

SERVICE HIGHLIGHT REPORT – COVID-19 AND KEY SERVICE UPDATES

SERVICE AREAS:	BID Directorate (Business Intelligence, Transformation, Commercial, Impact and Recovery)
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REPORTING PERIOD:	December 2020/January 2021
LOCAL AUTHORITY:	Cambridgeshire County Council and Peterborough City Council

Part 1 - COVID-19

NEW GUIDANCE AND IMPACT

As outlined below, new guidance and government support has been announced in conjunction with the implementation of the new national lockdown. Assessment of the impact of this guidance is currently underway.

NEW CHALLENGES AND ACTIVITY

Work has started in response to the Government announcement of a full national lockdown on 4th January 2021, implementing amendments following the Tier 3 and 4 policy changes for the County that happened in December 2020. Assessment of the impact on workforce and change and transformation programmes is underway to ensure the continuation of business critical activity continues.

Business Intelligence

- We are dealing with ad hoc requests to support the vaccination rollout, for example the mapping of GP surgeries and care home locations to support route planning and GP engagement activity
- We are supporting Public Health colleagues with the creation of new dashboards and analysis to support COVID 19 surveillance work for the Outbreak Management Team and Health Protection Board
- We are analysing and reporting on the impact of Christmas and the third lockdown on road traffic and other transport movements.

RECOVERY ACTIVITIES

BID teams continue to support COVID response and recovery across several work stream including: Intelligence Cell and data support to the system and gold groups, safe use of office buildings, Local Outbreak Plan, recovery and resilience projects in adults and education, managing and mitigating impacts on change and savings programmes. BID Director chairs monthly recovery meetings and links to the Local Resilience Forum recovery groups.

We are working with H&S and HR colleagues to understand the SAGE guidance relating to the new variant, to agree and implement any changes for our staff working in offices during this third lockdown period.

DECISIONS MADE SINCE LAST REPORTING PERIOD

Commercial (CCC) - The phasing of the final £5.5m investment into our Multi Class Credit fund asset has been delayed from November. The first quarter performance of the initial £14.5m investment made in September has been positive despite COVID (with a positive return plus capital appreciation) but with another lockdown we are taking the opportunity to review performance after the second full quarter. Our Treasury advisers LINK are actively monitoring this investment.

WORKFORCE CHALLENGES

Workforce support and wellbeing is a high priority for the Directorate Management Team. All staff will be supported to balance individual work and home life demands during this period, including those with caring and home-schooling responsibilities and health requirements.

Clinical Extremely Vulnerable and Clinically Vulnerable staff are all working from home and risk assessments are reviewed regularly.

School closures have meant that a number of staff members are having to incorporate home-schooling into their working day. Managers are working with the individuals affected to minimise the impact on service delivery.

Around a third of the Directorate capacity is deployed on COVID related activity.

5 team members seconded to Co-ordination Hub until 2022, 1 member of the team re-deployed to the Co-ordination Hub to support work around vaccinations and community response has been extended until the beginning of February 2021.

COMMUNICATIONS

There are regular communications across all areas of the directorate ensure that all staff are kept aware of current developments.

Part 2 – BUSINESS AS USUAL ACTIVITY

KEY SERVICE UPDATES – INTERNAL / EXTERNAL

Business Intelligence - Work is continuing on the Power BI Premium project – we are on track for launch of children’s services dashboards in PCC and CCC in January, replacing the existing systems

- Planning work for the SEN2 statutory return has begun which is due for submission to the DfE in February.
- Following the completion of the older people’s accommodation needs analysis work last month we have taken on a complementary piece focussed on the utilisation of older peoples care suits as an alternative to long-term residential care.
- We have been engaged by the Commissioning directorate to support with an accommodation needs assessment focused on the adults with a learning disability which is due for completion in the summer.
- Following member feedback, we have reviewed and updated the format of the quarterly corporate performance report ahead of the January committee meeting.
- A review of the P&E corporate performance indicators is underway to ensure they remain fit for purpose and aligned with corporate and service priorities
- The Business Plan consultation has been completed. We’ve agreed a final report with the contractor and are in the process of communicating results.

Commercial (CCC) - The ‘Cambridgeshire Pound’, a gamified e-learning modular programme focused on bringing a foundation level of commercial and business-like acumen across our workforce, is ready for launch across the organisation. As there were limited options in the market place for a concise e-learning package to help an organisation such as a local authority to bring more commercial knowledge to it’s workforce, our programme was developed largely in-house. We are now duplicating this into a generic version called ‘The Council Pound’ and have interest from fifteen other LAs registered to purchase. We anticipate being able to sell externally in March 2021.

Adults Positive Challenge Programme (APCP) - the new strain of Covid is reportedly having a greater impact on the system than the first wave. This will impact on some of the APCP work as staff availability to attend planned workshops will be limited. We have rescheduled some of the APCP steering group meetings to next month given the pressures on operational teams as they deal with the demands around hospital discharge, supporting care homes with increasing outbreaks and deaths, working through the impact of day service closures and ensuring priority for vaccinations is given to care homes.

SEND - some of the SEND Recovery work programme has been affected by the national lockdown, with work paused for the first two weeks of January while service capacity is focused on the immediate activity required to respond to the lockdown, school closures and provision for vulnerable children and the children of key workers. There is significant tension across the system and the Local Authority is at the time of writing waiting for guidance from the DfE. The Statutory Assessment Team is experiencing a high volume of calls from parents. Work is in progress on

communication with parents, including a letter to parents and information on the Local Offer site. The 30 day SEND District Team consultation has been launched as scheduled.

EU Exit - the United Kingdom has left the European Union, with new rules in place after the transition period ended on 31/12/20. Implications of this change continue to be monitored by a cross-directorate EU Exit action group with service representatives'/risk owners from CCC and PCC, chaired by the BID Director, and linked closely with the Local Resilience Forum through the Emergency Planning Team. The group meets regularly and maintains a risk register to track relevant risks and mitigations, which include impacts on recruitment and commissioning in the care sector, supply chain resilience, data protection, and the EU Settlement Scheme, among other issues.

Equalities and Diversity - the next Wellbeing Hour will take place on Tuesday 26th January with author and psychotherapist Lola Jaye. The session entitled "Why Race Matters when it Comes Mental Health", discussing the effects of racial trauma, microaggressions, systemic racism and social media on mental health and how to be effective allies.

Cambs 2020 (CCC) - In light of the new Covid restrictions, a revised plan is being put in place for the clearance of the Shire Hall site and moves to different locations across the County to ensure the safety of staff and compliance with current guidance.

FINANCIAL ISSUES

BID teams are working closely with Finance in both councils to forecast and monitor impact on the budget from increased demand and shortfalls in income.

In CCC, the public consultation on Council Tax proposals has been completed and the results are being analysed.

PERFORMANCE ACTIVITIES AND CHALLENGES

Capacity impacted by sickness, redeployment and vacancies. Re-organisation of the Directorate into new functional areas will provide an opportunity to refocus support to ensure continued delivery against priorities in both Councils.

POSTIVE NEWS STORIES

The design and insights team has been successful in applying to participate in the Local Government Association's Behavioural Insights programme for 2021. As a result the Council has been awarded £20,000 in funding by the LGA. This funding will be used to carry out a behavioural insights trial focused on preventing hate crime and hate incidents within Cambridgeshire and Peterborough. This project will take place until March 2022 and will be carried out in partnership with the Community and Partnerships Directorate and Cambridgeshire Constabulary. This funding provides a significant opportunity to potentially extend the impact of existing council work in this area and deliver on strategic aims around both community cohesion and the Prevent agenda.

CCC - In December, officers and members began working with Cambridge University United Nations Association (CUUNA) to address policy challenges related to the Sustainable Development Goals (SDGs). Researchers from the CUUNA Social Team selected the following research question: "What should CCC's policy be to address the social, economic and financial impact of Covid 19 on people with protected characteristics and/or other historically excluded groups, and to those with

overlapping and interdependent forms of disadvantage?”. This project will run until March/April 2021.