

BID Directorate CCC COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Business Intelligence
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KEY ACTIVITY HEADLINES

The Business Intelligence Team is supporting a number of critical information and data issues in response to Covid-19. This week, activity has included:

- Answering a range of queries from services in education, children's and adults
- Continued work on the schools survey analysis – extended in response to requests for further analysis
- Support for PCC reablement with scheduling
- HR reporting for PCC
- Continued work on modelling capacity and demand with system
- Worked on system wide management and sharing of information about vulnerable and shielded people
- Started work analysing changes in traffic and movement around County
- Started work on compiling Adult Social Care capacity and workforce data across operations and commissioning for the SCG daily reports

RISKS / CHALLENGES (AND MITIGATION)

- The pace of modelling work for social care and community healthcare. This is reliant upon a core set of assumptions about discharges from the CCG, clear pathways agreed by the system via SPA, and engagement by CPFT – we are working through these assumptions with Intelligence Cell.
- SPA information – there isn't one system for recording information about people being discharged from hospital as processes are all set up for patients to be either health or social care, but the new process requires everyone to be grouped together. Therefore the SPA is reliant on spreadsheets, for which the data collection and management processes are resource-intensive and raise risk of error. A working group with representatives from the CCG, the CPFT and the Local Authority is attempting to resolve these issues.
- Work is needed on supporting the Hub with a CRM (customer relationship management) system and the process for managing multiple lists of vulnerable people. We are working solely with the Hub (Peter Gell) to coordinate with processes in Hub and also working with IT (Chris Stromberg) to identify a CRM solution.

WORKFORCE UPDATE

- Around 40% of team is working on Covid-19 related requests
- Remainder working on business critical issues
- No staff showing symptoms or absent due to sickness
- All staff WFH
- Some staff needing to work flexible hours to fit around caring responsibilities in isolation

FINANCIAL IMPACT (increase in costs / reduction in income)

- Anticipating potential expenditure for software (Power BI Premium) to deploy vulnerable people's list to district hubs in controlled and managed way; related expenditure possible on CRM system to support Coordination Hub contact activity
- Risks to income being managed currently through careful deployment of staff on priorities

RECOVERY ACTIVITY (plans being considered / future steps)

- Analysis of traffic / travel data

- Requirement for Analysis of economic impact anticipated – but at this stage discussions have highlighted the need to focus on immediate action for businesses

COMMUNICATIONS