COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Customer and Digital Services CCC and PCC
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KEY ACTIVITY HEADLINES (See separate Highlight report for Communications)

- Customer Services – both contact centres preparing for the opening of the Household Waste Recycling Centres.
- IT in Cambridgeshire County Council – Work continues on migrating the remaining sites from the previous supplier to the Eastnet supplier MLL, including migrating the hospital sites and the remaining schools. The first of two firewall migrations for the County Council took place on Sunday 10th May.
- Director Customer and Digital Services – has chaired the first meeting of the Local Resilience Forum's Track and Trace sub-group. It includes representatives from Public Health, Environmental Health, Trading Standards, the Clinical Commissioning Group, a data and system specialist from Huntingdonshire District Council, a member of Peterborough City Council's and Cambridgeshire County Council's joint Communications team and someone from the County Council's Transformation Team. The purpose of the group is to design a local system to meet the requirements of the national contract tracing programme.

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; communications on good practice to protect against cyberattack; introduction of an email alert banner to ensure staff think twice before opening an email from an external source. Over the last week both councils have seen increased instances of SPAM and there have been some phishing attacks on emails to staff and Councillors.

Key Challenges

- Maintaining delivery of priority IT programmes 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 few 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 key projects to ensure both councils are in a better place as we move into Recovery.
- Customer Services – are re-introducing functions. The Cambridgeshire contact centre, which supports Children's Services across both councils, is re-introducing some of its support services for

children and families; it is also preparing for the re-introduction of other services, such as birth registrations. Both councils are preparing for the opening of Household Waste Recycling Centres.

- Information Governance are starting to pick up work around Freedom of Information Requests and Subject Access Requests to avoid there being a backlog as services are stepped back up.

COMMUNICATIONS

- Maintaining regular communications with managers and their teams