

Resources COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Resources
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REPORTING PERIOD:	Up to 1 st May

KEY ACTIVITY HEADLINES

Debt Recovery

- Team is functioning BAU remotely working
- Post and cheques are being processed once a week
- Unapplied Income continues to be worked on
- Corporate and some Commercial debt is being actively worked
- Contacting solicitors where house sales were due to go through
- Cleansing debt where possible to ensure it is categorised appropriately
- Call volumes have increased with a lot of customers calling to make payment

Health, Safety & Wellbeing

- 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.
- 2 incidents reported on the Incident reporting system due to members of staff contracting covid-19. After investigation of the two incidents there was no clear link with a work activity so these are not reportable to the HSE.
 - Incident involved a member of IT who had been working predominantly alone in IT providing laptops for staff. He was provided with gloves and IT ensure all laptops are cleaned prior to hand over and any item given back to IT is also cleaned prior to any worked being carried out.
 - Incident involved a member of staff visiting a service user visited a SU at home on Friday 17th April who was taken to hospital the next day where he tested positive for COVID. Staff member then went off sick on Monday 20th and subsequently tested positive the end of the week. The member of staff was wearing an apron, gloves and mask and no personal care was given.

LGSS Business Systems & Change

- The service (shared with Northamptonshire County and Milton Keynes Councils, also supporting other LGSS customers) is currently operating at 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 and payroll tax year end activities, alongside the Systems Development Roadmap project for 2020/21.

Accounts Payable

- Team operate at BAU
- Progressing through Change Requests

Income

- At BAU
- No issues to report
- Further analysis on income impact compared to Q1 19/20

Client Funds

- Post continues to be quite heavy due to water bills, council tax bills, Housing benefit notices, DWP notices and other correspondence. Visits by staff to the office once a week to sort, scan and send out post and deal with other original documents.
- System access issues causing problems - outlook, general access plus systems log offs interrupting workflow.
- BAU is still being maintained remotely.

Financial Assessments

- Uplift letter gone out. Team are effectively managing – no 'noise' to date
- Business as usual continues with all staff remotely working

Insurance

- Claims management & Underwriting BAU
- Reduction in Covid related queries

Learning & Development

- Moving and Handling element of training moving to iLearn for remote learning awaiting sign off from service.
- Emergency care course, now on hold as agreed with service, due to lack of volunteers. 89 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 and online. However the face to face element presents a risk to compliance with social distancing which has been highlighted to the service.
- New requests for remote learning from Adults and Children's services captured and prioritised. L&D are working through in priority order.
- Cambs 2020 – Working closely with the programme team on a remote working training plan, including resources on managing teams remotely, communicating remotely and keeping your team together, launching Monday 4th May.
- 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 a reduced timetable of learning to be reintroduced from 1st June (if government guidance permits).
- Stanton House Coordination Hub - all courses scheduled to run from Stanton House up to the end of August require new venues booking - will review this monthly pending the current status of Covid19.

Property

- Operational Buildings reviewed – closure programme actioned
- Actively seeking alternative site for HUB call centre (currently reviewing Vantage House) to house 15 staff members socially distancing.
- Body Storage facility is live but mothballed until required
- Additional Alconbury warehousing is currently being fitted out
- Tony Cooper begins on Monday as AD property
- SPOKES work still continuing to enable Papworth Building to open on time which frees up staff in the Octagon to relocate which enables staff in Babbage House to relocate to Octagon and lease can then be surrendered at Babbage House (currently occupied at £33K per month). C&I paper requesting approval to acquire warehouse in St Ives will be heard in May C&I.

Audit

1. PPN 02/20

- Go ahead given, launch on Monday.
- A few final tweaks are being made to the supporting documentation but the next stage is to ensure that all Contract Managers are aware of this governance framework. The easiest

way to provide this information is on the Council's intranet. IT have agreed that the information will be added as a new section within the Covid-19 webpage on the Intranet. The information can be live on the system from Monday.

- IA need to issue the guidance to all Contract Managers across CCC (and presumably PCC but NH/EC need to discuss this with Steve Crabtree and Peter Carpenter).
- IA has requested the list of all Contract Managers from Procurement, once IA have received this then a standard email will be sent to all from the new ppn02/20 email address (PPN0220@cambridgeshire.gov.uk). This email will provide a link to the webpage detailed above.
- The IA team is also working with IT colleagues to set up a Huddle site to contain all information relating to Supplier relief. This will include the centralised Database of all logged applications, and then separate folders containing all the backing information for each supplier. This Huddle area will also hold all the Governance Documents. The IA team will have access to this folder, with read only access for any panel members in order to review the backing information as necessary.
- All of this should be ready for Monday (04/05).

2. Risk

- COVID 19 'Internal' RR – work has stalled on this a little this week although all risk owners have been engaged.

3. Spend/payroll Data

- First report to S151 on daily spend sent. This will be on a weekly basis. Each month this will be supplemented by data on Payroll.

4. 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.

5. BAU

- Finishing off 19/20 year end opinion reporting, including draft AGS
- Further work on investigation type work is required urgently.

RISKS / CHALLENGES (AND MITIGATION)

Debt Recovery

- New full cost claims will have the new arrangement fee of £7.50 added to their invoices
- 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

Health, Safety & Wellbeing

- 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 and Silver Group 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.

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.

Client Funds

- Challenges with some retail purchases due to Covid-19 restrictions in the retail industry. To mitigate we are spending time on the phone to ensure we can order products required

Accounts Payable

- Risk of fraud heightened during pandemic. Additional diligence on requests for change to bank details during this period. Some additional changes are being made to the supplier forms to provide assurance that checks are being performed.

Learning & Development

- **Social Care** – Planned delivery of Reablement training from 11th May face to face training elements presents a risk.
 - **Risks** - this presents a risk to the L&D trainers and the delegates because of social distancing and the demonstration part of the learning especially in the Moving and Handling part of the training. The group numbers will be limited to 6 per group. Masks, gloves and sanitiser will be used, supplies limited. Also wider risk to other building occupants.
 - **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.
- **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.

Property

- Delay to the construction of new HQ – potential compensation claims
- Delay to the disposal of Shire Hall and associated financial implications and implications for SPOKES dependencies as a result of the decant operation (key risk handing back Babbage House and relocating staff in May – Babbage Staff are moving into the Octagon taking desks from those relocating to new Papworth Building, which needs to be made ready and is dependent on availability of supply chain)
- Concluding buildings suitable for emergency planning measures prior to the anticipated peak and allowing for appropriate mechanism for costs to be shared with PCC
- Challenges to financial plans as a result of rents deferrals from commercial tenants and tenant farmers

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

WORKFORCE

Debt Recovery

- No sickness
- 1 team member who was in Bangladeshi is now back in the UK and working while self-isolating

- All staff working remotely, office presence once a week to collect and action any post
- All team have access to the hunt group taking inbound and making outbound calls
- 1 team member assisting the Adult Finance Team raising manual invoices

Health, Safety & Wellbeing

- All 6 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
- 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.

LGSS Business Systems & Change

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

Payables

- No sickness
- All staff working remotely, one officer collects post twice a week and scans in any invoices
- 2 vacancies – will evaluate in June if we need to recruit to post
- No staff self-isolating due to underlying health conditions

Income

- Last two positions recruited to. Start date 1 June
- Once a week office presence for post and new starter training and catch up

Client Funds

- 1 off sick (Not Covid-19 related) – expected to be long term sickness
- New Starter – to commence employment on 18.5.20

Financial Assessments

- 1 team member sickness since 20/04 with COVID-19 symptoms, self-isolating at home, manager updating HR
- 3 continue to self-isolate – 2 due to underlying medical conditions, 1 due to Pregnancy. All staff are working remotely
- Still waiting on pre-employment checks for other new starter
- Additional Team Leader position recruited to. Internal candidate .8FTE so small saving against increased charging policy budget
- Interim TL recruited for maternity cover
- Adverts going out for 8 additional post. Realistic start date to be confirmed but will phase in staff, hopefully over June and July

Insurance

- All CCC staff working remotely and well
- Across service 1 FTE Working – self isolation due to family member with symptoms

Learning & Development - 39

Not unwell (no symptoms)	25
Shielding or vulnerable - no symptoms	11
Symptoms and ill / not working - absence	1
WFH as household member is shielding	2
WFH as household member is vulnerable	0

Redeployed staff to community hub – 7

Property

- 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. Non essential staff have been identified and details passed to the Hub for redeployment where appropriate.
- Tony Cooper commences his role on Monday 4th May. Alex Gee ceases to be Interim Head of Programme from Friday 1st May.

Audit

- 2 colleagues seconded to the Income team
- 1 seconded to Addenbrooks

FINANCIAL IMPACT

LGSS Business Systems & Change

- None expected

Financial Assessments

- £61k staffing saving on late recruitment for increased charging policy, discussions to be held with Stephen re revenue impact

Income

- Using data from 19/20 income transactions received through suspense accounts, the figures received currently in April 2020 to suggest an estimated 17% drop in volume for Period 1 of 2020/21 which is due to the Covid-19 situation with libraries, on street parking, weddings etc reducing or stopping services and also the financial impact on the UK population. Further analysis required on value.

Learning & Development

- Reduced income

Property

The Council has put in place a process to ensure that all costs attributable to COVID-19 are captured properly and properly recorded. Short term cash flow not an issue but current projects showing that Government funding will not meet the additional costs/shortfalls in income that are projected.

As with other Councils, the significant issues for the Council at the moment are:

- Ensuring that there are adequate resources to make the required payments in the medium term
- Significant risks around:
 - Loss of commercial and other income
 - Increases in demand for services
 - Delivery of base budget savings as resources are re-directed to support the Hub

COMMUNICATIONS

Health, Safety & Wellbeing

- Reporting coronavirus incidents
- H&S Risk Assessment guidance for managers in relation to Coronavirus
- Get Set – Looking after your mental health

LGSS Business Systems & Change

- None required – service currently operating to business as usual service levels

Property

- Commercial tenants regarding rents
- Rural tenants
- Staff communicated about building closures

- HDC regarding proposal to defer council tax instalments
- Property represented at Silver Taskforce Group – Phil Hill now representing