

P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Communities and Partnerships Service Directorate
REPORT AUTHOR:	Adrian Chapman
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KEY ACTIVITY HEADLINES

Cambridgeshire Libraries and Archives

- Library Facebook engagements have more than tripled with up to 80,000 impressions in a month.
- In the last 4 weeks we have seen 12,000 post engagements and 10,383 videos views. Followers have exceeded 5,000, a 25% increase
- As the Spring Library Presents programme was cancelled, we are bringing forward our digital plans: 115 artists submitted ideas, and we have selected 19 to take forward, all funded through Arts Council NPO grant
- Our Archives service is maintaining a basic enquiry service, accepting accessions of records at risk, updating catalogues, and conducting regular checking of archive store security and environmental conditions

Cambridgeshire Skills and City College Peterborough

- Cambridgeshire Skills continues to support 241 active learners and, in addition to this, we are making wellbeing calls to 62 of our most vulnerable learners
- Three further Cambridgeshire Skills online courses have launched this week: Employability – Get that Job, which already has 10 enrolments; Get into Retail; and a Health and Wellbeing Course
- Cambridgeshire Skills facilitated the production of 200 craft packs, which were made and distributed to families in parts of the county, and our Sewing Bee “Make a Scrub Bag for the NHS” campaign has begun, requesting donations (e.g. material) and volunteers to make a bag (or bags), with 30 packs having already been distributed
- At City College Peterborough, over 600 adult learners are now completing their qualifications online
- Over 250 vulnerable people are now being fed every day through the COVID kitchen team at City College Peterborough
- Over 90% of young learners have now engaged with online, phone or face to face learning with City College Peterborough since lockdown measures began
- City College is developing some rapid Health and Care entry level courses with a planned launch in June

Domestic Abuse and Sexual Violent Services (DASV)

- The referral rate into the Independent Domestic Violence Adviser service remains stable, as does the referral rate to domestic abuse outreach services
- Domestic abuse charities will be bidding for additional funding for refuge provision through the MHCLG Domestic Abuse Safe Accommodation: COVID-19 emergency support fund

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. Processes are now established to collect witness statements and recommence PACE interviews in relation to environmental crime (fly-tipping etc)
- The unauthorised Traveller encampment at Lincoln Road, Werrington (12 caravans) has been a significant focus, with officers working with Public Health and Police colleagues to identify a COVID-19 compliant solution

Regulatory Services

- Numbers of noise complaints during the lockdown period have continued to increase, with the number of log sheets received in a single week for one officer in Peterborough equalling the

<p>number normally received within a month. Each case will be assessed to determine the extent of the disturbance and whether this indicates that the threshold for a statutory nuisance may exist</p> <ul style="list-style-type: none"> • Following the updated Government guidelines, officers across the service will be giving advice and support to companies to ensure they are operating in line with social distancing measures and creating a safe workplace for their employees • Environmental Health leads across Peterborough, Cambridgeshire and District Councils are working together to explore what expertise and knowledge they can share in relation contact tracing, including enforcement action, as part of the LRF response <p>Cambridgeshire Registration Service</p> <ul style="list-style-type: none"> • Restrictions on registrations and ceremonies have not changed under the latest Government guidance • Though small weddings <i>may</i> take place from June, Government are yet to decide whether this will definitely happen <p>Coroner Service</p> <ul style="list-style-type: none"> • There has been no immediate impact to the operating of the service since Government announcements this week. The Senior Coroner awaits further guidance from the Chief Coroner
RISKS / CHALLENGES (AND MITIGATION)
<ul style="list-style-type: none"> • There may be an increase in complaints and enquiries relating to poor social distancing measures and unsafe working environments as a result of some of the lockdown measures being relaxed
WORKFORCE UPDATE
<ul style="list-style-type: none"> • 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. • A Senior Trading Standards Officer redeployed to the Reablement Team said, "I'm fortunate to be in the position that I can help when society is at its most vulnerable and give a little something back to others. I'm thoroughly enjoying the new challenge."
FINANCIAL IMPACT (increase in costs / reduction in income)
<ul style="list-style-type: none"> • No additional impacts identified
RECOVERY ACTIVITY (plans being considered / future steps)
<ul style="list-style-type: none"> • 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 • Although not expected to reopen until 4.7.20 at the earliest, we are considering how the Cambridgeshire Libraries service can resume safely
COMMUNICATIONS
<ul style="list-style-type: none"> • No additional update