

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Customer and Digital Services: Cambridgeshire County Council and Peterborough City Council
REPORT AUTHOR:	Sue Grace: Director
REPORTING PERIOD:	25/05/2020 – 01/06/2020

KEY ACTIVITY HEADLINES (See separate Highlight report for Communications)

- Health and Safety – work on Risk Assessments has been undertaken across both Councils to ensure that office spaces that are still open are compliant with the Government advice on safe working practices. Advice for managers and staff has also been provided. The Health and Safety team, in partnership with Property Services, is now advising services on the re-opening of other locations, such as the Park and Ride sites in Cambridgeshire and the covered market in Peterborough in anticipation of the re-opening of our City centres.
- Test and Trace – work is underway on developing the local programme of activity to support the national Test and Trace that was launched on 28 May. This local activity includes expanding on the existing support we have across Cambridgeshire and Peterborough for the prevention and management of infectious disease through our Public Health team working in partnership with Public Health England's Health Protection team and the Environmental Health teams in our City and District Councils. We will also be offering support for people to self-isolate through the existing network of Community Hubs, if people do not have access to support through family, friends and neighbours. All of this work will be supported by a comprehensive communications plan to reinforce national messages and to let residents know what support is available if they need help.

RISKS / CHALLENGES (AND MITIGATION)

Key Risks

- Maintaining the resilience of IT services – mitigated through regular monitoring.
- Protecting against Cyberattack – mitigated through maintaining vigilance across the workforce and in IT and communications on good practice to protect against cyberattack.

Key Challenges

- Maintaining delivery of IT programmes and projects that are part of the IT Strategy for 2020.
- Maintaining connections between staff and their teams and keeping up morale as the lockdown continues.

WORKFORCE UPDATE

- Supporting staff who are working from home and those staff who are working on site such as IT support staff in the Octagon, Sand Martin House and the Town Hall and staff in the post room at Shire Hall.
- Ensuring line managers keep in touch with their teams including those individuals in high risk groups and those with symptoms.

FINANCIAL IMPACT (increase in costs / reduction in income)

- Ensuring all actual and anticipated costs are recorded on the C-19 Business Case documents in both councils and submitted to finance – costs are principally in IT and Emergency Planning.

RECOVERY ACTIVITY (plans being considered / future steps)

- IT – maintaining work on programmes and projects to ensure both councils are in a better place as we continue our Response, in some areas for the foreseeable future, alongside moving into Recovery.

- Customer Services – both Councils continue their work to support the re-introduction of services such as birth registrations and ‘small’ marriages, the Coroners’ office preparation for the re-introduction of inquests due to start from beginning of June, the Greater Cambridge Partnership resuming its activity, Education Services’ in-year schools admissions and the Household Recycling Centres’ new booking system.
- Information Governance – are picking up work on Freedom of Information Requests and Subject Access Requests.
- Emergency Planning – are supporting services across both Councils to review and update their business continuity plans as services consider their Recovery Plans in the current environment.

COMMUNICATIONS

- Maintaining regular communications with managers and their teams