

Resources COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Resources
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REPORTING PERIOD:	Up to 17 th April

KEY ACTIVITY HEADLINES

Audit

- Awaiting comments/direction on suggested governance framework to manage the risks of PPN 02/20. Shared with CM, PC, TK and SC.
- Working to Amanda A on the COVID 19 'Internal' RR – report to JMT. Significant piece of work.
- First report to S151/CEX on daily spend due this evening. Expecting that feedback will challenge and influence future reports.
- Reviewing the 'less than best' arrangements in rents from EYC. This should be finished early next week and assurances given.
- Finishing off 19/20 year end opinion reporting, including draft AGS.

Health, Safety and Wellbeing

- Induction of redeployed staff by managers
- Health & Safety FAQ's (Risk Assessment & Computer setup at home advice) to be 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

Property

- Operational Buildings reviewed – closure programme actioned
- Discussions, in conjunction with Emergency planning teams; Marshalls Body Storage site now ready for operations and has been handed over. Security in place from 17/4. Additional warehousing space has been identified and compliance checks are underway; Ibis Hotel Accommodation is still with Commissioning Team to progress.
- SPOKES work still continuing to enable Papworth Building to open on time which frees up staff in the Octagon to relocate which enables staff in Babbage House to relocate to Octagon and lease can then be surrendered at Babbage House (currently occupied at £33K per month)

Accounts Payable

- Payment runs completed successfully
- MK paying all suppliers as soon as invoices authorised
- NCC and CCC currently paying on supplier terms
- Increasing number of CHAPs from NCC – inappropriate use of CHAPs raised by AP and audit
- Team continue at BAU
- Daily spend reports continue
- Responses received from suppliers for the bank detail verification software to support the business case

Income

- At BAU
- No issues to report

Client Funds

- Post heavy due to water bills, council tax bills, Housing benefit notices and DWP April increases, this will continue also with financial reassessments expected.
- Charging quarter run for deputyship fees due to the council to 3.4.20
- BAU being maintained
- Needing to pay top up funds for small number of community based clients

Financial Assessments

- Uplift on track to go live w/c 19 April
- Business as usual continues with all staff remotely working
- New Ops Manager implementing stronger performance and productivity management framework

LGSS Business Systems & Change

- 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.

Learning & Development

- Social Care – Still delivering face to face emergency social care training at Stanton House and Hereward Hall despite LGSS and Skills for Care advice to undertake digital training only. Masks have now been supplied, to complement the gloves and sanitizer that have been in use. Reduced group numbers in training room, however still not compliant with 2m social distancing, the risks of which have been highlighted to the service.
- Social Care online - Transitioning key emergency social care content into digital online delivery, this is being developed pending a decision to switch to digital learning by the service.
- 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 were cancelled, proposing to cancel further two weeks training until the end of May in light of latest government guidance. Working on a reduced timetable of learning to be reintroduced from 1st June (if government guidance permits) Emergency care training is still running in Suite 1 Stanton House
- Stanton House Coordination Hub - all courses scheduled to run from Stanton House up to the end of August require new venues booking - will review this monthly pending the current status of Covid19.

Insurance

- Claims management & Underwriting BAU
- Preparation of data for CCC risk funding report
- Reduction in Covid related queries

Finance

- First MHCLG covid19 financial impact return submitted
- Pressures across CCC financial consequences from covid log have increased by around £7m due to a week ago (£4m to increase all ASC fees by 10% for 3months) and £3m to reflect decreased traffic management income) + wide range of smaller updated
- Overall unfunded pressure in 2020-21 approaching £10k
- Work on outturn 19/20 continuing: some improvement on Feb forecast of £0.5m forecast overspend appears likely.
- Integrated report submitted to GPC, including King's Dyke budget recommendation, and 3 bad debt write-offs requiring approval.
- This Land financing report submitted to C&I, including revisions reflecting external legal advice (best consideration) and impact/risks of coronavirus
- LGSS Law Ltd have reported their draft financial results for the year: a profit of £280k (last year loss of £1.1m), this is a very favourable and welcome turnaround under Debbie Carter-Hughes and Professor Stephen Mayson.

IT

- Setting up the IT for the Excess Deaths

RISKS / CHALLENGES (AND MITIGATION)

Audit

- No change from last week:
- 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: take to JMT with a view to 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.

Health, Safety and Wellbeing

- Supporting workforce whilst homeworking
- DSE related musculoskeletal issues whilst staff work from home.
- Lack of induction for redeployed staff. Advice provided to Lynsey Fulcher who is HR contact at the Hub.

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

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

LGSS Business Systems & Change

- 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.

Learning & Development

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. Masks, gloves and sanitiser being 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.

Finance

- Main team-wide challenge has been continuing posting / lag issues with ERP Gold: given timescales and review points are tight this is problematic for progressing workload. Relates to large batch transactions in other clients. To be further reviewed and escalated via Business Systems Board.
- Banking switchover setup: next key deliverable is BACS changeover system due by end of April
- External audit have presented additional fees (based on increased sector wide risks and regulatory requirements) of >£50k.... to be further considered and negotiated.

IT

- Covering all eventualities and staff groups/Setting up on site

WORKFORCE

Audit

- 2 colleagues seconded to the Income team
- 1 seconded to Addenbrooke's

Health, Safety and Wellbeing

- 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
- Those names of team members that are not seen as critical workers have been forwarded to the Hub.
- HSW BP and 1 HSW Adviser supporting the LA.

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.
- Non essential staff have been identified and details passed to the Hub for redeployment where appropriate.

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 commenced on 8 April, and working well to date
- 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 – DBS certificate number notifies waiting hard copy

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
- Laptop collected for new starter
- Still waiting on pre-employment checks for other new starter
- Advert to recruit additional 8 officers for charging policy to go out w/c 19 April for three weeks to enable time to consider a realistic start date due to Covid-19
- New Team Leader position interviews to be conducted w/c 19 April

LGSS Business Systems & Change

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

Learning & Development

Not unwell (no symptoms)	25
Shielding or vulnerable - no symptoms	11
Symptoms and ill / not working - absence	1
WFH as household member is shielding	2
WFH as household member is vulnerable	0

Redeployed staff to community hub - 3 made available this week, 9 planned to redeploy next week

Insurance

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

Finance

- Good availability. The team have been working flexibly and at peak capacity (as standard at this time of year) to progress year-end procedures.

IT

- ICT/Emergency Planning

FINANCIAL IMPACT

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

Financial Assessments

- Impact of not delaying charging policy is being reviewed

LGSS Business Systems & Change

- None expected

Learning & Development

- **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

Finance

- Overall unfunded pressure in 2020-21 approaching £10k
- Work on outturn 19/20 continuing: some improvement on Feb forecast of £0.5m forecast overspend appears likely.
- Upcoming analysis to include: savings arising due to coronavirus, longer term impact of pandemic: service need and economic risks
- Contributing to supplier relief governance setup

IT

New printer/scanner £400

COMMUNICATIONS**Health, Safety and Wellbeing**

- Risk Assessment advice
- The HSW Team are available to skype call to provide recommendations to staff temporarily working from home.

Property

- Commercial tenants regarding rents
- Rural tenants
- Staff communicated about building closures
- HDC regarding proposal to defer council tax instalments
- Property represented at Silver Taskforce Group

LGSS Business Systems & Change

- None required – service currently operating to business as usual service levels

Learning & Development

- Cascade of centrally provided comms messages.