

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREAS:	Customer and Digital Services Directorate – see separate Highlight report for the Communications Service
REPORT AUTHOR:	Sue Grace
REPORTING PERIOD:	22/06/2020 – 06/07/2020

NEW GUIDANCE AND IMPACT

Health and Safety Peterborough – advice has been to colleagues and businesses over the last few weeks in preparation for the safe opening of shops and subsequently the opening of restaurants and pubs in the city centre.

NEW CHALLENGES AND ACTIVITY

Emergency Planning – we are working with local partners, Marshalls’ airport and the Ministry for Housing, Communities and Local Government to review the Body Storage capacity we have in place for Cambridgeshire and Peterborough. We want to ensure we have arrangements secured through to Spring 2021 so we are prepared in case there is a second surge of COVID 19, alongside having to respond to Winter pressures within the health service.

RECOVERY ACTIVITY

Cambridgeshire & Peterborough IT – we have been maintaining work on planned programmes and projects, whilst the majority of the IT teams are still working remotely. This is to ensure both councils have more resilient and effective IT systems as we continue with our Response to COVID 19, in some areas for the foreseeable future, alongside seeing more services moving into Recovery.

Over the last few weeks this work has included:

- Moving all of the remaining circuits to our new network supplier MLL – over 600 sites have been connected across the partnership, with improved capacity across many, access to new technologies and improved service delivery;
- Going live with the new intranet site in Cambridgeshire, which is hosted in our new Microsoft Office 365 environment – Peterborough’s intranet was moved to Office 365 towards the end of 2019, having both councils hosted on the same platform will improve our ability to support and share content across the sites;
- Continuing work in Cambridgeshire to improve the quality of all voice and video calls by taking the opportunity to take Teams’ voice and video calls direct to the Office 365 cloud service, thereby reducing the traffic travelling through our own remote network.

Customer Services – both Councils continue their work to support the re-introduction of services such as birth registrations, marriages and civil partnership ceremonies, libraries and Coroners’ inquests in Peterborough.

DECISIONS MADE SINCE LAST REPORTING PERIOD

N/A

NEW FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD

N/A

WORKFORCE CHANGES

No change, the majority of staff continue to work from home apart from some IT staff in both councils who need to work at the Octagon and Sand Martin House.

COMMUNICATIONS

No change, focus is on maintaining links with staff who are working at home.