

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Customer and Digital Services CCC and PCC
REPORT AUTHOR:	Sue Grace: Director
REPORTING PERIOD:	06/04/2020 – 13/04/2020

KEY ACTIVITY HEADLINES (See separate Highlight report for Communications)

- Improving the local community information people can link to from our websites – residents can now link to 170 organisations who are providing support for people during the pandemic
- Continuing to push out the guidance to staff on use of Microsoft Teams for video conferencing with service users – use of MS Teams is recommended for this purpose as it sits within the Councils' secure network so we can be assured of its use for confidential meetings/conversations
- Developing the guidance, and the data protection impact statements, in preparation for testing the use of Zoom as the tool for publically accessible meetings for Councillors – Zoom have been working over recent weeks on strengthening the security around their product and we have been liaising with the Local Government Association and Socitm (professional network of digital leaders in public services) on ways of mitigating any risks around the use of this product for this purpose
- Extending the use of existing tools – such as the mobile working app that links to the Adult Services' case management system as using this more widely across the service will help reduce face to face contact between staff and service users
- Identifying, and procuring where necessary, new tools to support the delivery of services to support people during this emergency – such as a system for Community Hub operators to enable them to manage the data for the 1000's of shielded and high risk people, coming from a range of dis-connected sources, so we can make contact and keep in touch with these people, particularly those who have no other means of support
- Extending the operating hours for the IT helpdesk in Cambridgeshire (Peterborough's helpdesk is already operating to these extended hours)
- Starting work on site at Marshalls Aerospace and Defence in Cambridge to set up the temporary body storage facility, identifying how the facility will be operated, and by whom, in partnership with the Hospital Trusts, Funeral Directors and the Crematoria to ensure care for the deceased and their families in these very challenging circumstances is carried out with dignity
- Translating the latest national Health and Safety advice in relation to C-19, together with colleagues in HR and Communications, so staff can understand it and apply it to their work
- Continuing to run effective Customer Services, Communications, IT, Emergency Planning and Information Governance services across both councils in support of priority services and activity
- Leading the Tactical Co-ordinating Group across the two councils

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
- Delivering sufficient additional mortuary capacity; identifying workforce to run the new facility; ensuring sufficient PPE and other equipment for this facility so it is all in place ahead of the peak in the infection/death rate

Key Challenges

- Continuing to work through technology challenges of the new ways of working
- Maintaining delivery of priority programmes – e.g. completion of the migration of the remaining sites from CPSN to Eastnet (the network and wifi connectivity contract for CCC and other public sector partners); continuing with the technical work to be able to roll out Microsoft Office 365 for Cambridgeshire so we can maximise the benefits of using O365 across both councils
- Maintaining connections between staff and their teams and keeping up morale

WORKFORCE UPDATE
<ul style="list-style-type: none"> 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)
<ul style="list-style-type: none"> 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)
<ul style="list-style-type: none"> Beginning to assess the impact/risks from Covid-19 on major projects – e.g. the Data Centre move from Shire Hall to Sand Martin House, move to Office 365 in CCC, delivering proposed savings in PCC
COMMUNICATIONS
<ul style="list-style-type: none"> Maintaining regular communications with managers and their teams