

# Conclusion



## Highlights coming out of the information

- The Council has recruited a permanent Chief Executive and a permanent Section 151 Officer and is currently out to advert on a Corporate Director of Economy and Environment
- That whole authority transformation is possible even if the face of a global pandemic
- That the Council has the ability to do more with less if its focus is on protecting people and place and doing whatever is necessary to meet the needs of our residents
- Flexible (Agile) Working is now common place and the Council has proved it can deliver priority services with less buildings and less resource than it has its disposal 'normally'
- The Council's business continuity planning arrangements are adequate and, while they have flexed to support the pandemic response, the key ingredient in terms of resilience is our people
- With appropriate training and development, there is no reason why anyone cannot access online services and IT platforms
- Communication both internal and external is key in terms of appropriately managing an emergency response
- The response from staff and residents to the buddy scheme was positive. Staff involved gained a real sense of purpose and feedback from the vulnerable residents was overwhelmingly thankful and positive and has helped demonstrate a high level of goodwill toward the support the Council has offered as part of the Community Response. Furthermore this has evolved into the 'Caerphilly Cares' service which is an enhanced version of the buddy scheme, with some additionality such as financial advice, support for people at risk of becoming financially vulnerable, support for foodbanks etc, all wrapped into one. Cabinet Members have also agreed to support a 'corporate volunteering scheme' to enable staff who have built up friendships with the vulnerable people they have supported over a number of months, to continue – helping to promote independence and resilience, while also helping prevent isolation and loneliness. This element of the scheme will aim to build on the goodwill shown by staff volunteers by supporting them to continue this through a limited amount of paid time off to carry out these roles.

## What have we learnt and what needs improving and why?

- Corporate sickness absence needs to remain under scrutiny as the balance between time lost to COVID and potential benefits of Agile Working begins to be quantified
- With the increasing reliance on IT and our network infrastructure it may be necessary to invest differently over future years to secure the progress made over the last six months

Completed Priority Actions from last Quarter	By Whom	By when	Update
Well-being principles to be developed in to a framework Wellbeing Strategy for consideration	Lynne Donovan	Apr-19	Principles established, Strategy still under development.
Self Assessment Corporate Governance Review	Ed	Mar-20	Agreed with WAO that having concluded the draft Governance Self Assessment we can determine jointly the areas that we agree need to be strengthened over future years
Conclude appointment process of the Chief Executive	Ed/LD	Mar-20	Complete
Conclude the appointment process of the Head of Corporate Finance and Section 151 Officer	Ed/LD	Mar-20	Complete
Ensure maximum grant funding is drawn down for the Hwb programme	Ed/LL	Mar-20	Successfully drawn down money for first two years of waves of EdTech

Feedback / Recognition / Actions from Corporate Management Team	By Whom	By When	Update

Priority Actions for next Quarter (What support is needed from Corporate Management Team)	By Whom	By when	Update