

P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

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| SERVICE AREA: | Communities and Partnerships Service Directorate |
| REPORT AUTHOR: | Adrian Chapman |
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KEY ACTIVITY HEADLINES

Cambridgeshire Libraries

- The service has significantly enhanced its digital service offer, and this continues to be well received with take-up increasing each week

Cambridgeshire Skills and City College Peterborough

- Educational packages have been developed for expanding our online offer to existing and new learners, including furloughed workers in at-risk sectors, and employability, retail and health and care sector skills
- 3 online courses have now been produced and will go to market from 4th May. A further 10 online courses have been identified as priority and will be available in the next month.
- Craft kits have been produced with donated materials for families in deprived areas or parents' shielding, and in Peterborough the College is preparing, cooking and delivering circa 200 meals daily to the homeless and isolated vulnerable residents
- We have received and sorted 30 crates of donated crafting materials to distribute to Cambridgeshire families. Distribution will commence from 11 May to our communities. In Peterborough, craft packs have been delivered to families, and an autism-focussed supported living provider in the city to support learning this week
- Welfare calls to our vulnerable learners are being made, alongside online counselling, and in Peterborough, meal deliveries for the most vulnerable young learners (16-25 year olds) are being made
- Some classes are continuing to be delivered directly via Skype and Teams
- Both the libraries and skills services are working on a joint project to support the hub in its Covid-19 shielded work by developing accessible educational, general interest and wellbeing activities for this target group. This will launch soon - more details to follow!

Domestic Abuse and Sexual Violent Services (DASV)

- There has been an anticipated increase in referrals into our domestic violence advocacy service of around 25% compared with the average weekly referral rate for 2019/20. Our services have been adapted to manage this increased demand, with all services remaining open and available
- Our proactive outreach services are also continuing as normal, and these have reported a small increase in referrals for male victims
- Cambridge Women's Aid have been developing a live webchat service that they will start trialling this week
- Refuges across the county have remained open and we are working closely with public health to ensure they are able to comply with social distancing measures and keep residents safe. Spaces are still becoming available
- Domestic abuse reports to the police have remained steady overall, with some increase in high risk referrals that has plateaued in the last week

Prevention and Enforcement Services (PES) – Peterborough-only:

- The majority of PES Officers are redeployed to undertake reassurance patrols around the hotels housing homeless individuals and support the delivery of urgent food supplies
- A proportion of staff are retained to ensure we have capacity to manage fly tipping investigations, urgent parking issues etc. Processes are now established to collect witness statements and recommence PACE interviews in relation to environmental crime (fly-tipping etc)
- Peterborough Market is largely closed aside from six food stalls and takeaways. Collaborative work is ongoing with the Business Rates Team to support market traders and ensure they are registered to claim against government scheme

CCTV – Peterborough and Fenland-only

- The 24/7 service has been maintained which includes delivery of all the key CCTV services
- This led to 224 incidents being recorded by the CCTV team in April and as a result 35 arrests being made by enforcement partners thanks to CCTV intervention and support
- The CCTV service responded to 231 out-of-hours calls for service during April 2020
- The CCTV team conducted 611 camera patrols during April highlighting the proactive approach by the team to identify community issues early and help make our public spaces safe

Regulatory Services

- Regulatory Services are providing advice to businesses to enable them to operate during current trading restrictions, as well as advising in relation to closure and social distancing requirements and have the powers to enforce business closures where necessary
- Food Hygiene Inspections have temporarily stopped, allowing the team to respond to urgent matters such as disease control, food poisoning and accidents and deaths in the workplace
- Safety leads are working to ensure PPE meets the necessary safety standards, as well as identifying sellers of fake PPE
- A process for checking whether Personal Protective Equipment (PPE) purchased for use in Adult Social Care meets the necessary standards has been implemented. This has already enabled much needed stock to reach care workers
- Environmental Health have served a Penalty Notice which prohibited a business from opening due to inadequate social distancing measures. Officers had previously advised the business to operate online or by telephone only offering face to face appointments when absolutely necessary. The business can continue to operate remotely while the notice is in place
- Statutory nuisance complaints are up 14% on last year since COVID-19, these predominantly relating to bonfires and loud music

Cambridgeshire Registration Service

- The Service continues to only register deaths and are considering how to ensure both staff and public will be protected once face to face appointments resume

Coroner Service

- The Coroner Service have been assisting with the planning for additional mortuary capacity, this now being in place
- Due to restrictions, the Coroner Service have only been able to hold inquests which can be carried out remotely
- New facilities to hold inquests are being explored in order to address the shortage of accommodation that will result once restrictions are lifted, and there is pressure to catch up on an inquest backlog

RISKS / CHALLENGES (AND MITIGATION)

- Increased demand within the domestic abuse service; the service had forecast this possibility and had reorganised its operations to manage effectively
- Flytipping in Peterborough's rural areas appears to be increasing; enforcement staff remain operational in order that evidence can be gathered for prosecution
- Provision of work for staff without portable IT (such as library staff); this group will be supporting a new service for shielded residents that provides additional support beyond food and medicines – further details to follow!
- Food hygiene inspections, installation of noise monitoring equipment, registrations and ceremonies, new driver applications for Taxis, criminal court listings and inquests requiring a jury have all temporarily been suspended. This will create an increased workload once business as usual resumes, leading to a staffing funding pressure. Plans for recovery will identify the best solutions to address the backlog once restrictions are removed and services which are currently suspended can start operating again
- There has been an increase in the number of businesses reported to be operating in breach of business closure regulations, as well as complaints relating to social distancing, with consumers often ignoring measures implemented by businesses. Officers are working with businesses to

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| <p>advise them of the current regulations and ways to improve compliance with social distancing measures</p> <ul style="list-style-type: none"> Cambridgeshire Registration Service and the Coroner Service have a shared space for ceremonies and inquests. With an increased demand expected for both services post-lockdown enquiries are being made to find an alternative location to carry out inquests, otherwise there will be limited opportunity to address the backlog |
| WORKFORCE UPDATE |
| <p>A significant number of service directorate staff are deployed into the hub or across other services. However, services that are required to continue are operating effectively.</p> |
| FINANCIAL IMPACT (increase in costs / reduction in income) |
| <p>DASV:</p> <ul style="list-style-type: none"> Increase in requests for funding to support victims to access safe accommodation – this is funded through a grant from MHCLG although is capped. This may lead to an additional pressure. <p>Cambridgeshire Libraries</p> <ul style="list-style-type: none"> Continued loss of all income approx. £42,750 per month Redistributing stock fund away from physical to electronic media with £55,000 spent in April Funds available from DCMS toward digital content of £1,000 <p>Cambridgeshire Skills</p> <ul style="list-style-type: none"> Grant income remains the same, ensuring stabilisation of skills delivery Room hire at March Community Centre will be impacted with a £50k reduction in income by the end of July 2020 Increased costs in subscribing to various online platforms/tools to develop quality resources (approx. £1,000 to date) <p>City College Peterborough</p> <ul style="list-style-type: none"> Loss of course fee income Catering enterprises not generating any funds but working at increased capacity Increased costs of transport for food deliveries and home visits <p>Coroner Service</p> <ul style="list-style-type: none"> There are higher post mortem costs due to COVID-19, and there will be the need to use more Assistant Coroner time to help with backlogs due to the limitation on inquests at present |
| RECOVERY ACTIVITY (plans being considered / future steps) |
| <p>Recovery for all the service directorate's services will build on the positive features of the new ways we are currently working, which in turn, build on the Think Communities principles that have been well established.</p> <p>A number of senior officers are linking into national groups to help inform Government response to regulatory sectors, and to inform our own recovery planning.</p> <p>Additionally, the library services is joining nationwide Libraries Connected strategy groups to help co-ordinate our library response, which will be focussed on delivery of the new vision agreed by Committee.</p> |
| COMMUNICATIONS |
| <p>Cambridgeshire Skills and City College Peterborough</p> <ul style="list-style-type: none"> Website and social media channels are fully up to date A Health and Care Sector Work Academy learner featured on national and local news programmes highlighting the challenges in the care sector <p>DASV:</p> <ul style="list-style-type: none"> Communications plan in place, aimed at raising awareness of domestic abuse and local support services The Police are distributing domestic abuse posters to all supermarkets and pharmacies |

- We have issued some joint communications with the OPCC and Police to highlight the first Stalking Protection Order in Cambridgeshire, supported by a DA worker
- Communications statement planned to highlight continued funding from the Home Office for Children Affected by Domestic Abuse of £406k, and emphasise the risks to children during lockdown

Regulatory Services

- Communications were shared on social media encouraging residents to report suspected fake PPE
- Trading Standards are in discussions with our communications team to decide how best to inform the public of the safe alternatives to loan sharks as there may be an increase in such services as redundancy and financial hardship increases