

RESOURCES COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Resources
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REPORTING PERIOD:	Up to 29 th May

KEY ACTIVITY HEADLINES

LGSS Business Systems & Change

- The service (shared with Northamptonshire County and Milton Keynes Councils, also supporting other LGSS customers) is currently operating at close to 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 activities, alongside the Systems Development Roadmap projects for 2020/21. Preparation for the first testing phase of a major project to upgrade the ERP Gold system and move it to a cloud hosting service is currently underway.

Procurement

- Working BAU 100% via LGSS Shared Service arrangement with all the team remote working.
- Interface with customers and projects continue with new procurements slowly picking up again.
- Continuing supporting the COVID-19 procurement requirements
- Continuing liaising with Regional and National government groups re COVID-19 Procurement issues.
- Working with Finance, Audit Transformation team re guidance from Government on Procurement and Supplier risks. New PPN04 imminent with regards to 2nd stage of supplier relief guidance.

Accounts Payable

- Team operate at BAU

Income

- At BAU

Client Funds

- Post continues to fluctuate but still being received. Staff continue to visit office for posting and scanning activities
- BAU is still being maintained remotely.

Financial Assessments

- Slight backlog but new Ops Manager is deploying overtime (covered within current budget due to vacancy lag)
- Business as usual continues with all staff remotely working, however assessments can take longer

Audit

1. PPN 02/20

- Remains at only three notifications. Amey has gone to Panel and Skanska is in progress. Still concerned that not all relief is being fed through the process – however difficult to identify where it has not unless it appears as a query in the daily spend work.

2. Capital Programme

- Significant piece of work to review end to end governance of P&E capital programme and also take 4 schemes for detailed review. Leader requiring weekly updates. Already identifying unexpected blockages, for example (at the moment) nobody in Finance or the

service is able to advise on what the *original* budget/estimate for schemes & projects were.

3. BAU

- Finishing off 19/20 year end opinion reporting, including draft AGS
- Further work on investigation type work is required urgently and this will be a significant resource impact in late May/June.

Insurance

- Claims management & Underwriting BAU

Health, Safety & Wellbeing

- HSW BP attending school Heads seminar meetings during week beginning 18th May.
- HSW Head of Service & HSW BP part of the Covid-19 Risk Assessment and Health and Safety in the Workplace Sub Group
- 3 HSW Advisers supporting Property Compliance completing Office Risk Assessment to ensure they are covid secure.
- Supporting and reviewing risk assessments in relation to activities affected by 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.
- HSW BP attends weekly Covid-19 Redeployment Planning meeting to assist with ensuring risk assessments are in place for all new roles created due to covid-19 and current risk assessments are suitable and sufficient
- HSW Team providing support to schools that are open.

Learning & Development

- Moving and Handling element of training now live on iLearn for emergency care training.
- Emergency care course, now on hold as agreed with service, due to lack of volunteers. 100 people completed training in the past month.
- Adults have requested reablement training for new starters and existing staff, a blended solution of face to face for Medication specifically and online for other topics. However the face to face element presents a risk to compliance with social distancing which has been highlighted to the service. This will include face to face moving and handling training. Online training went live, face to face dates going live in June.
- New requests for remote learning from Adults and Children's services captured and prioritised. L&D are working through in priority order.
- Additional requests expected next week from workforce strategy meetings.
- Cambs 2020 – All remote resources launched, monitoring usage. Currently working with Business Intelligence team to deliver 3 x virtual blended sessions to support imminent moves, focus on team culture, agile management competencies and performance management. Reviewing delivery model for future delivery options. Excellent feedback from virtual sessions.
- Ongoing work to support Wellbeing – curating content and building e-learning resources - feeding into the arrangements for regular 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 options for alternative delivery for summer course programme going live with reduced face to face and increased digital options from 1st June through to 31st August. Have consulted with customers regarding delivery options. Risk assessments for both the rooms and the course content will be carried out by course owners for any face to face delivery.

Property

- Operational Buildings – Office COVID Risk Assessments for High priority buildings completed, signage etc to be installed next week.
- Compliance team supporting Schools, Registration Services, Park and Ride and Libraries with plans for re-opening in June or July.
- Provision of Government portacabins for Body Storage facility and suitable location being investigated, with potential to reduce or remove facility at Marshalls. Discussions ongoing.

Debt Recovery

- Team is functioning BAU remotely working
- Post and cheques are being processed once a week
- Corporate and some Commercial debt is being actively worked
- Contacting solicitors where house sales were due to go through
- Cleansing debt where the customer has passed away
- Soft reminder has been finalised; to be issued once appropriate approval has been sought

RISKS / CHALLENGES (AND MITIGATION)

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.
- Specific project risks – where the service is currently project managing changes, or where Business Systems are a key part of a project's delivery, this impact is being closely monitored and Project Managers or Project SROs (Senior Responsible Officers) kept fully updated. Availability of other key stakeholders is also likely to affect the delivery of projects in which we are involved, which is being escalated as appropriate.

Procurement

- Tenders picking up as specific marketplaces become available to generate good bid responses and the council is able to award and implement a new contract. There are some delays commencing new contracts due to the challenges mobilising. Consequently some contracts have been extended short term rather than re-procured.
- Moderation process of bid evaluation conducted remotely with evaluators or via desktop.
- Some procurements conducted via emergency processes as per laws and council constitution. This has become less as COVID emergency approaches the next phase.
- April rollout of new Contract Register on ERP paused until further notice. (Expected to commence again in June).

Client Funds

- Challenges continue with some retail purchases but expect to pick up over next few weeks.
- Challenges continue contacting the DWP to secure benefits and reclaim, register deaths. Spending time on the phone to ensure claims secured.

Financial Assessments

- Experiencing some resource challenges due to slow upskill of new starters in the team which is magnified due to additional annual uplift work pressures.
- Desking concerns if staff required to come back into office. There will be a desk shortage with new starters and hot desking would be a concern.

Audit

- Challenges: Work is falling on the same skill-set on the section. Urgently trying to develop trainees to support in key areas. Trying to move forward the pieces of work and keeping stakeholders engaged without being too 'pushy'.
- Risks: Deadlines missed and reputational damage.
- Mitigation: Training and development

Health, Safety & Wellbeing Team

- 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 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.
- Recovery phase of staff returning to the office. HSW BP to work with HR and Property Compliance to provide advice and guidance.

Learning & Development

Social Care – Planned delivery of Reablement training in CPDC, Stanton House and other venues, face to face training elements presents a risk.

- **Risks** - this presents a risk to the L&D trainers, venue staff and the delegates because of social distancing and the demonstration part of the learning especially in the Moving and Handling and First Aid parts of the training. The group numbers will be limited to 6 per group subject to risk assessments for both the room and the course. Masks, gloves and sanitiser will be used, supplies are limited. Also wider risk to other building occupants. Looking to secure sufficient supply of aprons.
- **Proposed mitigation awaiting sign off from CCC** – manual handling element moving to elearning will partially mitigate the risk for emergency care, however reablement have requested this is a face to face element of the new training. Risk still remains whilst some face to face training is being delivered. Risk assessments per course and per venue will be undertaken. Have introduced one on one competency checks with trainer using manual handling equipment with some customers so as to reduce need for classroom training.

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.

New challenge - consider how to deliver teaching partnership remotely.

Property

- Use of both closed and open sites by staff without the required operational (as against building related) risk assessments
- Recovery/re-opening pressures emerging following Government announcements, requires corporate level co-ordination as it extends across all functions
- Property staff are at full stretch and demand for our services is unrelenting – interim being sourced for 2020 support, need to manage and support all staff in terms of stress etc
- Challenges to financial plans as a result of rents deferrals from commercial tenants and tenant farmers

Debt Recovery

- 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

WORKFORCE

LGSS Business Systems & Change

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

Procurement

- Minimal impact due to LGSS shared working structure and flexible working in place within the team prior to Covid-19.
- Some staff in team in the vulnerable category for COVID-19 or have family in High risk or moderate risk vulnerable categories.
- No staff reported as suffered COVID-19.

- Non CCC /LGSS staff in Procurement supporting Cambridgeshire will be following their own council protocols.
- No sickness.
- Procurement repatriation to LGSS due to commence from June.

Payables

- No issues or sickness
- Staff are taking annual leave

Income

- No issues and staff are taking annual leave
- Two new starters commence 1 June

Client Funds

- 1 off sick (Not Covid-19 related) – expected to be long term sickness – Health referral pending.

Financial Assessments

- 2 continue to self-isolate
- Adverts are now live for 8 additional Officer posts. Realistic start date to be confirmed but will phase in staff, hopefully over June and July
- HR investigation to commence due to misuse of DWP Searchlight system.

Audit

- 1 colleague seconded to the Income team
- 1 seconded to Addenbrookes however he is currently 'not required' (which is actually good news) so whilst on call he is resuming work on the team.

Insurance

- All CCC staff working remotely and well
- Across service all staff working with none subject to any form of self isolation

Health, Safety & Wellbeing

- All 5 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) in the shielded category due to her medical condition
- HSW Technical Support Officer vacant.
- 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.

Learning & Development

CCC L&D - 39

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

Redeployed staff to community hub – 8

Property

- Announcement of possible publication of Audit report and related activity may impact on specific staff
- Considerable pressure on all Property staff and ongoing vacancies and the proportion of staff on interim contracts means some resilience risk to the team.

- Where compliant and necessary for good property/estate management, essential site visits with suitable RA's etc are being permitted.
- 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.

Debt Recovery

- No sickness
- Staff have been booking annual leave as requested
- All staff working remotely, office presence once a week by those in the team that are able and want to go into the Octagon
- Dependent on customer demand once reminder notices are issued we may move some of the debt team back to The Octagon – this is subject to review
- All team have access to the hunt group taking inbound and making outbound calls
- 1 team member continues to assist the Adult Finance Team with raising manual invoices

FINANCIAL IMPACT

Procurement

- Covid19 has reduced team opportunity to generate external income opportunities as part of budget requirement (£170k across LGSS).
- Procurement working with the COVID team to benchmark costs of PPE equipment and other COVID related items against other council and regional costs to ensure best value for money.

Learning & Development

- Reduced income

Property

- June Rent Quarter Day is the next key milestone for rents and the impact of COVID.

COMMUNICATIONS

Procurement

- Working with Finance on Finance Protocols and Transformation team.
- Communicating to LGSS Procurement team latest best practice and guidance.
- Communicating on Daily Blog Procurement the latest best practice and guidance.
- Liaising with Regional and National government groups re Procurement and COVID-19.

Insurance

- Advice to schools in respect of indemnities to leadership/governors associated with decisions made in respect of re-opening

Property

- Commercial tenants regarding rents – solicitors letter to be issued to protect CCC position on unpaid rent
- Rural tenants
- Staff communicated about building closures and moves

Debt Recovery

- We are looking to re-start recovery with a soft reminder to be sent to individuals and the following week with normal reminders being sent to commercial debtors.