COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Customer and Digital Services CCC and PCC
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KEY ACTIVITY HEADLINES (See separate Highlight report for Communications)

- Emergency Planning – Additional mortuary provision is in place at Peterborough City Hospital and at Marshalls in Cambridge. Both sites are on standby should they be required to supplement the capacity in Hospitals and with Funeral Directors. A constructive meeting was held with Funeral Directors this week to provide information for them on Public Health guidance on handling the deceased; to explain how the PPE hub is working to support their needs; and to consult with them on the detail of the processes around the use of the additional mortuary provision. Emergency Planning colleagues, supported by Cambridgeshire County Council's Transformation team, are working with Police colleagues to finalise the processes and work instructions for the operation of the Marshalls site.
- Customer Services – Both Councils have settled into their new business as usual operating from home.
- Information Governance – Both Council's teams are working well. The Post Room team in Cambridgeshire is seeing less post, which is positive as we are encouraging staff to use email more. Work continues on Data Protection and Privacy Impact Assessments for the new IT tools we are introducing to support new ways of working.
- IT in Cambridgeshire – achieved a major milestone over last weekend when they migrated all the data centre networks from the previous supplier to the new Eastnet supplier MLL. There have been some teething problems over the week, which is to be expected given the complexity of this migration, these are being worked through. There are further improvements to be made to the network over the next few months, particularly with our Firewalls. Once this is all done the network capacity will be considerably improved. The improved reporting mechanisms available through the new supplier mean we can already monitor our system more effectively. Delivering this migration in the midst of Covid-19 is a tremendous achievement for the team and our supplier. During the week IT colleagues had to deal with concerns over the health of one of their team who had been working in the Octagon. All appropriate steps were taken with the support of Public Health and our facilities colleagues – a stark reminder of the challenging context we are all working in.
- IT in Peterborough – The team are settling into their new working pattern and calls to the Help Desk have settled down.
- IT joint working across both Councils – A key milestone achieved this week by both IT teams was the first Council meetings using Zoom. The IT teams have worked closely with Democratic Services colleagues to develop the use of this system so we can mitigate security risks alongside supporting Councillors and the public to use a system that works really well for this purpose. Work is underway to prepare Peterborough for its first Council meetings on Zoom. Testing is underway as the quality on Zoom diminishes when using a Chromebook. In anticipation the IT service is securing laptops for Councillors to use instead (some will use their own devices).
- IT joint working across both Councils – Another major milestone achieved this week was the synchronisation of some Cambridgeshire County Council identities into the shared Microsoft Office 365 tenancy. This technical success means work can continue on moving all Cambridgeshire identities over to this tenancy so that the County Council can, in the coming months, start to benefit from working within the Office 365 environment. More news on this to follow.
- Health and Safety Peterborough – the team in Peterborough are working with HR and Health and Safety in both Councils to review the Risk Assessments that have been put in place to support the new/revised roles and the new services we have developed during this emergency. The teams will identify where there are any gaps and will support services to work through the writing and the application of these Risk Assessments.

RISKS / CHALLENGES (AND MITIGATION)

Key Risks

- Maintaining the resilience of IT services – mitigated through regular monitoring.
- Protecting against Cyberattack – mitigated through maintaining vigilance across the workforce and in IT; communications on good practice to protect against cyberattack will be rolled out in the week of 27/4 along with the re-introduction of an email alert banner to ensure staff think twice before opening an email from an external source.

Key Challenges

- Continuing to work through the technology challenges of the news ways of working.
- Maintaining delivery of priority IT programmes.
- Maintaining connections between staff and their teams and keeping up morale.

WORKFORCE UPDATE

- Supporting staff who are working from home and those few staff who are working on site such as IT support staff in the Octagon, Sand Martin House and the Town Hall and staff in the post room at Shire Hall.
- Ensuring line managers keep in touch with their teams including those individuals in high risk groups and those with symptoms.

FINANCIAL IMPACT (increase in costs / reduction in income)

- Ensuring all actual and anticipated costs are recorded on the C-19 Business Case documents in both councils and submitted to finance – costs are principally in IT and Emergency Planning.

RECOVERY ACTIVITY (plans being considered / future steps)

- IT are assessing the impact/risks from Covid-19 on major projects – e.g. the Data Centre move from Shire Hall to Sand Martin House, the move to Office 365 in CCC, delivering proposed savings in PCC. The service is continuing with all these projects during the emergency so our Councils are in a better place operationally and financially as we come into Recovery.
- Customer Services are starting to look at Recovery thinking about which functions to re-introduce now they have a stable workforce and technical issues of home working are resolved. Areas under consideration in Cambridgeshire are support for Cafcass (Children and Family Court Advisory and Support Service), where the contact centre carries out information checks, and EHCP (Education, Health and Care Plans). Increasing this support for Children's Service will help to avoid/reduce pressure as services start to being brought back in.
- Information Governance are starting to pick up work around Freedom of Information Requests and Subject Access Requests to avoid there being a backlog as services are stepped back up.

COMMUNICATIONS

- Maintaining regular communications with managers and their teams