

P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Communities and Partnerships Service Directorate
REPORT AUTHOR:	Adrian Chapman
REPORTING PERIOD:	w/e 26 April 2020

KEY ACTIVITY HEADLINES

Cambridgeshire Libraries

- The service has significantly enhanced its digital service offer
- 40,000 electronic loans have been made so far in April, and 300 new members have joined online
- Over 70,000 Facebook engagements have been achieved, with popular Rhyme Times, Story Times, Crafts and more
- Daily Twitter chats are taking place, with 3 author visits arranged including Ely Griffiths for World Book night
- An extra 50 meals are being delivered every day by the mobile library to rough sleepers in Cambridge

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
- 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
- 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. 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 refuges are operating as normal and we have spare capacity should that become necessary
- Our proactive outreach services are also continuing as normal, and these have reported a small increase in referrals for male victims

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
- Peterborough Market is largely closed aside from six food stalls and takeaways

CCTV – Peterborough and Fenland-only

- The 24/7 service has been maintained throughout April 2020 which includes delivery of all the key CCTV services

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
- There have been an increasing number of statutory nuisance complaints compared to last year since the lockdown

Cambridgeshire Registration Service

- The Registration Office is only able to register deaths at present, revised legislation enables this to take place over the phone

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

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
- 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

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.

FINANCIAL IMPACT (increase in costs / reduction in income)

DASV:

- 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.

Cambridgeshire Libraries

- 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

Cambridgeshire Skills

- 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)

City College Peterborough

- 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

Coroner Service

- 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)

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.

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.

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.

COMMUNICATIONS

Cambridgeshire Libraries

- Appeared in Peterborough Telegraph on increased digital engagement
- Gained access to Corporate YouTube account to allow service-controlled upload of content
- Service appeared on Radio Cambridgeshire

Cambridgeshire Skills

- Website and social media channels are fully up to date.

City College Peterborough

- Our social media presence is gaining traction. Last week, 2100 people reacted to, engaged with and shared our tweets. This compares with 1,200 and 401 for two other large local providers.

DASV:

- 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

Regulatory Services

- Communications were shared on social media encouraging residents to report suspected fake PPE