

## RESOURCES COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

<b>SERVICE AREA:</b>	Resources
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<b>REPORTING PERIOD:</b>	Up to 26 <sup>th</sup> April

### KEY ACTIVITY HEADLINES

#### Accounts Payable

- Team operate at BAU
- Housekeeping tasks increasing
- Daily spend report review continue with audit

#### Income

- At BAU
- No issues to report

#### Client Funds

- Post continues to be quite heavy due to water bills, council tax bills, Housing benefit notices and DWP April increases etc
- Cash float replenished – allocated funds to community based client – PPE secured for home visit and interaction with client/ carers.
- BAU being maintained

#### Financial Assessments

- Uplift effective from 19/04 letters being sent out this week, 121 process and call guidance roll-out
- Business as usual continues with all staff remotely working
- New Ops Manager implementing stronger performance and productivity management framework

#### 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.

#### Debt Recovery

- Team is functioning BAU remotely working
- Post and cheques are being processed
- Unapplied Income continues to be worked on
- Corporate and some Commercial debt is being actively worked
- Residential and care in the community invoices up until the 14<sup>th</sup> March will be received by customers so we are anticipating an increase in calls
- Preparing for a potential increase in calls due to the charging uplift letter going out this week

#### 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, considering mothballing as indicators suggest existing facilities may cope with demand. Additional warehousing space has been identified and compliance checks complete, assets are concluding licence discussions; Hotel Accommodation is no longer required.

- Handover is beginning with Tony Cooper
- 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)

#### **L&D**

- Moving and Handling element of training moving to iLearn for remote learning awaiting sign off from service. Reducing face to face training.
- Infection control and personal care remain face to face training with reduced numbers of participants. However this presents a risk to compliance with social distancing which has been highlighted to the service.
- New requests for remote learning from Adults and Children's services captured and prioritised. L&D are working through in priority order.
- Cambs 2020 – Working closely with the programme team on a remote working plan, including resources on managing teams remotely, communicating remotely and keeping your team together, on schedule for 1<sup>st</sup> May.
- Ongoing work to support 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 31/05/2020 were cancelled, Working on a reduced timetable of learning to be reintroduced from 1<sup>st</sup> 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.

#### **Audit**

- Awaiting final comments/direction on governance framework to manage the risks of PPN 02/20.
- Working to Amanda A on the COVID 19 'Internal' RR – report to JMT. Significant piece of work but met all risk owners this week. Sent out the latest iteration to risk owners 24/4. We expect changes!
- First report to S151/CEX on daily spend on hold subject to logic tests – should be sent on Monday PM via DW at MK. There will need to be a conversation about the usefulness of the £20K and above spend annex. I am fully expecting that feedback will challenge and influence future reports and suggest the.
- Reviewing the 'less than best' arrangements in rents from EYC – draft written ready for review.
- Finishing off 19/20 year end opinion reporting, including draft AGS. Tasked to think about what should be covered in the Audit Plan for 20/21 BAU (later in year). Hoping to Link with Tom K and Chris M before sending views to MK (DW).

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

- Risk Assessments for all activities due to covid-19
- Guidance for managers in relation to reporting Coronavirus incidents.
- 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.

#### **Insurance**

- Claims management & Underwriting BAU
- Work ref Norwich JV repatriation
- Issues with school trip insurance cover for cancellation – reported to Jon Lewis
- Reduction in Covid related queries

#### **Finance Professional**

- Year-end management accounts finalised: £0.2m pressure (around 0.05% of budget) ... pleasing outcome in terms of meeting forecast and budget. Children's Services and Debt Financing had more favourable outcomes than expected, worsening position in traded services (Grafham Water & Cambridgeshire Music). Minimal impact of covid19 on 2019-20.

- GPC approved all 9 recommendations made with the integrated finance report, including bad debt write-offs and the King's Dyke scheme budget revisions, divided vote on A14 capital contribution
- Over the weekend the Secretary of State announced an additional £1.6bn for local government's response to the covid19 crisis: the local allocations are not yet known
- There has been a slight decrease in the pressures relating to covid19: we have revised downwards the expected *extra* costs of home to school transport, considering that this more a supplier relief than requiring additional capacity. Traffic management income estimates are also more refined to step downwards over a number of months.

#### IT

- Suspected COVID case in desktop team

### 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

#### 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.

#### Debt Recovery

- New full cost claims will have the new arrangement fee of £7.50 added to their invoices
- Next month's invoice run will cover the COVID-19 period so we need to anticipate the types of queries. Debt have agreed to dispute any invoices that are queried and forward to the Adult Finance Team

#### 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

#### 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. Masks, gloves and sanitiser being used.
- **Proposed mitigation awaiting sign off from CCC** – manual handling element moving to elearning will partially mitigate the risk. Risk still remain whilst some face to face training is being delivered.

**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 weekly
  2. delivering internal training for L&D staff, to develop digital literacy skills and build capacity to deliver resources required.

#### **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.

#### **HSW**

- Risk Assessments for new roles created due to Covid-19. HSW BP working with Hub regarding new roles risk assessments
- Review of current risk assessments to ensure that covid-19 is considered. HSW BP working with Hub and Silver Group to ensure all risk assessments for current roles and activities have been reviewed in light of covid-19.
- Supporting workforce whilst homeworking
- DSE related musculoskeletal issues whilst staff work from home.
- Lack of induction for redeployed staff.

#### **Finance Professional**

- Main team-wide challenge has been continuing posting / lag issues with ERP Gold: which has hampered throughout closedown. Escalated to business system board: issue identified but solution not and monitoring also difficult.
- NHS funding of covid19 discharge pressures: requires both local and national agreement, meaning there is an uncertainty and lag to actual Cashflow.
- Banking switchover setup: dependency upcoming requiring engagement with Schools ICT provider.

#### **IT**

- 72 Hr quarantines – setting up a more robust separation procedure and appointment for face to face activity to prevent build of staff. Reminding staff on the 2m rule.

### **WORKFORCE**

#### **Payables**

- No sickness
- All staff working remotely, one officer collects post twice a week and scans in any invoices
- 2 vacancies – 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)
- Anticipation that there will an increase in work processing deceased customers. Liam liaising with Debt

## **Client Funds**

- 1 off sick ( Not Covid-19 related) – expected to be long term sickness
- New Starter – to commence employment on 18.5.20

## **Financial Assessments**

- 1 team member sickness since 20/04 with COVID-19 symptoms, self-isolating at home, manager updating HR
- 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
- Discussions around advert to recruit additional 8 officers for charging policy to go out w/c 27<sup>th</sup> April for three weeks to enable time to consider a realistic start date due to Covid-19
- New Team Leader position internal interviews conducted with decision to be made by COB 24/04

## **Business Systems & Change**

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

## **Debt Recovery**

- No sickness
- 1 team member who was in Bangladesh has got a charter flight back to the UK aiming to start back at work on the 23<sup>rd</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

## **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.

## **Insurance**

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

## **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	2
WFH as household member is vulnerable	0

Redeployed staff to community hub - 2  
one supporting phone calls and one  
supporting homeless project.

Made available 9 for redeployment not  
offered yet, feedback is not currently  
required.

## **Audit**

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

**HSW**

- All 6 team members are set up to be able to work from home.
- HSW BP has volunteered to assist the Hub with H&S issues
- 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.

**Finance Professional**

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

**FINANCIAL IMPACT****Financial Assessments**

- Impact of not delaying charging policy is being reviewed

**Income**

- Using data from 19/20 income transactions received through suspense accounts, the figures received currently in April 2020 to suggest an estimated 17% drop in volume for Period 1 of 2020/21 which is due to the Covid-19 situation with libraries, on street parking, weddings etc reducing or stopping services and also the financial impact on the UK population.

**L&D**

- Reduced income as previously

**Finance Professional**

- See headlines section
- Awaiting issue of supplier relief guidance via JMT
- Finance:Transformation:BI conversations on initiating business planning process underway alongside, financial scenario planning for recovery from the pandemic.

**COMMUNICATIONS****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 – Phil Hill now representing

**HSW**

- Reporting coronavirus incidents
- H&S Risk Assessment guidance for managers in relation to Coronavirus