

P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

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KEY ACTIVITY HEADLINES

Cambridgeshire Libraries

- Our digital offer continues to expand its readership. Our flagship lending app - RBDigital - has seen more than 2,000 new unique users since lockdown
- Twitter has become a key engagement tool with regular Twitter chats including author engagements; regular impressions have more than tripled the pre-lockdown average
- Our first local author storytime, organised by the library staff behind Linton Village Literacy Festival reached more than 3.4k people thanks to being widely shared in the community
- The Partnerships, Projects and Funding Team-led 'The Library Presents In Your House' programme is now in full swing, with 19 projects, and 52 different 'events', all funded through Arts Council grant. Half term events all featured on our website at www.cambridgeshire.gov.uk/arts and include: Discover Arts Award Digitally with the University of Cambridge Museums; Scoop Magic - Live in Your Living Room; and The Quarantine Quilt

Cambridgeshire Skills

- Cambridgeshire Skills launched its first [Online Brochure](#) this week and are currently marketing this to past and present students, our partners and through our social media channels
- City and Guilds have announced that qualification results will be issued on a calculated grade. This means that many of our cohort **will** receive an achievement during 19/20

City College Peterborough

- Study Programmes will be reopening to all learners from 1 June. To date, there has been a limited uptake from learners, parents and carers. The blended curriculum plan will ensure that all learners remain engaged

Prevention and Enforcement Services (PES) – Peterborough-only:

- The service is involved with the planning to achieve a safe and smooth reopening of the city centre in Peterborough
- Officers have been involved in collecting and distributing food as part of the Bright Ribbon Campaign as well as promoting the campaign to other parishes
- The service is receiving an increasing number of calls relating to ASB from both the public and councillors. Redeployed staff have been returned to the service to enable this demand to be met

Regulatory Services

- There has been an increase in the number of reports of fake and non-compliant PPE. This includes false certification and incorrectly advertised masks which claim compliance with legislation. Officers are currently investigating a consignment of hand sanitiser imported by a Suffolk Importer into Cambridgeshire
- A regular reputable supplier of masks has now been established for Adult Social Care, meaning staff can quickly access the necessary PPE to ensure they can carry out their work safely
- As part of plans to further ease lockdown, non-essential retail businesses can open from 15 June. There is expected to be an increase in reports from both employees who are not satisfied with the working conditions as well as customers who feel the environment in store is not safe
- Work has begun to consider and plan for how Peterborough City Centre can safely accommodate increased visitor numbers once shops reopen. Regulatory Services will be providing support to businesses on the interpretation of Government guidance

- Officers in Environmental Health have been advising B&M stores with regards to their social distancing measures applied across their UK stores after a number of complaints were received
- The Office for Product Safety and Standards have written to Local Authority Chief Executives to express their thanks for the way in which Officers have helped implement Government policy, in particular the way they “stepped up, at short notice to work with the business community to ensure that they understood and complied with the restrictions” . Officers have been submitting daily monitoring returns with details of enforcement activities which OPPS say “has been invaluable during the past weeks”
- National ‘Test and Trace’ has now been launched. This encourages those with symptoms to get tested and, if positive those they have been in contact with will be alerted. Environmental Health will be supporting Public Health locally in the management of complex cases

RISKS / CHALLENGES (AND MITIGATION)

Prevention and Enforcement Services (PES) – Peterborough-only:

- Fly Tipping continues to be a challenge. We have received officers back from redeployment to increase capacity to investigate
- A full risk assessment process is underway to determine how we can safely reopen the City Market

WORKFORCE UPDATE

Counting Every Adult

- 6 new ‘housing first’ officers have been recruited in recent weeks using funding from the Office of the Police and Crime Commissioner

CCTV (Peterborough and Fenland only)

- Recruitment is ongoing for a vacant CCTV operator post within the CCTV team. The advert closed on the 22 May and we received 98 applications! These are currently being reviewed and shortlisted for interview

FINANCIAL IMPACT (increase in costs / reduction in income)

- The Coroner Service will incur additional costs when it can begin to hold inquests once again, and we will need to invest in additional assistant coroner capacity to help remove the increasing backlog of cases as quickly as possible
- Similarly, there will be a significant backlog of registrations and ceremonies to deal with in the Registration Service when the lockdown measures are lifted, and this will result in the need for additional staff capacity. The service is also experiencing a significant reduction in income
- Both Cambridgeshire Skills and Cambridgeshire Libraries rely on income generated through room hire and other services; in the current climate, this income is not being received
- We had planned to implement a restructure of our Domestic Abuse service as a result of a Government grant ending. However, to ensure we maintain sufficient capacity to support people affected by domestic abuse, the restructure is being delayed, leading to a possible service overspend

RECOVERY ACTIVITY (plans being considered / future steps)

- Recovery for all the service directorate’s services will build on the positive features of the new ways we are currently working, which in turn, build on the Think Communities principles that have been well established
- Although not expected to reopen until 4.7.20 at the earliest, we are considering how the Cambridgeshire Libraries service can resume safely. We are close to completing the rollout of new PC’s to libraries so they can re-open with new equipment
- Recovery plans and risk assessments have been produced for the return of staff and small groups of 16-19 and high needs learners to the John Mansfield Campus

- The National Archives have now sent detailed guidance to our service as well as information about how they themselves will operate post-lockdown; we are feeding this into our own planning
- A new pathway is being developed for medium risk domestic abuse referrals, to be piloted in June. Medium risk crimes with consent will be referred to Refuge
- With regards to Registration Services there has been no confirmation as yet from Government on when ceremonies and birth registrations can recommence although regular meetings with the National Panel for Registration are continuing to discuss recovery

COMMUNICATIONS

Cambridgeshire Skills

- Cambridgeshire Skills launched its first [Online Brochure](#) this week, referred to above

City College Peterborough

- Phoenix, one of our partner companies, have produced a case study about digital inclusion and this has resulted in a nomination into the international Microsoft awards for the following areas:
 - UK Partner of the Year
 - Surface PC Award
 - Diversity & Inclusion Changemaker

The link to the video showcasing the work is at <https://youtu.be/33ydg5rgNWw>