

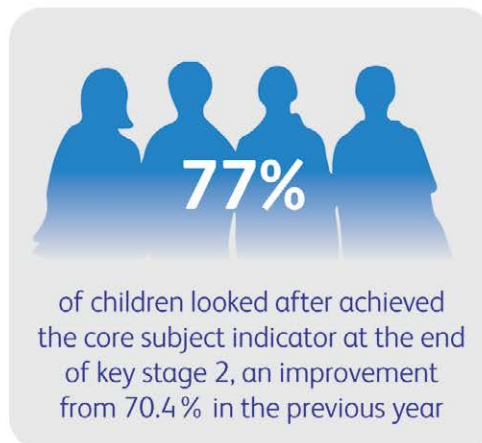
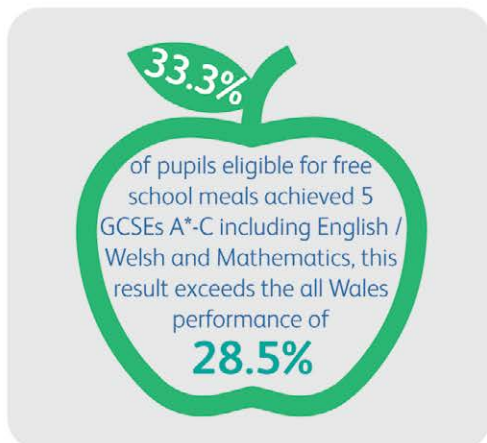
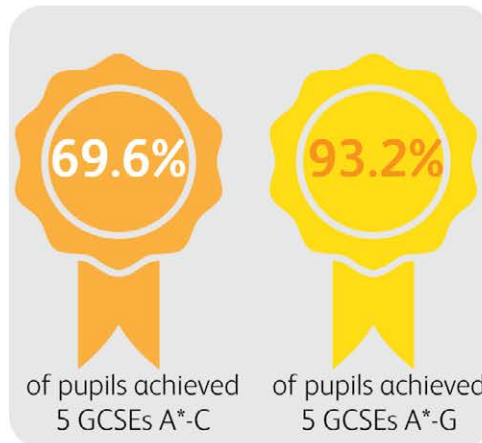
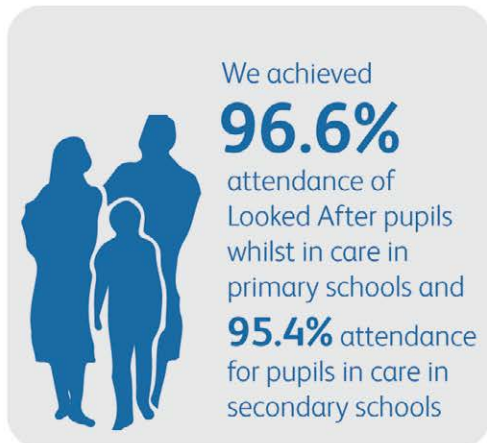
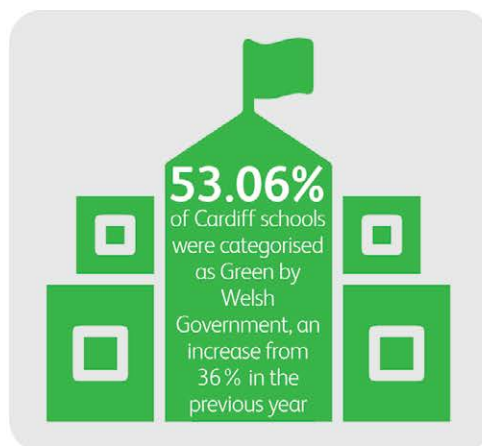
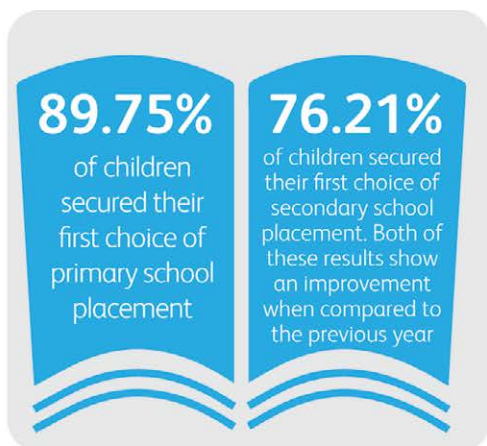
Annual Well-Being Report 2017-18

PUBLIC SUMMARY



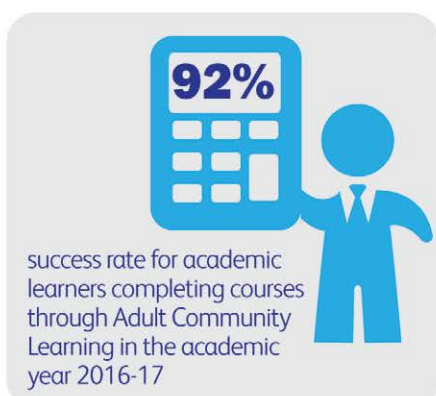
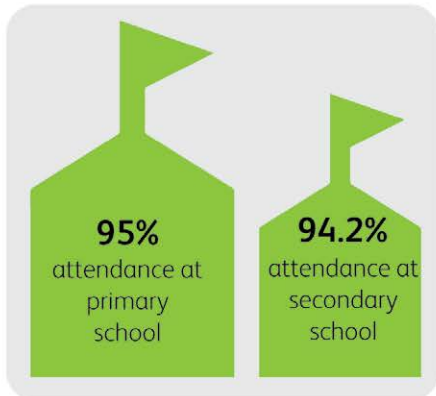
Priority 1: Better education and skills for all

Well-Being Objective	Assessment
Every Cardiff School is a Great School	Good Progress
Looked After Children in Cardiff achieve their potential	Satisfactory Progress
Supporting People into Work and Education	Good Progress



*results relate to the academic year 2016-17

Priority 1: Better education and skills for all



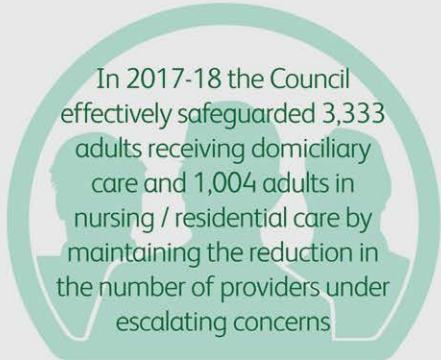
*results relate to the academic year 2016-17

Priority 2: Supporting vulnerable people

Well-Being Objective	Assessment
People at Risk in Cardiff are Safeguarded	Satisfactory Progress
People in Cardiff have access to Good Quality Housing	Good Progress
People in Cardiff are supported to Live Independently	Good Progress



Think Safe! Ambassadors were trained in 14 schools to deliver peer education to better enable children to identify when their friends are in danger of Child Sexual Exploitation and/or peer exploitation so that they know where to go for help



In 2017-18 the Council effectively safeguarded 3,333 adults receiving domiciliary care and 1,004 adults in nursing / residential care by maintaining the reduction in the number of providers under escalating concerns

The % of social worker vacancies was

23.2%

against a target of

18%

Recruiting, retaining and developing a social worker workforce continues to be a top challenge for the Council




30%



30% of affordable housing was agreed at planning stage to be provided in a development on greenfield sites

34%



of affordable housing was agreed at planning stage to be provided on brownfield sites

337 homes commenced on site through Cardiff living



131 of these are Council homes

Priority 2: Supporting vulnerable people

68.84%

of people experienced successful outcomes through the homeless reconnection service and 204 rough sleepers were assisted into accommodation



216

hostel places were provided for single homeless people



390

supported accommodation units

Wates residential work on the Cardiff Living scheme has generated

£237,000

in economic, environmental and social value and a total of

824

training and employment weeks were created for people in Cardiff

6,551

alternative solutions provided by Independent Living helped people remain independent at home, exceeding the target set of

3,990



908



children and adults in need of care and support using the direct payments scheme

73.08%

of new cases were dealt with directly at First Point of Contact with no onward referral to Adult Services, exceeding the target set of

65%

During 2017-18 there were

110

Delayed Transfers of Care, for social care reasons, compared to

123

in 2016-17, this represents a year on year decrease of 10.6%



Since April 2017 the customer base for **Meals on Wheels**

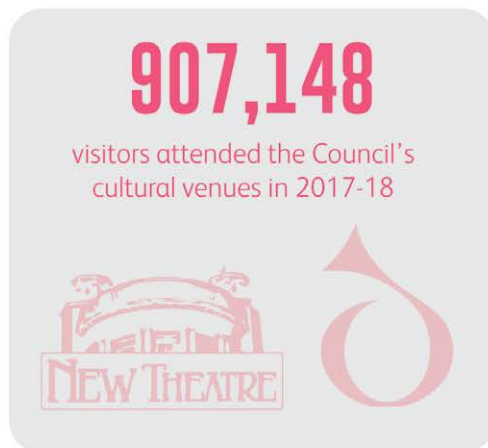
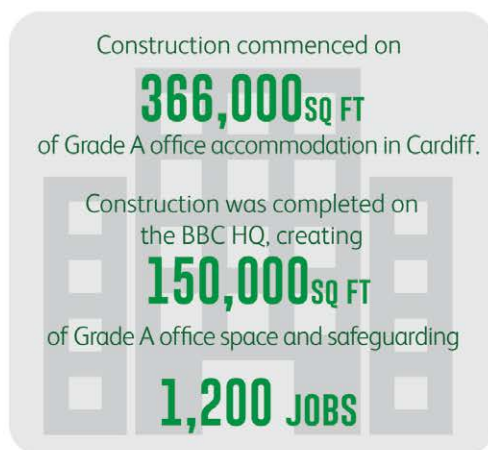


more than doubled from 132 customers to 283 customers.

The service was also extended to cover both weekends and Bank Holidays

Priority 3: An economy that benefits all our citizens

Well-Being Objective	Assessment
Cardiff has more and better paid jobs	Good Progress
Cardiff has a high quality city environment where population growth and transport needs are managed sustainably	Satisfactory Progress
All young people in Cardiff make a successful transition into employment, education or training	Good Progress
The Council has high quality and sustainable provision of culture, leisure and public spaces in the city	Satisfactory Progress



Priority 3:

An economy that benefits all our citizens

123

apprenticeships,
traineeships and work
placement opportunities
created by the Council



**20
MPH**

limit areas were completed in
the Riverside and Canton
Wards and a new 20mph limit
area was implemented in
the Gabalfa area
of the City

97.6%

of year 13 leavers
made a successful transition from
compulsory schooling into
education, employment or training



98.4%

of year 11 leavers made a successful
transition from compulsory schooling into
education, employment or training

99.04%

of fly-tipping incidents were cleared
within 5 working days, an
improvement compared
to 98.35 %
in 2016-17



7,517

visitors participated in physical
activity at sport and leisure centres,
an increase when compared to

7,263
in 2016-17



There are 11 Green Flag parks and open
spaces in Cardiff. Roath Park received the Fields
in Trust vote for Best Park in Wales and the
Wetland Nature Reserve achieved the
prestigious Green Flag award for the first time

The results of the 2017 Ask Cardiff
survey showed that of all Council
services, satisfaction was the highest
with parks and open spaces in Cardiff
with a 78% satisfaction rate. Bute Park
was regarded as the 'Jewel in the Crown'

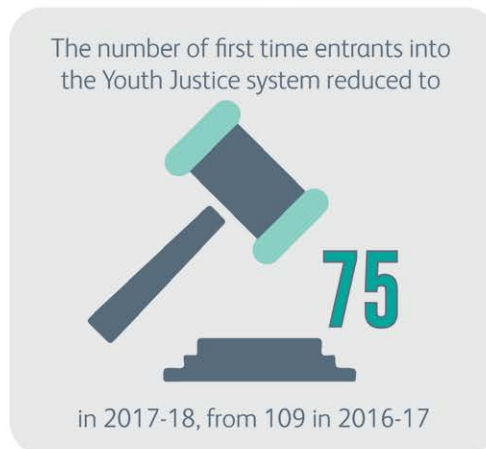
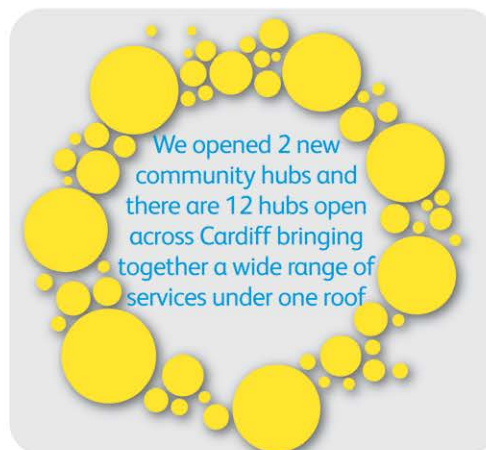


KEEP ROATH TIDY won
the clean community
category in the
Tidy Wales awards



Priority 4: Working Together to Transform Services

Well-Being Objective	Assessment
Communities and Partners are involved in the redesign, development and delivery of local public services	Good Progress
The Council has effective governance arrangements and improved performance in key areas	Satisfactory progress
Our services are transformed to make them more accessible, more flexible and more efficient	Satisfactory progress



Priority 4: Working Together to Transform Services

We achieved the silver level of the Corporate Health standard for health and well-being in the workplace



11.27 full time equivalent days lost to sickness absence and this exceeded our target of 9 days. Action plans and focus groups have been put in place to target areas of high sickness in the Council



Results of the 2018 Customer Contact survey showed that

94% of respondents visited the Council website in the previous 6 months and **90%** were able to complete the task they visited our website for



During 2017-18 we reduced the gross internal area of Council buildings in use by 0.8% and reduced the total running cost of occupied buildings by 1%. We generated

£3,864,321

in Capital Income. Satisfaction with commercial and collaboration services was



Overall satisfaction with council services declined to

57.4%

in 2017-18 from 68.2% in the previous year.



Results from the 2017 Ask Cardiff Survey show that the Council is maintaining satisfaction levels in areas such as Parks and Open spaces, public transport, children's play areas, street cleansing and road maintenance



784,567

customer contacts to the Council were made using digital channels



95%

of Personal Reviews for our staff were completed

