

## **Resources COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT**

<b>SERVICE AREA:</b>	Resources
<b>REPORT AUTHOR:</b>	Chris Malyon
<b>REPORTING PERIOD:</b>	Up to 10 <sup>th</sup> April (third report)

### **KEY ACTIVITY HEADLINES**

#### **Professional Finance**

- Closedown work continues – some initial challenges with ERP now dealt with
- Business cases to support Covid 19 financial projections being developed/finalised
- Weekly financial summary presented - £2m more demand than resources
- Impact on BP 21/22 being assessed
- Cash flow projections regularly updated

#### **Accounts Payable**

- Payment runs completed successfully
- MK paying all suppliers as soon as invoices authorised
- NCC and CCC currently paying on supplier terms
- Continue at BAU
- Daily spend reports continue
- At BAU

#### **Income**

- At BAU
- Unallocated income in good position, 227 items, totalling £185k, however it should be noted the volume income items being received has not decreased.
- All reconciliations completed
- Unapplied income reduced by 10% in volume

#### **Client Funds**

- Post heavy due to April increases, and this will continue until financial reassessments received
- CCC new appointee fee implemented and users notified
- Deputy fee charging run this week as expected
- Year-end reconciliations completed

#### **Financial Assessments**

- Uplift progressing, agreed with all parties to go live on 19<sup>th</sup> April
- Business as usual continues with all staff remotely working
- New Ops Manager is settling in well and already identifying areas for improvement.

#### **Health, Safety & Wellbeing**

- 3 Wellbeing Get Sets available on LGSS Direct [HSW Get Set page](#) in support of the new Health & Wellbeing Portal.
- Health & Safety FAQ's added to General Coronavirus FAQ's
- A HSW Adviser continues to support P&C with the distribution of PPE.
- HSW BP attends weekly Health & Wellbeing meeting assisting with messages for staff

#### **Audit**

- Developing a governance framework to manage the risks of PPN 02/20 – including communication 'strategy' and guidance notes for use at key decision stages. Should be essentially complete by COP today. Awaiting feedback from CM regarding CEX and Leader views.

- Finished the work around developing a consistent 'daily spend' audit methodology. This will commence next Tuesday and will result in daily report to S151 Officer in line with the agreement and discussions between Duncan W (MK) and Chris M.
- Reviewing the 'less than best' arrangements in rents from EYC.
- Finishing off 19/20 year end opinion reporting, including draft AGS.

#### **Insurance**

- Supporting work for enablement of Temp Mortuary at Marshall's (Airside liability, advice ref MV cover for transit etc) plus support with similar scenarios for NCC and MKC
- Completion of year end close down
- Claims management BAU (increase in number of claim decisions being challenged by public – time on their hands?)
- Ongoing advice and support to schools with issues over trip cancellations

#### **Debt**

- Team is functioning BAU remotely working
- Year End Write Offs were processed in P12
- Post and cheques are being processed
- Unapplied Income continues to be worked on
- Corporate and some Commercial debt is being actively worked
- Year End debt reports are being worked on

#### **Business Systems**

- The service (shared with Northamptonshire County and Milton Keynes Councils, also supporting other LGSS customers) is currently operating at 100% of planned availability. All staff are working remotely and operating to business as usual service levels.
- Business Systems Teams are deemed business critical as they support ERP, Bacs Bureau and other systems critical to the operation of support services including Accounts Payable, Income Processing and HR Payroll.
- Current service priorities are around the financial year closedown and payroll tax year end activities.

#### **IT**

- 1 - Standing up BH cover for IT
- 2 - Soft phones for contact centre staff to manage call centre
- 3 - Pushing out software over the VPN

#### **L&D**

- Social Care - Delivering face to face emergency social care training at Stanton House and Hereward Hall with some PPE equipment and reduced group numbers. Still presents infection control risks (see below details)
- PPE Changes – Government changes in PPE guidance at the end of last week regarding face masks has meant updates to training materials
- Social Care online - Transitioning key emergency social care content into digital online delivery.
- Cambs 2020 - Transitioning Cambs 2020 Change Champions and Manager training and support into digital online delivery
- Wellbeing – curating content and building e-learning resources - feeding into the arrangements for daily Health & Wellbeing messages for staff both working at home and frontline
- Course Cancellations – All f2f CCC courses scheduled to run up to 15/5/20 have been cancelled – with the exception of emergency training still running in Suite 1 Stanton House
- Stanton House Coordination Hub - all courses scheduled to run from Stanton House upto the end of August require new venues booking - will review this monthly pending the current status of Covid19.

#### **Property**

- Operational Buildings reviewed – closure programme actioned
- Discussions, in conjunction with Emergency planning teams; have concluded lease for warehousing space for dried food storage and distribution to rural communities, this is now clean, has racking

and is operational; Marshalls site for emergency body storage facilities has been secured and fit out is underway.

- Seeking to lease in hotel / other facility to accommodate people currently in hospitals / other medical facilities who could be moved to free up hospital space to support COVID-19 patients, or for key workers – being delivered by Commissioning teams and looking at IBIS Hotel at Cambridge Railway Station.

## **RISKS / CHALLENGES (AND MITIGATION)**

### **Client Funds**

- Challenges with some retail purchases due to Covid-19 restrictions in the retail industry. To mitigate we are spending time on the phone to ensure we can order products required

### **HSW**

- Supporting workforce whilst homeworking
- DSE related musculoskeletal issues whilst staff work from home. The HSW Team can be available to skype call to carry out advanced assessment for recommendations. Comms to go out shortly.

### **Audit**

- Challenges: Trying to move forward the pieces of work and keeping stakeholders engaged without being too 'pushy'.
- Risk: contract managers may increasingly go rogue and that CCC is not seen to be pro-active in implementing PPN 02/20.
- Mitigation: get the best draft we can and encourage commencing and tweaking controls as we go along. If we can CAPTURE all spend under this notice then we have a good chance of reducing risk significantly.

### **Debt**

- Invoicing for Adult Social Care catch up for the 16/2 – 14/03 we are anticipating an increase on incoming calls
- Working with Financial Assessments and the Adult Finance Team to plan signposting as a result of the charging uplift letter going out w/c 20<sup>th</sup> April

### **Business Systems**

- Staff availability – Business Continuity Plans are in place and up to date. The service has a good degree of cross-training and critical tasks identified and documented - so that in the event of staff availability issues, development and project work will be paused and more technical resources reprioritised to maintain critical functions.
- Banking contract change – the service is currently project managing this change and in Business Systems, is a key part of its delivery for required system changes. Availability of other key stakeholders may also affect the delivery of this project. The SRO is Tom Kelly, Head of Finance and the project is being closely monitored.

### **IT**

- 1 - Spreading the service too thinly - Ensuring we have sufficient staff to cover peak periods.
- Managing essential maintenance (usually done on Sundays) – Highlight and minimise system interruptions
- 2 - Ensure users broadband will provide sufficient bandwidth for phone calls
- 3 - Fully Manage devices over the VPN without overloading the network

### **L&D**

**Social Care** - Delivering Face to face Emergency Social Care training at Stanton House.

- **Risks** - this presents a risk to the L&D trainers and the delegates because of social distancing and the demonstration part of the learning especially in the Moving and Handling part of the training. The group numbers have been reduced from 16 to 9 at Stanton and to 6 at Hereward Hall and masks will be available from next week. Gloves and sanitiser are being already used.

- **Proposed mitigation yet to be agreed by CCC** - the potential alternative solution of using training videos, webinars and other e-learning resources has been suggested a few times to the service but as of yet no take up. Although the service has agreed for the Basic Life Support to move to remote learning thus reducing the face to face Emergency Social Care course from 1 day to half a day. Remote learning for all of the Emergency Social Care training has proved to be beneficial elsewhere especially in getting double the amount of carers trained, namely 95 e-learning trained learners as opposed to 47 face to face trained learners, ready to care in a week whilst removing the contact and social distancing risks training rooms present us with.

**Digital Delivery** - limited L&D digital resource / capacity with the required digital skills sets, to support the current high volumes of content transitioning to online delivery methods (elearning, online resources, webinars)

- **Risks** - there will be a delay in the delivery of priority work (social care)
- **Mitigation** -
  1. prioritisation process in place led by L&D Management team, reviewed/updated daily
  2. delivering internal training for L&D staff, to develop digital literacy skills and build capacity to deliver resources required.

#### **Property**

- Delay to the construction of new HQ – potential compensation claims
- Delay to the disposal of Shire Hall and associated financial implications and implications for SPOKES dependencies as a result of the decant operation (key risk handing back Babbage House and relocating staff in May – Babbage Staff are moving into the Octagon taking desks from those relocating to new Papworth Building, which needs to be made ready and is dependent on availability of supply chain)
- Concluding buildings suitable for emergency planning measures prior to the anticipated peak and allowing for appropriate mechanism for costs to be shared with PCC
- Challenges to financial plans as a result of rents deferrals from commercial tenants and tenant farmers

### **WORKFORCE**

#### **Payables**

- No sickness
- All staff working remotely, one officer collects post twice a week and scans in any invoices
- 1 vacancy – will evaluate in June if we need to recruit to post
- No staff self-isolating due to underlying health conditions

#### **Income**

- No sickness
- Two new starters on 8 April, both attended office on the 8<sup>th</sup> April for laptop handover and some basic training. Online training to commence
- Continue to utilise audit resource, which is supporting the overall improvement in the team
- All staff working remotely, office presence once a week to collect and action any post (primarily cheques and bank mandates)

#### **Client Funds**

- 1 off sick ( Not Covid-19 related) – expected to be long term sickness
- New Starter – still awaiting on DBS – as employee is NCC investigating if can transfer DBS over to CCC

#### **Financial Assessments**

- No sickness
- 3 self-isolating – 2 due to underlying medical conditions, 1 due to Pregnancy. All staff are working remotely – office presence to pick up post at Shire Hall
- One staff member's details have been submitted to the HUB
- 1 new starter on 1<sup>st</sup> April – Laptop still not available, awaiting IT access
- Still waiting on pre-employment checks for other new starter
- New TL post – Jo to contact applicants, interviews w/c 20<sup>th</sup> April

- Recruitment of the 8 new financial assessment officers is deferred

## HSW

All 6 team members are set up to be able to work from home.

- 1 member of team (HSW Adviser) self-isolating to her medical condition
- 1 member of team (HSW Adviser) self-isolating for 14 days as at 02/04/20 due to her partner experiencing symptoms of covid-19.
- 1 member of the team (Technical Support officer) will be on annual leave over the Easter period.

Those names of team members that are not seen as critical workers have been forwarded to the Hub. This leaves a HSW BP and 2 HSW Advisers supporting the LA.

HSW BP mobile phone will be on all weekend if needed 0778 939 7291

## Audit

- 2 now seconded to the Income team
- 1 seconded to Addenbrookes

## Insurance

- All CCC staff working remotely
- Across service 1 FTE sick (non Covid related)

## Debt

- No sickness
- 1 team member is in Bangladeshi and waiting for a UK charter flight and should return to work on the 16<sup>th</sup> April
- All staff working remotely, office presence once a week to collect and action any post
- All team have access to the hunt group taking inbound and making outbound calls
- 1 team member assisting the Adult Finance Team raising manual invoices

## Business Systems

The service currently has 100% of planned staff availability. All staff are working remotely.

## L&D

### CCC L&D - 39

Not unwell (no symptoms)	25
Shielding or vulnerable - no symptoms	11
Symptoms and ill / not working - absence	1
WFH as household member is shielding	1
WFH as household member is vulnerable	1

## Property

All Estates Staff are working remotely, critical FM & Property compliance staff are working from Shire Hall or travelling between sites (4 in total). All other FM and Property compliance staff are working remotely.

## FINANCIAL IMPACT

### Financial Assessments

- Impact of not delaying charging policy to be calculated (Stephen Howarth)

### IT

- 1 - Extending the ON CALL provision and associated costs.
- 2 - 90 day trial on call centre software
- 3 - No cost

**L&D**

- **Reduced Income**
- **PVI Sector Training Income** – reduction in income from PVI training provision
- **University and Skills for Care** – reduction in placements and ASYE funding
- **Apprenticeships** – reduction in levy draw down due to pause in some Apprenticeships

**Property**

The Council has put in place a process to ensure that all costs attributable to COVID-19 are captured properly and properly recorded. Short term cash flow not an issue but current projects showing that Government funding will not meet the additional costs/shortfalls in income that are projected.

As with other Councils, the significant issues for the Council at the moment are:

- Ensuring that there are adequate resources to make the required payments in the medium term
- Significant risks around:
  - Loss of commercial and other income
  - Increases in demand for services
  - Delivery of base budget savings as resources are re-directed to support the Hub

**COMMUNICATIONS****HSW**

- H&S questions added to FAQ list.

**Audit**

- Team Skype each morning

**IT**

- 1 - Updated information being disseminated to provide guidance on using the services out of hour and what is covered.
- 2 - Updated guide on softphones
- 3 - Should not require comms

**L&D**

- There have been updates this week on :
  - Return to Work eform
  - Business Use Car Insurance
  - Office Equipment register form
  - Mental Health & Wellbeing – support lines & working remotely (daily messages planned)
  - Email Do's & Don't's

**Property**

- Commercial tenants regarding rents
- Rural tenants
- Property represented at Silver Taskforce Group