

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)

- Information Governance – Dan Horrex, the Data Protection Officer (DPO) for Cambridgeshire County Council, is taking up a new role as DPO for Anglian Water. We wish Dan every success in his new role. Ben Stevenson will be taking on the role of Head of Information Governance (DPO) for both Peterborough City Council and Cambridgeshire County Council. Ben is currently the DPO for Peterborough, his joint role starts this week. Requests for advice and support around data protection issues continue, with further requests for information to be shared so that organisations offering support to shielded and vulnerable people can be delivered in a timely way.
- Customer Services – Both contact centres are operating well. The Peterborough contact centre is taking calls as part of the local Peterborough C-19 hub. Preparations are being made to do a leaflet drop to households in Peterborough about the work of the County hub, supporting people who are shielded, and the Peterborough hub which, like the District Councils in Cambridgeshire, is supporting a range of other vulnerable people. The Cambridgeshire contact centre is welcoming four new members of staff. Home working means these new starters are being introduced to their colleagues virtually with all their induction and training being done online.
- IT – 2020 was always going to be an extremely busy year for the IT service in both Councils. Alongside all the work to support colleagues so they can continue to work during the pandemic our IT services are doing all they can to progress key projects that are part of the IT Strategy – approved by Cabinet and General Purposes Committee in Peterborough and Cambridgeshire respectively last summer. These projects require changes to the system, over and above our usual security patching and regular updates. This means there will be occasions during May when the system will have to be taken down. This work will be done in the evenings and over the weekends to mitigate the impact on users. Advance notice, and support, will be given to staff and Members so they can continue to work during these periods. The three major improvements during May are:
 - the migration of the network firewalls in Cambridgeshire over two weekends (10th & 24th) – following the migration to Eastnet in April the migration of the firewalls will remove the pinch points in the system that limit our network capacity; this improved capacity will improve the Council's remote working through products such as Skype and Microsoft Teams for the c3000 staff who are working remotely (up from 600 pre C-19)
 - the first major update of the Cambridgeshire Adult Services system Mosaic (15th – 17th) – critical to maintaining the effectiveness of the system and offering some improved functionality that we can take advantage of, such as being able to link our mobile working solution directly to the Mosaic case management system.
 - physical adjustments to the current data centre in Sand Martin House (SMH) (16th -17th) – in preparation for moving the Cambridgeshire data centre from the Octagon to SMH; colleagues in Serco IT have worked hard to ensure this work can be carried out in a safe way for those involved given the current requirements around social distancing.

To give an indication of the volume of activity taking place remotely in Peterborough in April there were 47,000 Teams meetings across 154 organisations.

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; introduction of an email alert banner to ensure staff think twice before opening an email from an external source.

Key Challenges

- Maintaining delivery of priority IT programmes that are part of the IT Strategy for 2020.

<ul style="list-style-type: none"> • Maintaining connections between staff and their teams and keeping up morale as the lockdown continues.
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"> • IT – the work on key projects set out above is to ensure both councils are in a better place as we move into Recovery. • Customer Services – are re-introducing functions now they have a stable workforce and the technical issues of home working are resolved. The Cambridgeshire contact centre, which supports Children's Services across both councils, is re-introducing some of its support services for children and families; it is also preparing for the re-introduction of other services, such as birth registrations. • 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
<ul style="list-style-type: none"> • Maintaining regular communications with managers and their teams