



Covid-19

Lessons and Opportunities for Highways and Environmental Services



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together





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Coronavirus impacts the UK

What? Where? Why? How? Who?

How do we work?

Who is an essential worker?

Why is there no guidance?

How do I controls the risks?

Where do I have my breaks?

How do 2/3 people travel in one vehicle?

Where is my support?

What can I do to help?

What is the priority?

Who is at risk?

Why is there no PPE?

Who is going to be able to work?



Coronavirus impacts the UK

Impact on
my Family
and
Friends

Schools
Close

Keep NHS
operational

Furlough

**Planning
for the
unknown?**

Work from
home where
possible

Shortage
of PPE

Keeping
frontline
workers
safe

Shielding



Planning for the unknown

Identify critical services

- Social Services (Children and Adults)
- Emergency and Essential Highway maintenance
- Waste collections
- Regulatory Services (enforcement)
- ICT and support services for employees and citizens

**Building resilience around these services
is vital**



How have we done to date?

- All Local Authorities have shown **strong Leadership** throughout the pandemic
- **Working groups** such as WLGA and CSS have aided in bringing together information to assist informing decisions
- Welsh Government (including Deputy Minister) have been leading working group work so they **understand the position and any concerns**
- APSE and CIWM have continued to provide information on **advice and guidance**

All Local Authorities have continued to deliver and maintain critical frontline services throughout the pandemic



Lessons learnt

All Local Authorities have emergency planning but are we truly confident we could have managed to deliver critical services if the impacts were worse or coincided with another emergency event – such as flooding or snow

Key Areas of learning

- Understanding service resilience
- How dependent Local Authorities have become on income – it is now a substantial part of the base budget
- How collaboration between public sector bodies could improve to support each other
- Strong Local Authorities remain key to supporting citizens through emergencies.



Opportunities and Challenges

Income

Has Covid-19 shown how susceptible Local Authority budgets are in relation to loss of income?

- Welsh Government supporting payment of 'additional' costs directly related to Covid-19
- Loss of income due to Covid-19 still pending with no payments made to date
- Development of income based models to deliver services means there is additional risk to be managed
- Balance between income and promoting business and the economy



Opportunities and Challenges

Digital Services

Has Covid-19 shown there needs to be digital control of services?

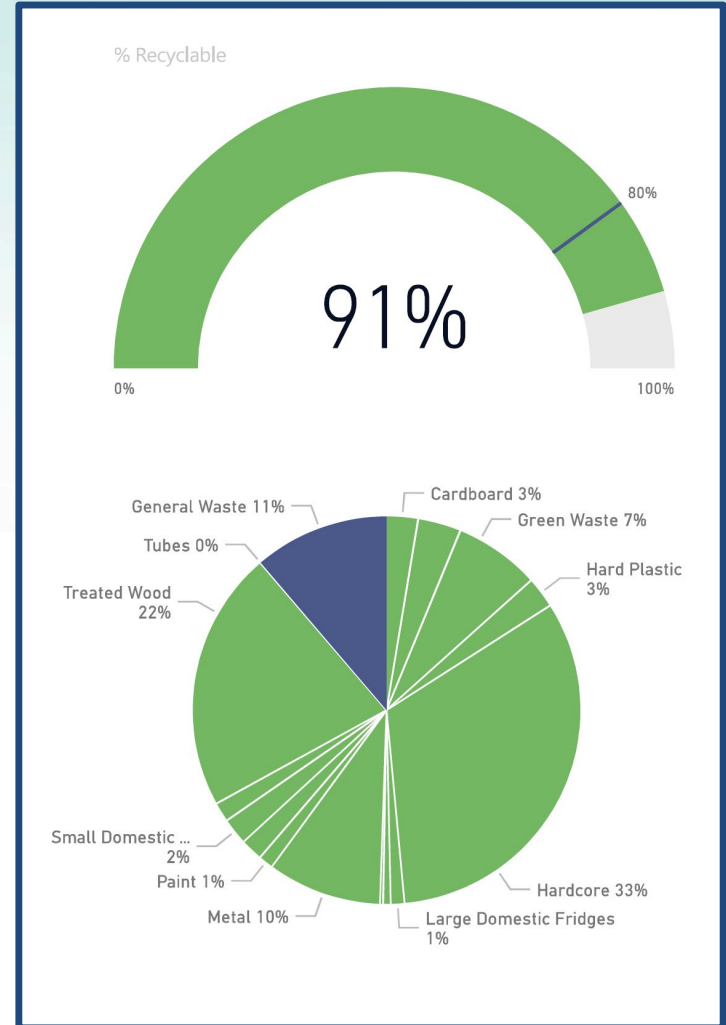
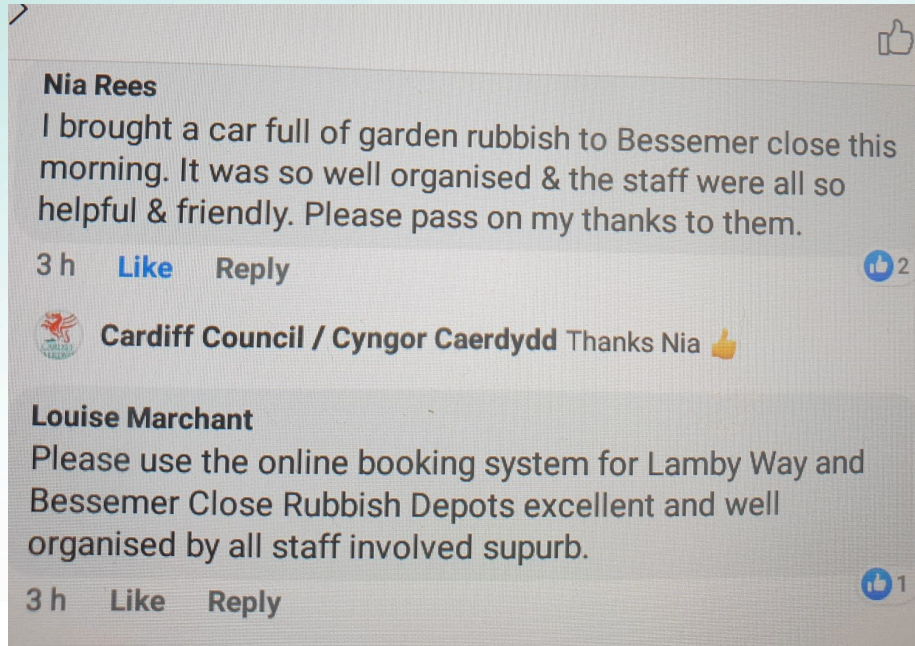
Recycling Centres reopen – some with booking systems to control numbers and some without

- Impacts of queues
- Citizen complaints
- Staff managing sites – calm and controlled or uncontrolled and stressful
- Better management information for informed decision making



Opportunities and Challenges

Digital Services



Opportunities and Challenges

Agile / Home working

Has Covid-19 provided an opportunity to look at how and why we work the way we do?

- Investment in support infrastructure
- Acceleration of remote cloud based solutions and support software like Office 365
- Digitalisation of services to support agile working
- Paperless working
- Collaboration between Local Authorities on best practice and procurement





Managing remote workers for the 1st time?

Build good habits now that will make you a better manager back in the office!

RISK:



OPPORTUNITY:

I have an important role to:

- clearly communicate vision & tasks
- offer advice & support
- get to know people: issues, development, goals
- give trust
- have supportive conversations
- understand when things go wrong
- offer praise & recognition
- be a role model
- encourage healthy work-life balance
- encourage worker interaction



I feel:

- clear on my role
- supported enough but not smothered
- known & recognised
- empowered to get on but responsible to deliver
- I can have a cuppa and chat like I would in the office
- like my manager gets the difficulties of working remotely

What next?





Any Questions?



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