SERVICE HIGHLIGHT REPORT – COVID-19 AND KEY SERVICE UPDATES

SERVICE AREAS:	Resources
REPORT AUTHOR:	Chris Malyon
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LOCAL AUTHORITY:	Cambridgeshire County Council

Part 1 - COVID-19

NEW GUIDANCE AND IMPACT

Procurement
Government guidance and process on supplier support and relief (PPN02/20 and 04/20) expired in November and any supplier relief issues are being managed via standard contract management. The Council's financial protocols have been updated to reflect this.

NEW CHALLENGES AND ACTIVITY

RECOVERY ACTIVITIES

Procurement
Government guidance (PPN01/20) regarding emergency procurements in light of Covid19 still applies and is being documented within the council's financial protocol.

DECISIONS MADE SINCE LAST REPORTING PERIOD

NEW COVID-19 FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD

WORKFORCE CHALLENGES

COMMUNICATIONS

Part 2 – BUSINESS AS USUAL ACTIVITY

KEY SERVICE UPDATES – INTERNAL / EXTERNAL

Business Systems and Change
The ERP Gold system was upgraded to the latest version and moved to a new cloud hosting contract at the beginning of November, requiring a short period of system downtime. The implementation was completed successfully and ahead of schedule, resulting in less downtime than originally communicated to users. Network issues specific to some CCC users were experienced but have been resolved during the month.

FINANCIAL ISSUES

PERFORMANCE ACTIVITIES AND CHALLENGES

Business Systems and Change
A spike in support calls from users of ERP Gold was experienced following the technical changes from migrating the system to the new cloud hosting arrangements. Support call volumes have now returned to typical levels.

Procurement
The Cambridgeshire procurement team currently consists of a smaller number than average Tier 1 Authority teams. This is due to the recent repatriation from the shared service of LGSS and the makeup of the resource in the shared structure. We are managing at the moment but there is risk if we have absence or new projects come in. The support from Northamptonshire CC staff including the Head of Service ends by 31st March. Plans are being explored as to how best to fill these gaps.

UPCOMING ISSUES & HORIZON SCANNING AREAS

Business Systems and Change
The process for claiming mileage and expenses will be moving from the current online portal to ERP Gold, with a target live date of February 2021. This implementation project will avoid the very significant costs of renewing the current online portal (£271k per annum plus £93k one-off, shared between CCC and NCC). Initially, there will be a reduction in some user functionality compared to the current portal. However, investigation of potential developments in ERP Gold to improve this are currently underway. The ERP Gold system is currently used by Milton Keynes Council for the claiming of mileage and expenses.

Procurement
The Government has announced new regulations in 2021 to replace the long established EU Regulations that Procurement legally follow for contracting and purchasing. The changes will shake up common practices, skillsets and a large amount of training and communication will be necessary across the organisation. New policies and directives will come out of this new legislation. Some new measures on lower value spend is also being introduced by the government.

POSITIVE NEWS STORIES