018, there have been 11,740 downloads with a total of 102,924 contacts



## C2C



627,521

Cardiff's multimedia contact centre, including social media transactions and web chat functionality. Web chat has increased by 183% in the last year.



78,058



9,889



83,142

## Libraries & Hubs



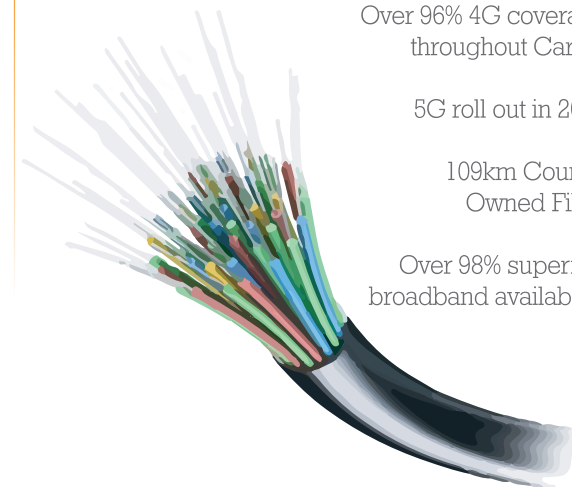
A network of 19 hubs and libraries with 3.4 million visits and 215,171 hours of PC utilisation having taken place

## Social Media



Council presence on Twitter and Facebook platforms with 83k messages received

## Connectivity



Over 96% 4G coverage throughout Cardiff

5G roll out in 2019

109km Council Owned Fibre

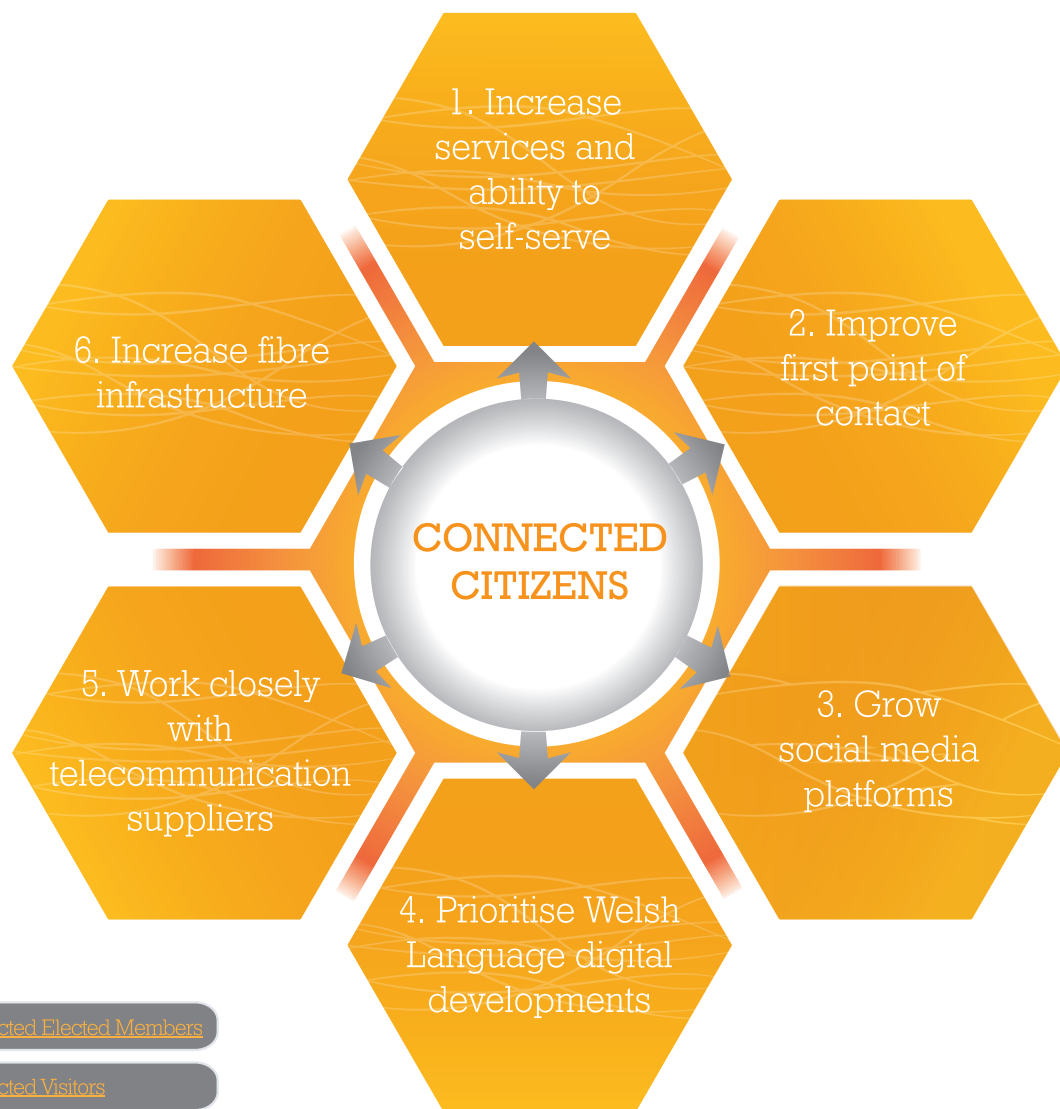
Over 98% superfast broadband availability

- [Connected Elected Members](#)
- [Connected Visitors](#)
- [Connected Services](#)

# CONNECTED CITIZENS



Technology enables citizens to interact with, and be informed about, the council in ways that are convenient to them

What citizens of Cardiff can expect from the Council



1. Develop a roadmap of services that will become available to citizens across digital platforms (Cardiff.gov website, mobile app, emerging technologies) that are fully integrated with back office systems to secure better, quicker outcomes for citizens.
2. Deploy emerging technology in the field of artificial intelligence, such as virtual agent, to support citizens needs 24/7.
3. Apply consistent service standards across social media platforms to ensure that accessibility and usability is equivalent.
4. We will continue to work with suppliers and other public sector organisations to ensure the Council fulfils its obligations under Welsh language standards, enabling citizens to access services in their language of choice.
5. We will work closely with telecommunication suppliers to ensure that digital infrastructure is expanded to provide improved coverage across Cardiff.
6. The laying of greater fibre networks will increase choice, reduce cost and improve quality of service for citizens. We will work with internal and external partners to increase fibre availability, facilitating the use of emerging and future technologies. We will ensure inclusion of fibre assets in infrastructure projects to increase and improve connectivity for citizens.

-  [Connected Elected Members](#)
-  [Connected Visitors](#)
-  [Connected Services](#)

-  We measure our success by setting ourselves targets, and monitoring our performance using Key Performance indicators relevant to each priority
-  We are taking a Digital First moving to a Digital by Default approach, in order to ensure digitally excluded citizens are accounted and provided for every step of the way

# CONNECTED MANAGEMENT

Technology provides the information and tools to manage an effective and efficient workforce

Time period (April 2018 - March 2019)

## Dynamic Statistics

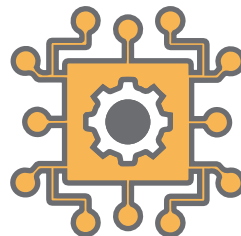
Frontline services generate a lot of data which is labour intensive to make best use of. The right technology can help.



Data led performance management is a proven method of service improvement, and can be made easier by moving the information collection and analysis to be more technology driven.

## Governance

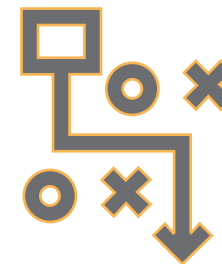
Where available, technology automates the completion of audit requirements by collecting the information as part of day to day working practices.



Vehicle checks at start of shift, Fire Safety Checks, Sickness Absence procedure through DigiGOV.

## Workforce Planning

4.7%  
increase in number of staff app downloads



HR currently consolidating employee info to enable direct management of sickness, leave and recruitment by managers. DigiGOV and Staff App also aim to increase accessibility to workforce. Talentlink will integrate with this in order to reduce the current 4-12 week recruitment lead time.

## Demand Analysis

We use data to understand the demands on services. C2C monitor call volumes and call handling capacity to match rotas of staff to demand using QMAX. Mobile Scheduling tools enable Responsive Repairs Unit to match appropriate operatives to jobs based on skills, location and urgency of required work.



## Embracing Digital Solutions

Making best practice from combination of new and reusable technologies with existing and redesigned processes. Combine data to better support service users, management decisions, and teams in their delivery.

Education Support Services moving 42 teams onto the existing Capita one system.

CAPITA one



## Connected Managers



The Academy offer 1-2-1 training for managers in DigiGOV.

Management teams require further support, training, and assistance to reach a consistent level of understanding and ability.

This will enable them to support staff and lead by example in adopting new ways of working. #Digital

8.53%

8.53% of Return to Work not completed during reporting period

[Connected Workforce](#)

[Connected Services](#)

[Connected Citizens](#)

# CONNECTED MANAGEMENT

Technology provides the information and tools to manage an effective and efficient workforce



1. Managers are supported and enabled to better understand service demand and delivery, through the use of their own data, and Big Data. Evidence based decisions for continuous improvement become engrained in management culture, as does designing processes with data best practice in mind.
2. Review and realignment of agreements, processes, and integrations to facilitate the collection, sharing and use of data between council departments, and with partner organisations. The data will remain identifiable, mappable and trackable throughout its journey.
3. Integrated employee data in DigiGOV enhances Workforce Planning. New and newly promoted staff will have appropriate training automatically identified, existing staff can have performance management linked to available training and support resources in a more objective manner. Success of training and coaching regimes can be evaluated, and worked on within the team, within the service, and shared with training providers.
4. Automatic collection of Workforce Information will rebalance management time, allowing more focus on employee support in Health and Wellbeing, Development, and Service Delivery Improvement. Availability of resources, progress and performance will be shared with partners to improve collaboration. Overtime, mileage, rotas etc. will be automated as much as feasible.
5. To enhance evidence based decision making, the range of data sources in use will be expanded, including those from external partners. The introduction and use of data science techniques, alongside increased understanding, will incorporate seemingly unrelated datasets, e.g. weather conditions and predicted demand for Support Services- into a broader view of causes and effects.
6. Integrate technology into service area plans using data and staff feedback. Changes will work towards continuous process and service improvement, maximising use, benefits, and sharing of technologies. Procurement will align with technologies fitting to and informing change - neither will be led solely by the other.

 [Connected Workforce](#)

 [Connected Services](#)

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# CONNECTED WORKFORCE

Technology allows effective engagement and improved working practices

Time period (April 2018 - March 2019)

Digital  
Strategy

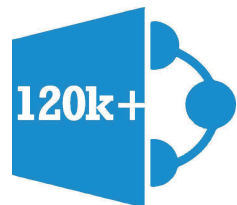
Cardiff  
Council

## ICT provisions



ICT enable the workforce to utilise the technology available to them. Over 2,000 mobile devices provided to staff.

**Service Desk** provide a responsive ICT support structure across the authority with remote and on-site support staff. Over 30,000 Tickets raised through Service Desk.



Transition of 47 services from traditional storage documenting methods to **SharePoint**. 120,000+ documents migrated to date. In-built document retention system helps create robust governance working practises.

## Mobile Working

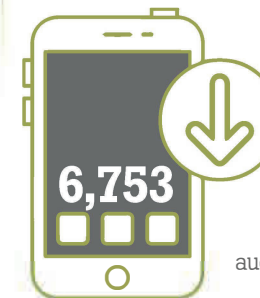
Several Departments have bespoke systems in order for staff to be able to carryout Role-specific work remotely and securely.



These systems enable the mobile workforce to receive and complete their work out and about and away from the office. It allows them to communicate with colleagues and management to manage workload more efficiently as well as giving employees a consistent working pattern.

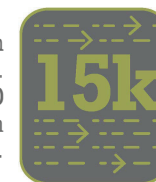
## Self - Service

**DigiGov - Self service HR Tool.** Allows employees to view their leave requests, track claims and view/edit their personal information without contacting HR.



**Staff App launched in November 2016.** Allows for staff to access their electronic payslips as well as receive Staff Information and notifications (training)

Requests create an auditable trail of actions. An average of **15,000** transactions per month through system.



## Internal Communications



Implemented an internal instant messaging service allowing for more efficient communications between staff. Reduces pressures that current email volumes put on Council ICT infrastructure. **173% increase** in Instant Messaging usage across the authority.

Internal intranet is the online hub for staff information. Staff are kept informed of Council news via circulation of Core Brief and Staff Information emails.

Staff Surveys are completed online via web-based form allowing for non-office based employees to complete.

## Workforce Stats



**50 Civil Enforcement Officers** issued 6000 Parking and 15,000 MTC fines in the field on average per month.

**129 Responsive Repair Operatives** using electronic scheduling system, over 9000 visits booked per month.



**29 Refuse vehicles** with digital waste collection trackers. Provides real-time Waste Collection updates to customer service staff.



**Over 18,000 Caretaking** visits carried out arranged via Caretaking Application.

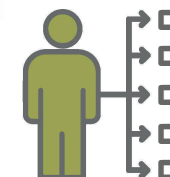
## Personal Development



Wide-range of online training and modules available through Academy Online Portal. More than **24,000 e-learning courses** and modules completed.

**Essential Skills** course delivered to front-line staff in conjunction with Cardiff and Vale college has provided staff with basic Digital Skills.

**The Academy's "Learning with Technology" Week** offered basic skills such as Excel, Word basics all the way to Social Media Boot camps.



Personal Reviews offers workers to sit down 121 with their managers. Allows for training needs to be identified and courses to be booked in there and then via DigiGov. 95% of all staff completed their personal reviews in 18/19

[Connected Management](#)

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[Connected Citizens](#)

# CONNECTED WORKFORCE

Technology allows effective engagement and improved working practices

Digital  
Strategy

Cardiff  
Council



1. Migrate all staff to emerging communication, storage and collaborative platforms. Office 365 allows for easier and more effective communication with 3rd parties via Skype and gives colleagues the ability to work across multiple devices. Full SharePoint migration allows staff to utilise collaborative digital work spaces, both internally and with 3rd parties and move away from physical storage of documents and policies.
2. Increase the capabilities of the Staff app by granting staff the ability to submit claims, track request status on the go. Explore integration of Workforce Planning into DigiGov ensures that relevant training is linked to each job role. Increase self-service options across ICT Service Desk.
3. To encourage smarter working, a combination of hardware, software and networks allows the workforce to take the office with them wherever they work. Automated workflows guide staff through the steps involved in the business as usual tasks, and automatically collects required audit and client information.
4. Strive to adequately equip the workforce with the skills necessary to successfully deliver digital solutions. By raising digital literacy throughout authority we will prepare the workforce for the Digital by Default working landscape. By expanding on the success of Essential Skills workshops we can supply employees with digital skills that can be utilised both in work and in their personal lives.
5. With efficiencies found through technology, the workforce has the capacity to increase their participation in engagement events such as Health and Wellbeing and Employee Roadshows. It also allows for employees to seek out training courses and have more 1-2-1 time with their managers.
6. ICT will continue to work to enable colleagues to utilise the digital tools available to them. This includes facilitating improvements to Wi-Fi in Council buildings, infrastructure improves to support digital working practices as well as opening up Self-Service tools for common ICT issues.

 [Connected Management](#)

 [Connected Services](#)

 [Connected Citizens](#)

# CONNECTED PARTNERS

Technology makes a real difference to how joined-up services are provided to citizens

## Cardiff and its partners

These include, but are not limited to:

### 3rd Sector Organisations



Volunteer Cardiff is a digital platform run by Cardiff Council that promotes everything to do with volunteering in Cardiff.



It unites key organisations and signposts Cardiff residents to all opportunities available to support volunteering.



### Emergency Services



Agile work stations enable partnership and collaborative working between Cardiff Council and Emergency Services.

18 council devices in Cardiff Bay police station

1 council device in Cardiff prison

There is an agreement for staff to have access to computers and digital infrastructure situated in each others buildings.

### Gateway Services



**Gateway Services** are digitally accessible for citizens and link with a wide range of internal and external partners to provide advice and support to citizens.



The Joint Equipment Stores formal partnership with Vale of Glamorgan Council and Health board provide one service to citizens. Upgraded ICT system allows paper-free end to end processes.

### Community Organisations

Digital platform in place providing information and advice to community organisations.



Cardiff Council and **Housing associations** in the city have a joint Housing Allocation Scheme and operate a common waiting list for their properties.



### Universities



Joint working with our universities and colleges to focus on improving service delivery.

- Working collaboratively with **Cardiff University** on a number of initiatives. Cardiff Council has worked in partnership with the National Software Academy to develop the next generation of Software Engineers.



- Adult Learning liaise with CAVC on an annual basis to plan and offer Digital training.

### Citizen Wellbeing



**Network of HUBs and Libraries** providing citizens with access to numerous services, such as **Citizens Advice**.



**Dewis Cymru** is an online resource directory which provides citizens information and advice about services available for health and well-being.



- [Connected Services](#)
- [Connected Citizens](#)
- [Connected Businesses](#)

# CONNECTED PARTNERS

Technology makes a real difference to how joined-up services are provided to citizens

## Cardiff in the Welsh region

These include, but are not limited to:

### Connected Network



**Public Sector Broadband Aggregation (PSBA)** connects Welsh public sector organisations to a private, secure, wide area network.

**Over 110**  
organisations

Nearly  
**5,000**  
sites

This enables organisations to deliver services through a safe, fast and resilient connection.

All 22 Local Authorities  
**CONNECTED**

### Cardiff Capital Region City Deal



UK Government agreed £1.2 billion City Deal for **Cardiff Capital Region** in partnership with the Welsh Government and 10 local authorities.

### Hosted Services

Services provided to citizens across Wales which interacts seamlessly on a digital platform with other organisations and local authorities.

**WITS** – The Wales Interpretation and Translation Service deals with requests for professional interpreters and translators.

**Rent Smart Wales** – Easily accessible website and training platform which enables digital applications, reporting and online training.



**34,258**  
requests



**11,955**  
licences issued

### Local Authorities

Increased collaborative working between local authorities within Wales to provide services to citizens

**Wales Pension Partnership** established in 2017 to pool their investments with aim to reduce investment costs. The Cardiff and Vale of Glamorgan Pension Fund is one of the eight Local Government Pension Scheme in this partnership.

**Adoption Services** in Cardiff are managed by the Vale, Valleys and Cardiff Adoption Collaborative and supported by the National Adoption Service.

**Central South Consortium** is a Joint Education Service for 5 local authorities which develops a school improvement service to raise standards.



**Shared Regulatory Services** covers the council areas of Cardiff, Bridgend and Vale of Glamorgan Council. Serving over 600,000 residents and 10,000 businesses.

**Cardiff & Vale Regional Safeguarding board** in place with representatives from Cardiff and Vale of Glamorgan Council bringing together the main agencies that have day-to-day responsibility for child and adult safeguarding (16 in total).

**All Wales Library Management System** implemented by 17 local authorities.

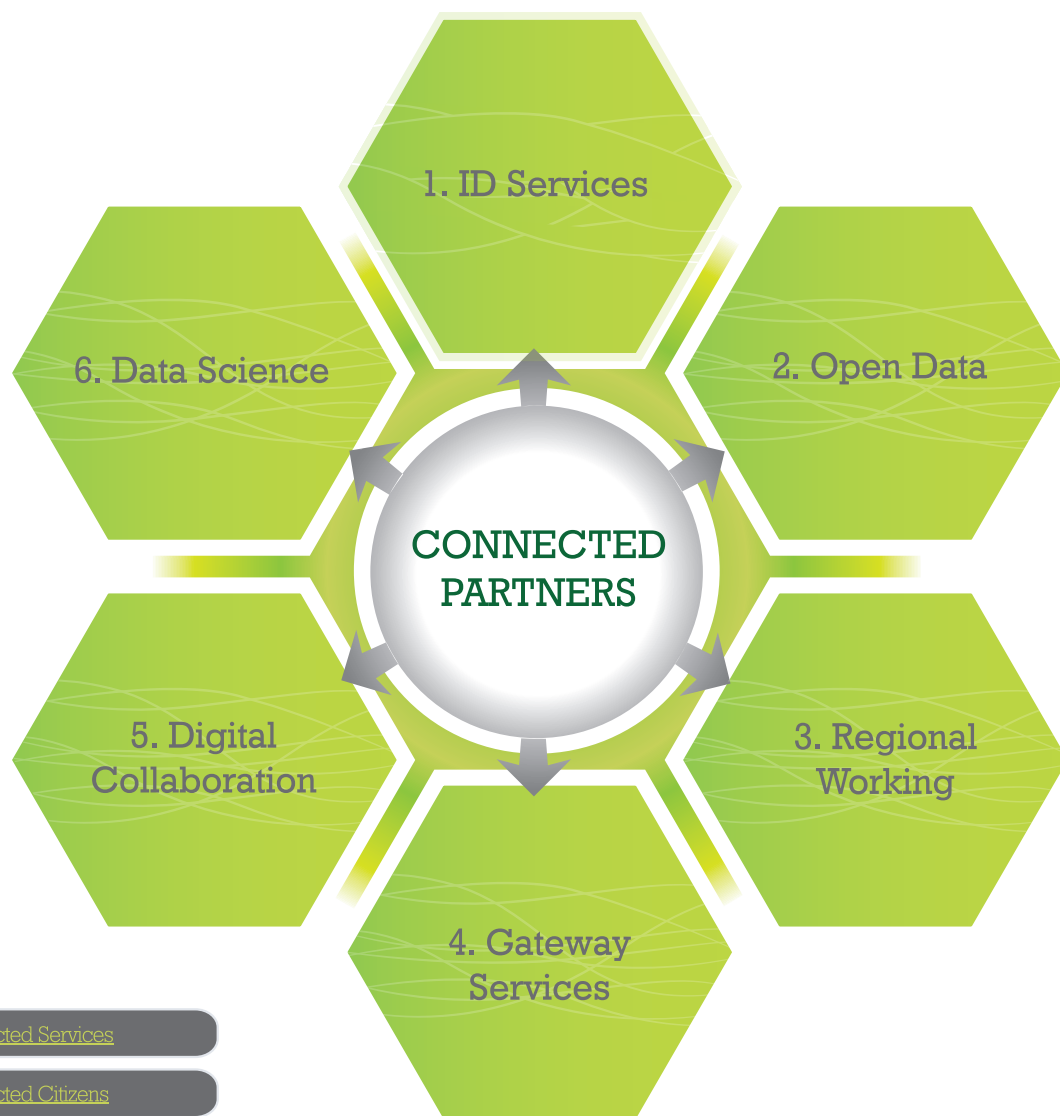
**The Cardiff and Vale Integrated Health and Social Care Partnership** ensures partners work together effectively to set priorities and improve outcomes and wellbeing for citizens.

- Connected Services
- Connected Citizens
- Connected Businesses



# CONNECTED PARTNERS

Technology makes a real difference to how joined-up services are provided to citizens



1. Explore the possibilities of creating one view of the citizen for all council services, in collaboration with partners. Unique identifier provides the ability for a single departmental view of the citizen to feed their specific data into multiple views, which can be seen by all relevant, verified partners.

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2. Cardiff Council will look to create an Open Data Strategy. The Council will investigate publishing key datasets in a non-propriety format to increase transparency and accountability. Open Data will bring wider benefits to our entrepreneurial start-ups, businesses and academics by allowing them to exploit gaps across markets, identify new business opportunities, create new products and services and develop new business models

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3. Continue to encourage collaborative work within the Welsh region, with the ambition of implementing shared protocols between partners. This will allow for service review and recognise best practice.

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4. Increase Gateway Services across the council and with partners, to improve first point of contact resolution and accessibility for citizens. Introduction of Cardiff Family Advice and Support service will provide a clear pathway for citizens to access information and advice.

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5. Wider collaboration with partners to create a Digital Collaboration team, sitting across all organisations as part of Welsh Local Government Association (WLGA). Create a collaboration workspace which will allow all organisations involved to share data, information, systems and to work on joint initiatives. The team will focus on supporting projects and helping increase the speed of digital delivery of council services across Wales.

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6. Introduce and apply data science and analytics to services to help contextualise the data available from the council and partners. This will inform business decisions, predict behaviours and support early intervention work.

 [Connected Services](#)

 [Connected Citizens](#)

 [Connected Businesses](#)

# CONNECTED BUSINESSES

Technology makes Cardiff a more attractive place to do business and encourages innovation

Time period (April 2018 - March 2019)

## SOCIAL MEDIA



Twitter and LinkedIn are used to raise profile of Cardiff at events using event specific tags and city branding #ChooseCardiff. Encourages partner engagement through targeted promotion of partners at these events.

3.8% increase in followers following attendance at MIPIM.

## CARDIFF IX



Cardiff Internet Exchange in Enterprise Zone has 21 connected businesses, the largest number outside London.

Businesses have improved bandwidth, reduced latency and allows for faster data transfer.

## EMPOWERING EMERGING BUSINESS



The business sectors of Fintech, Creative Industries, Life Sciences and Complex Manufacturing have all been identified as the most requiring support from tech infrastructure.

Invest in Cardiff helping businesses in these sectors best leverage the benefits of Cardiff IX and other infrastructural benefits.

## BUSINESS CRM



A Business CRM has been implemented to better manage relationships with businesses and begin building a data picture of the Council's support to businesses by sector and type of contact/support.

## START-UP ASSISTANCE



The Council's economic development team provide support and advice to start-up businesses. Offering advice and signposting to help new businesses secure funding, find office space that supports their digital needs and help establish relationships with business support agencies within Cardiff.

A total of 1,645 new businesses started in Cardiff in 2017

## TECH READY WORKFORCE



Cardiff has one of the fastest growing tech-based workforces in the country.

Over 5,000 people employed in ICT, 3,000 in Life Sciences and over 15,000 employed in creative industries in Cardiff.

There is also 5,000 students enrolled on creative courses across the 3 Cardiff Universities.



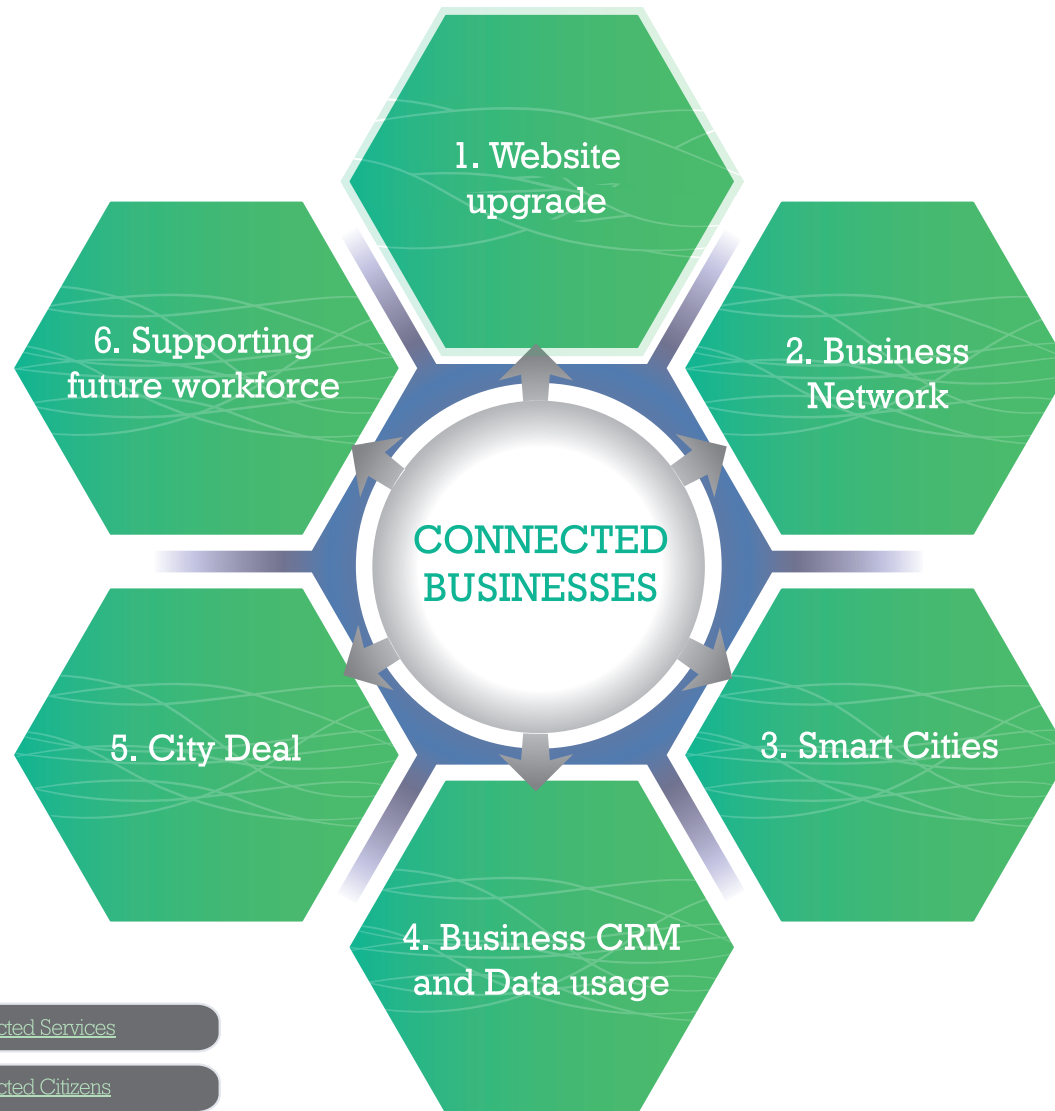
[Connected Services](#)

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[Connected Partners](#)

# CONNECTED BUSINESSES

Technology makes Cardiff a more attractive place to do business and encourages innovation



1. 'Invest in Cardiff' website to be upgraded to bring up to modern standards. Allow prospective parties to self-serve to undertake property searches and use indicative benchmarking calculators appropriate to their business needs.
2. Continue to provide support to Fintech and Creative and Digital sector by working on upgrading of network speeds across the City and its region. Investigate feasibility of dedicated network sections for SME.
3. As part of the Smart Cities strategy we will look to create an open data platform that will provide opportunities for businesses and start-ups to create new innovative products and services.
4. Explore how to better utilise Data coming from the business CRM. Leading to better business data being collated, analysed and distributed by Economic Development.
5. Continue to contribute as part of the Cardiff Capital Region City Deal, working towards creating and supporting an innovation district.
6. Ensure that current and future generations have the relevant skills and knowledge in order to succeed in the new digital economy. Using the Future Generations act and Digital Competency Framework as base to deliver the new Digital Curriculum in Cardiff Schools.

 Connected Services

 Connected Citizens

 Connected Partners

Technology is used to improve education outcomes and embed digital skills in the workforce

Time period (April 2018 - March 2019)



## Core Service

ICT supply 128 Cardiff Schools with their core service. Includes safe, filtered web access for online resources

# 128

5 schools trialling new delivery methods, and 1 has opted to use third party filtering and broadband

## hwb.gov.wales

All Wales digital learning, providing resources for teachers and pupils.

Cardiff was the first LA to roll out the use of HWB



## Education Support Services

Current project to align recording, reporting, and retention of essential data for 42 teams within Education Support Services, enabling efficient data sharing



## Speed and Access

# 2GB

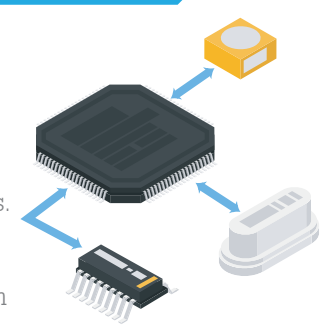
Current total of 2GB bandwidth to Schools Network – Approx 16MB to each school



## Internal Communications

Several different, non-integrated, channels of communication used by different schools and teams.

Split across 3 main suppliers Google, Microsoft, and Cardiff.Gov

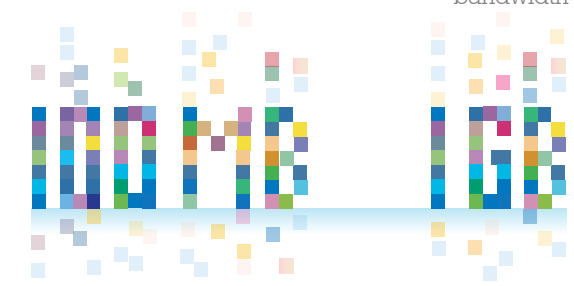


## Hosted Web Filtering

Collaboration between ICT and BT (PSBA) to provide safe web access

First steps towards targets of 100MB for primaries...

...and 1GB for secondaries bandwidth



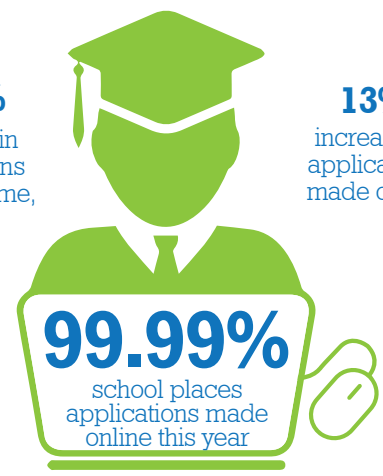
4 primaries and 1 secondary so far



Time period (April 2018 - March 2019)

## Pupils Places

**1.25%**  
increase in applications made on time,



**13%**  
increase in applications made online

## Cashless

Cashless payment systems for catering in all Secondary schools across Cardiff.

Top-ups can be online, or through on-site machines.

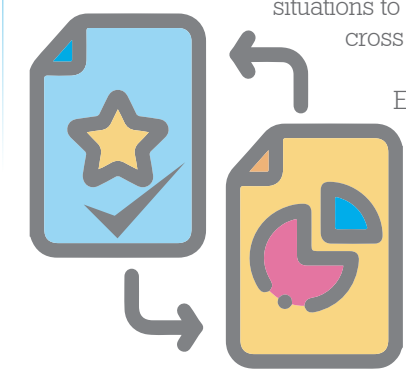
**77%** of all transactions completed online, accounting to

**16%** of total spend.



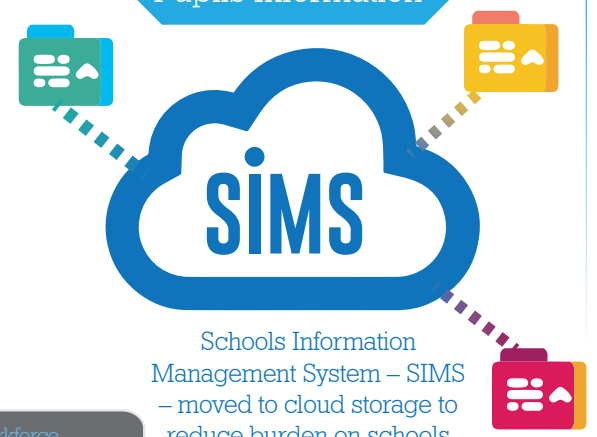
Phased roll out for primary schools, **25** schools are on the system

## Computing Unlocked



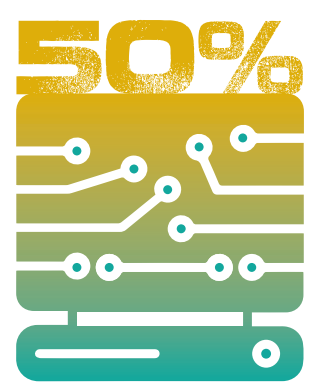
A set of tools for use in classroom situations to cover both ICT and cross curricular use from Nursery to Year 9. Ensures consistency throughout Cardiff schools. Implements the Digital Competency Framework and supports whole curriculum

## Pupils Information



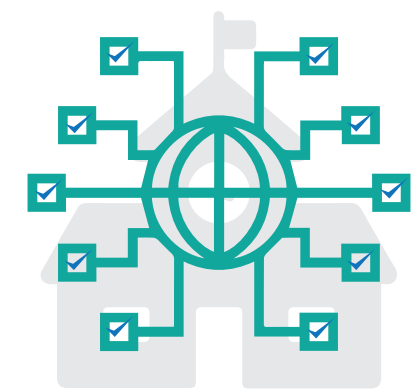
Schools Information Management System – SIMS – moved to cloud storage to reduce burden on schools maintaining individual systems, and increase use and availability of info

## Computing in Class



50% of Secondary schools in Cardiff are teaching Computer Science – Coding, Programming, Algorithmic design

## Digital Competency Framework

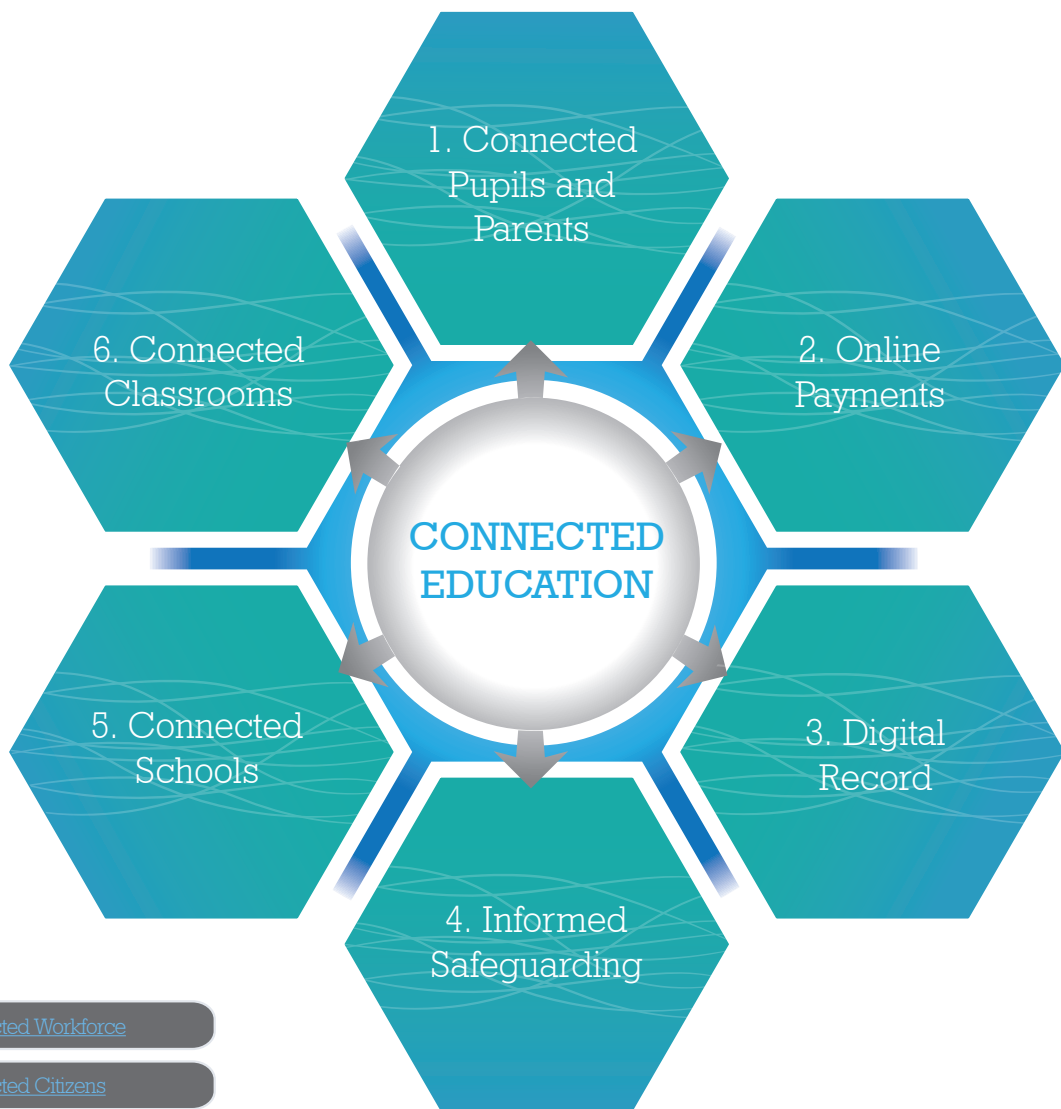


Developed by Welsh Government, utilised throughout Wales. Mandates use of ICT throughout the curriculum to create transferable digital skills and knowledge.

# CONNECTED EDUCATION

Technology is used to improve education outcomes and embed digital skills in the workforce

What teachers, parents, and pupils of Cardiff can expect from the Council and Schools



## 1. Connected Pupils and Parents

Align existing resources to ensure teachers, parents, and pupils can communicate digitally about the things they need to, when they need to

## 2. Online Payments

Expand the existing cashless catering platform to become a wide ranging portal for parents to manage their financial interactions with the school

## 3. Digital Record

Complete the secure, portable, individual digital record for each pupil

## 4. Informed Safeguarding

Create systems and data sharing agreements to enhance early intervention for safeguarding purposes

## 5. Connected Schools

Ensure that all schools are supplied with the required connectivity to support the Digital Curriculum, Digital Competency Framework, and creation and use of joined-up data

## 6. Connected Classrooms

Using Welsh Government's Education Digital Standards as a baseline, improve on-site infrastructure by co-operative working between the stakeholders – ICT, Schools, and Education Support Services - to ensure best use of the improved connectivity is made

 [Connected Workforce](#)

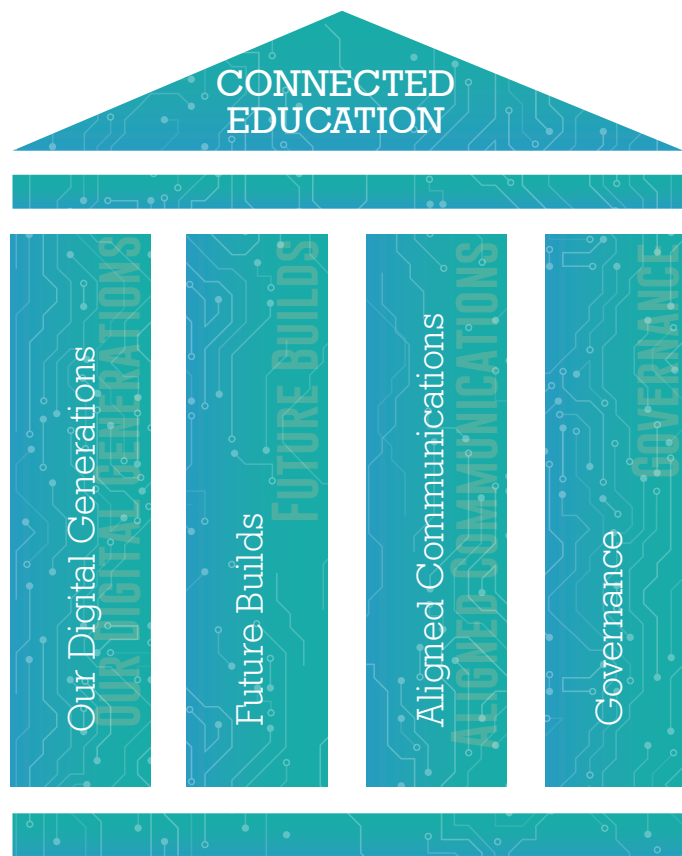
 [Connected Citizens](#)

 [Connected Services](#)

# CONNECTED EDUCATION

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## Our Digital Generations

Digital Competency Framework as a foundation to build better methods of delivering the new Digital Curriculum, with partners in business, universities and Smart Cities, and a Culture of Support for the teaching staff - ensuring future generations have the skills, knowledge, and ability to flourish in the emerging digital economy

## Future Builds

Work with partners in universities, businesses, and Smart Cities to ensure that new build schools are designed with the infrastructure to be flexible and fit for the future

## Aligned Communications

Strengthen links between Corporate ICT, Education, and Schools staff by aligning communication channels, increasing collaboration and share responsibility, and facilitating secure transfer of sensitive pupil and school information

## Governance

Establish robust governance by all involved stakeholders to ensure these aspirations can be met, and knowledge can be created, used, and managed, to best effect.

# CONNECTED VISITORS

Technology improves accessibility in Cardiff and makes the city an easier and more enjoyable place to visit

Time period (April 2018 - March 2019)

## WEBSITE



The Visit Cardiff website has over 50,000 hits on average per month and is accessed from more than 200 countries. It acts as a single point of reference for visitors by surfacing information and events from engaged businesses and event partners.

[www.visitcardiff.com](http://www.visitcardiff.com)

## SOCIAL MEDIA

140k+ followers



Over 140,000 followers across 15 bilingual Social Media channels. Channels aligned to specific information -Visit Cardiff for potential visitors, Cardiff Events for events and travel info. Keeping users up to date and acting as customer query platform

## METRICS



Google Analytics and social website in-built analytics can give insights into geographical reach and campaign targeting.

Informs future campaign approach and business decisions.

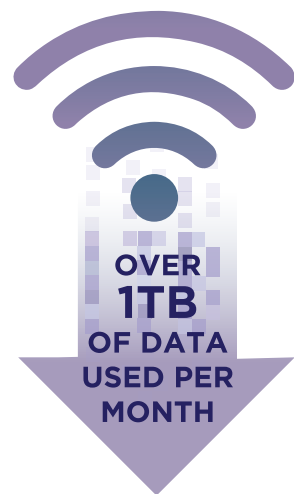
## SHARING/FEEDBACK



Communications with partner businesses generally by email.

Little integration or self-serve currently available, partly due to restrictions on accessing commonly used file sharing platforms.

## FREE PUBLIC WI-FI



Cardiff Free WiFi enables Cardiff City Centre and Cardiff Bay visitors to access the internet on the go, for free.



## ENHANCED VISITS



Visitor experiences are enhanced by technology. 3rd party applications like Tiger Bay Trail app and History Points provide a fuller visiting experience.

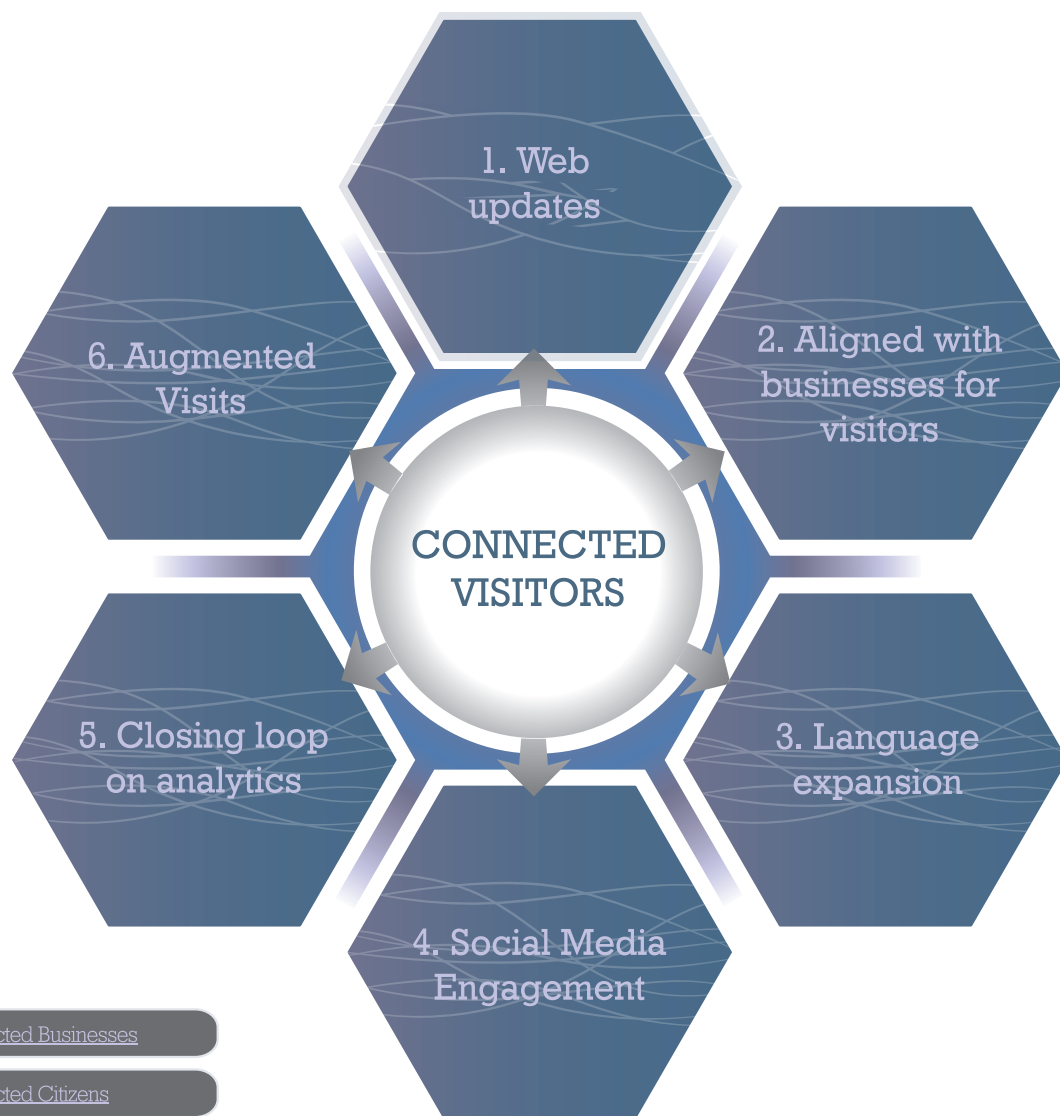
Visit Cardiff site has downloadable maps and links to common map providers. Downloadable audio tours available at Cardiff Castle.

- Connected Businesses
- Connected Citizens
- Connected Partners



# CONNECTED VISITORS

Technology improves accessibility in cardiff and makes the city an easier and more enjoyable place to visit



1. Curate better visitor experience by creating a more responsive and searchable events calendar and look into the possibility of ticket purchasing capabilities. Wider integration provides centralised travel information from Cardiff Airport, Traveline Cymru, NextBike and useful apps for car users, all embedded into the website.
2. Look to facilitate business partners sharing and accessing information via the new website. Possibilities of getting events and press releases "to press" quicker and keeping visitors more up to date. Feedback and analytics can be shared with businesses in a more dynamic and secure manner. Investigate feasibility of business partner portal.
3. Expand on current bilingual content and ensure core visitor information will be provided in key visitor languages. Look into possible use of advanced AI translation services in order to make tourism services easier to access for a wider range of people.
4. Re-launch of existing social media channels, focusing on user generated content to improve engagement. Present a view of Cardiff through the eyes of its residents and visitors.
5. New interactions provide more useful data, enabling Cardiff to identify conversion from online visits to actual visits. What attractions and events brought them? Did they enjoy them? Why?
6. Next generation of mobile applications enhance visits through Augmented reality, increasing accessibility for people with a wide range of needs.

 Connected Businesses

 Connected Citizens

 Connected Partners

# CONNECTED SERVICES

Technology makes services more accessible, with better outcomes delivered through joined-up working

Time period (April 2018 - March 2019)

## INFORMED BEST PRACTICE



Participation in City Deal and Core Cities opens opportunities for collaborative working and sharing of best practise. Local Gov Digital discuss and set open standard for data and provide UK wide opportunity for collaborations.

Cardiff Free Wi-Fi model was implemented following City Deal discussions.

## MODERNISATION PROGRAMME



Aiming to align and streamline working within the authority. Services share practice, resource and data through better communication to ensure better delivery of services with fuller picture of citizens.

Council Tax e-billing and self service available through web and app 24/7. Over **11,000** accounts accessed since App launch in July 2018.

So far, the programme has delivered the ability to access consistent services across **Cardiff Gov App** and the **Cardiff Gov Website**.

## DIGITAL INCLUSION



Technology can only deliver benefits to customers who are able to utilise it.

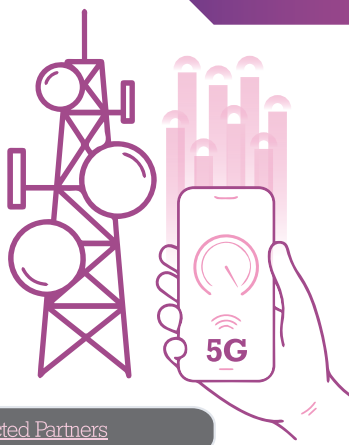
**Into Work** service supports people in their use of ICT to help them gain employment. They assisted 2,987 claimants moving onto the online-based Universal Credit system.



Over **45,000** people attended their digital outreach and Job Club sessions.

**Adult Learning** provide targeted free adult skills courses and workshops alongside Good Things and Ty Canna with over **1,200** people enrolling on digital courses since September 2018.

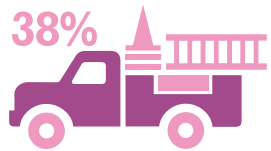
## INFRASTRUCTURE



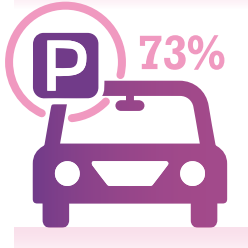
Cardiff Council facilitate relationships between property developers and telecommunications companies to ensure new builds, both commercial and residential, are equipped with Fibre and are ready for 5G.

Councils own network supports Council Public Buildings and Cardiff Free Wi-Fi in the City Centre and Cardiff Bay. Enables more people to access the services available online.

Customers can make **fly tipping** reports on the go, with GPS tracking. Over **2,000** reports across web and app since Aug 18.



**38%** of all **Highways Defects** reported since launch in Feb 19 have come through website or application.



**73%** of all **Parking Permit applications** now made online through Council website

**Household Enquiry Forms** and **CTAX review letters** can now be replied to digitally.

## EVAC CARDIFF



Cardiff Council work in conjunction with Emergency Services, Public Transport and Health Services to keep citizens informed of how to access services during events or major incidents.

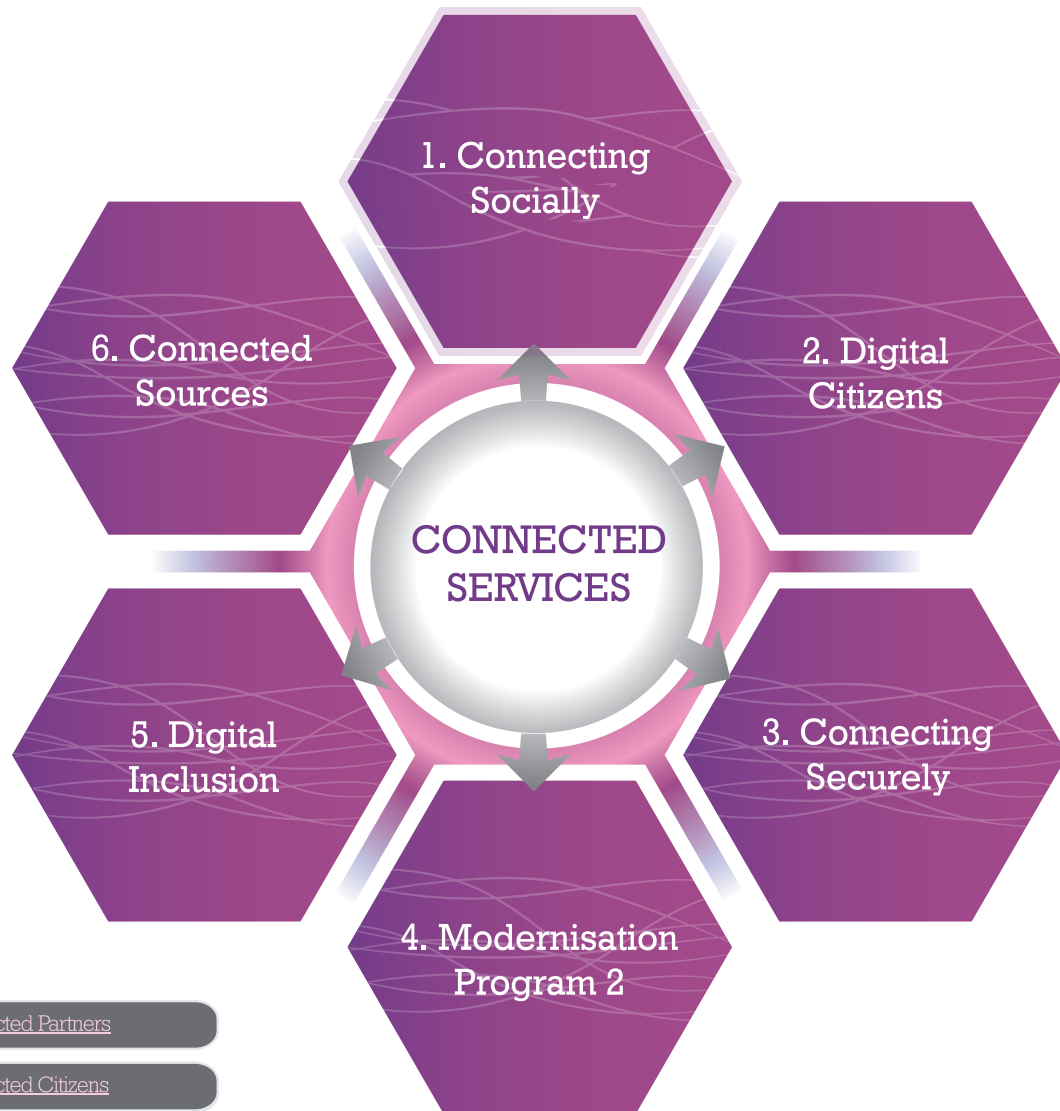


Information is surfaced through an application and a twitter account.

- Connected Partners
- Connected Citizens
- Connected Businesses

# CONNECTED SERVICES

Technology makes services more accessible, with better outcomes delivered through joined-up working



1. Enhance sharing, communication and analysis between different services such as Schools, Children/Adult Services to facilitate a move towards early social intervention and preventative action.
2. Investigate feasibility of one digital ID that citizens can use to access all relevant Council services. One identifier for proof of address, linking to school applications and to cashless payment, eventually spreading to a suite of services in line with Modernisation Programme.
3. ICT and Information Management will work closely with services on enabling sharing of information with both internal and external partners through secure and efficient channels to promote and enable joined up working.
4. Internal sharing and alignment of information will allow citizens to gain a clear line of sight of service requests, their status, and completion, across all available channels of contact. Facilitated by rollout of O365, SharePoint online, Collective, and Virtual Agent.
5. Expand on the success of Into Work and Adult Learning's digital inclusion work by working closely with Digital Communities Wales. Look to offer more advanced courses such as coding clubs.
6. Connecting to partner and 3rd party sources of information to recombine, and enhance understanding of seemingly unrelated contributory factors. Helps create a more vivid and widespread image of how citizens interact with the Council and how they use services.

 Connected Partners

 Connected Citizens

 Connected Businesses

# CONNECTED ELECTED MEMBERS

Technology allows elected members to better understand and meet the needs of citizens

Time period (April 2018 - March 2019)

## Agile working



All 75 members have the ability to work remotely via laptops, tablets and smartphones

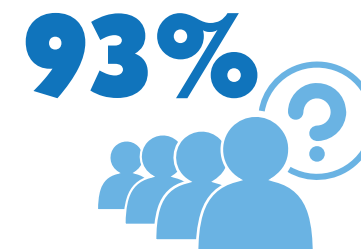


Members can stay up to date and connected with remote access to Modern.Gov, Blackberry Work and Outlook

## Reporting



3,094 enquiries were submitted by Members via the Self Service Members Enquiry System. Provides automatic feedback and enquiries can be submitted at any time.



Remaining enquiries are emailed or called in directly to members services. 93% of members have used members enquiry service.

## Public Engagement



Council meetings are broadcast for public viewing via Public-I and Facebook Live. Archived webcasts are available for everyone to view.

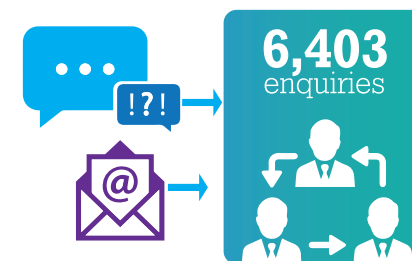


Mod.Gov allows Members and the public to access upcoming public documents as well as minutes of previous meetings.

## Communications



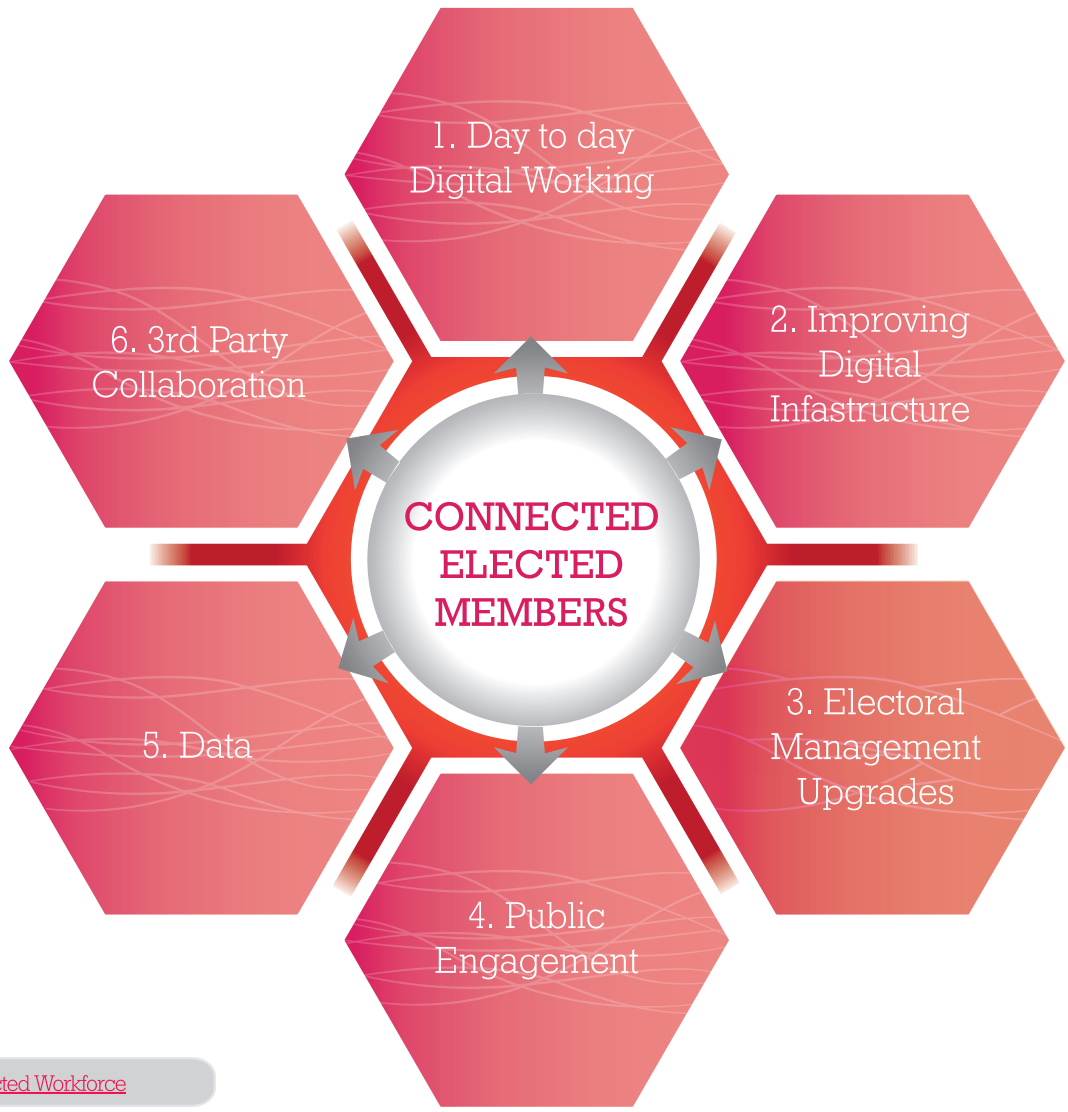
Weekly update produced by Committee & Members services. Currently circulated every Monday via email to Members and senior management.



6,403 enquiries raised by members through the Member Enquiry System. This is either through Self Service or members services team

# CONNECTED ELECTED MEMBERS

Technology allows elected members to better understand and meet the needs of citizens



## 1. Day to day Digital Working

Empower Members to work Digitally by Default by providing relevant training and continued ICT support. Upgrade and standardise Member's Mobile Working devices and undertake ICT upgrades to enable Members to remotely attend Council and Committee Meetings. Rollout of Office 365 will allow for more agile working.

## 2. Improving Digital Infrastructure

Improve Wi-Fi connectivity throughout Council Buildings and access to power points in Committee and Meeting Rooms to enable Members to work digitally. Undertake upgrade of Webcasting systems in order for all meeting rooms to be suitably equipped for broadcasting.

## 3. Electoral Management Upgrades

Upgrade of Electoral Management Software in order to maximise returns of Household Enquiry Forms and modernise Electoral processes and communications. Upgrades will introduce Mobile Canvassing and will contribute to the Council's aim of achieving 90% voter registration in 2019/2020

## 4. Public Engagement

Create a Social Media Engagement plan to promote and raise public awareness of the Council's Democratic workings (Surgeries, Consultations, Elections). Aim to increase views of Cabinet, Scrutiny and Committee meeting webcasts.

## 5. Data

Explore possibilities of providing Members with access to real-time, accurate data for the City. Ensure members have the relevant data and tools to hand in order to deal with enquiries and complaints efficiently, as well as identifying trending issues within their Wards.

## 6. 3rd Party Collaboration

The adoption of SharePoint Online will allow Members and Members Services to work collaboratively with other bodies, such as Welsh Government and other Local authorities, to help better understand the needs of the Public.