



CHIEF OFFICER STATEMENT

Nigel Aurelius
Assistant Chief Executive
Resources

Throughout the pandemic, Resources continued to provide effective support to all service areas including administering the Covid hardship fund to ensure services were supported financially. On behalf of Welsh Government the service also administered welfare support payments to our most vulnerable residents and helped local businesses access numerous support schemes.



What went well...

- ✓ The staff response to home working and maintaining support services in exceptional circumstances.
- ✓ Successfully supporting council and Welsh Government's policy initiatives in the response to the pandemic.
- ✓ Supporting the protection of vulnerable children and adults during a period of high demand.
- ✓ Delivering the Internal Audit plan and adapting our ways of working for a Teams and homeworking.
- ✓ Successfully closing the council's 2020/21 accounts and supporting service areas and schools to manage budgets and forecast current and Medium Term Financial Planning (MTFP) considerations.
- ✓ Implementing Teams Telephony to replace desk phones.
- ✓ Migrating council laptops to a Windows 10 build using "over the air" technologies and successfully deploying Always on VPN (AOVPN) across all devices.
- ✓ Quickly redeploying staff to critical frontline services and supporting the set-up of the Test, Trace, Protect (TTP) service.
- ✓ Sustaining high level of lettings and rent compliance in the commercial estate.
- ✓ Introducing virtual and hybrid meetings to enable democracy to continue during the pandemic.
- ✓ Complaints to the Public Services Ombudsman reduced to 0.13 per 1,000 residents which was the joint lowest figure in Welsh local authorities.
- ✓ Implementing the Kickstart Scheme supporting young people into work with the Council.
- ✓ Introducing a consistent Corporate Induction for new starters.



Challenges and Solutions/Actions

Preparing for the new Corporate Plan.

- Support the development and implementation of the new Corporate Plan and its supporting strategic framework.

Ensuring the Council remains financially resilient, delivers on its financial plans and has in place a medium-term financial plan that supports the Council's priorities.

- Working with the Senior Leadership Team and Cabinet in developing a future operating model within the Council's financial environment i.e. developing a medium-term service and financial plan.

Delivering Workplace Transformation during 22/23

- Implement the Workplace Transformation Programme plan for the Civic Centre which is in place for Levels 3-6, and develop proposals for levels 1-2 and Ty Blaen.

Developing a new procurement approach that embraces the policies and priorities in the new Welsh Government Procurement Statement

- Implement the new working partnership/delegation module with Cardiff City Council and manage the transition period. Agree revised procurement strategy and introduce new internal Commissioning & Procurement Panel.

Developing the Council's approach to performance management.

- Work across all service areas to develop and implement a new approach to performance management and reporting, utilising a Balanced Scorecard and Power BI.

Meeting the expectations of the new Local Government Elections Act 2021 and the new chief executive

- Develop and publish the Council's first statutory self-assessment report (including the Statutory Annual Well-Being Report) and revise the council's approach to service planning and self-evaluation for 2023/24.

Administer further Welsh Government welfare schemes for vulnerable residents.

- Ensure systems and capacity is in place.