

SERVICE HIGHLIGHT REPORT – COVID-19 AND KEY SERVICE UPDATES

SERVICE AREAS:	Place & Economy
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REPORTING PERIOD:	December 2020
LOCAL AUTHORITY:	Cambridgeshire County Council and Peterborough City Council

Part 1 - COVID-19

NEW GUIDANCE AND IMPACT

- New DfT guidance on reallocating road space in response to COVID-19 through the Active Travel Fund has been received. This highlights need for consultation in relation to tranche two Covid transport recovery schemes and will extend the time needed to develop schemes. The deadline for spend of the money has been pushed back by a year to April 2022.
- The government updated the relevant guidance for the HRC, 'Managing Household Waste and Recycling Centres (HWRCs) in England during the coronavirus (COVID-19) pandemic' on 12th October, however no changes to procedures were required for CCC or PCC.
- (PCC only) Government housing guidance has confirmed that we should continue to support EU nationals who have not yet achieved settled status prior to the 31st December 2020 in the normal way. From the 1st January 2021 any new presentation from an EU national will be handled in the same way any other application from a non-UK or Irish national. We have proposed transitional arrangements, which will give us time to conclude work with our current client cohort in order to minimise the impact, but the worst case scenario is that we could be faced with some individuals returning to the streets at the end of March if they do not have other health & welfare needs.

NEW CHALLENGES AND ACTIVITY

- Continuing recovery in the housing market is placing unprecedented demands upon the Searches and Development management teams across CCC and PCC.
- Teams are continuing to work flexibly, which suits some but others are finding continued working from home difficult. Support and advice is continuing to be provided. CCC has seen very limited office working for P&E staff. In PCC, Dodson House will be opening for limited numbers of staff to use for limited times to permit them to fully complete their roles.
- As yet, there is no indication of future levels of capital funding for highways maintenance from DfT. The anticipated one year spending review is unlikely to enable financially underpinned programmes of capital works beyond 21/22.
- Pressures on capacity at weekends at specific CCC HRCs, particularly Witchford and March
- In PCC, there remain increased tonnages on the Waste Collection service with particularly high tonnages in Hampton this is resulting in increased vehicles and operatives needed to complete the rounds. The Bulky service had to temporarily suspend further bookings due to 5 COVID related Waste operatives off in Aragon
- The cold weather period as always, provides additional challenges for the PCC housing service. Media requests have been received and the team have been working with partners to ensure joint messaging is being put out, which provides a clear response on how we continue to support all households who become homeless with an offer of accommodation.

RECOVERY ACTIVITIES

- Highway teams across Cambridgeshire and Peterborough have worked really hard to ensure that throughout the second lockdown, all services continued without interruption.
- To address staffing issues in the PCC teams, a small number of people are now being allowed to work from the office. The necessary paperwork to support this has been completed and submitted.
- In Cambridgeshire, officers are working with Deloitte , the University and public health consultants regarding the possible siting of a local testing station and mobile testing unit at Madingley P&R
- Traffic flows in first week of November lockdown were 20-30% lower than same time period 2019 and the transport planning team continue to work with the CPCPA Transport Restart group to monitor, anticipate and plan for changes in traffic patterns.

- In Cambridgeshire, five HRCs remain on the booking system for all users; all nine are on booking systems for van and trailer permit holders.
- In PCC, the housing team continue ongoing project work and planning around temporary accommodation provision so there is a suitable offer for rough sleepers and households who become homeless when the rest centre closes down.
- Despite significant redeployment of staff, performance on the delivery of LHIs in Cambridgeshire has been maintained.
- In Cambridgeshire, due to demands on HRC services, more booking slots were added in December and even more will be added in January to help manage the increased demand we typically get at this time of year. There have been a number of really positive comments about the service from customers.

DECISIONS MADE SINCE LAST REPORTING PERIOD

- In Cambridgeshire, parking enforcement activity has continued during lockdown number 2 to ensure traffic can continue to flow effectively to assist in Covid response and recovery activity.
- In PCC, the Notice of Change (NoC) period with Skanska has been extended to the end of December. This will be reviewed towards the end of December with a decision for January. This approves payment of Option E costs (actual cost plus fee) instead of the contract schedule of rates to ensure that Skanska are not unfairly penalised financially.

NEW COVID-19 FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD

- In Cambridgeshire, bus lane income is recovering well but will be impacted by second lock down. Parking income is still under achieving as second lockdown impacts.
- In PCC, due to the costs of extra vehicles, adjusted working methods and the Option E costs there is currently a forecast revenue overspend for Highways of approximately £200k. We are working with Skanska to try to keep this to a minimum with £150k possibly a realistic target if we have a mild winter. This is being closely monitored within the BCR process.
- Energy projects in Cambridgeshire are now experiencing significant capital cost uplifts resulting from uncertainties around Brexit tariffs, supply chain challenges and covid management costs.

WORKFORCE CHALLENGES

- Challenges for staff continuing to work from home, feeling isolation and lack of contact with colleagues. Corporate initiatives have helped with this and Managers are monitoring staff closely.
- The potential impact of redeployment. This is being closely monitored across CCC and PCC, staff will be redeployed from areas that will have least impact and Members will be informed of any service changes as a result.

COMMUNICATIONS

- In Cambridgeshire, consultation is underway on a number of Active Travel measures including Mill Road. These all close on 24th December.

Part 2 – BUSINESS AS USUAL ACTIVITY

KEY SERVICE UPDATES – INTERNAL / EXTERNAL

CCC	PCC
<ul style="list-style-type: none"> • Work is underway to draft updated highways asset management policies and strategies, in preparation for a report to H&T Committee March 2021. • A revised verge management policy is being prepared, in preparation for a report to H&T Committee March 2021. • The approach to gully cleaning, including digitisation of drainage data is being reviewed 	<p>Highways:</p> <ul style="list-style-type: none"> • The A605 Alwalton works have successfully been completed and will improve traffic leaving the A1 to visit the Lynchwood business park. • Work has started on the A605 Whittlesey Road junction improvements. • Funding has been approved by the Combined Authority for design work to commence on

<ul style="list-style-type: none"> The IHMC is overhauling and refreshing the Twitter strategy for the service to improve communication and increase followers Park and Ride are working with GOVelo and GCP on a pilot innovative secure bike locking scheme incorporating tamper alarms, blue tooth access technology and bike insurance. The new Vision Zero road safety partnership strategy launched Total waste arisings are in line with forecasts despite impacts of COVID. There are tonnage variations within individual waste streams with associated costs The Bourn airfield planning application will go to SCDC committee December /January with mitigation measures addressed. Highways England's Development Consent Order submission for the A428 Black Cat to Caxton Gibbet scheme has been put back from before Christmas 2020 to a target date of 29 January 2021. Bus services are operating at 100% of pre-covid mileage, but average patronage currently at 35% of previous levels. Particularly low on P&R at 15%, and Busway also lower at 28%. We are collaborating with UCL on a 6 month project Jan- June 2021 to develop a carbon calculator to work with suppliers on their carbon footprints and how to reduce them North Angle Solar Park and Swaffham prior Community heat Scheme have received planning permission. The first Member working group for the Trees and Woodland Strategy was held 26/11/20 to discuss the scope of the strategy. Cambridgeshire has now completed the Eastern Highways Alliance procurement with partners, giving a range of new contracting partners for highway schemes. The Robin Hood junction in Cambridge has been given the go ahead for delivery and new signals and pedestrian/cycle facilities will be installed. A trial of the Dragon Patcher for preventative repairs has proved successful and will now be rolled out more widely 	<ul style="list-style-type: none"> Junction improvements to Nene Parkway to improve capacity. Street lights continue to be dimmed by 40% across the network. An assessment of traffic levels post lockdown and the appropriateness of this will be undertaken and a recommendations made. Station Quarter – the first draft land collaboration agreement between PCC, Network Rail, CPCA and LNER has been prepared. The final version of the viability assessment is expected in December. University – contractors expected on site to commence Phase 1 in Q1 2021, Phase 2 planning application to be submitted in Feb/March 21. Phase 3& 4 funding development is progressing via CPCA. Northminster – Option agreement between PCC and PIP finalised. Design work to support the planning application in late spring 2021 is ongoing. Pleasure Fair Meadow – Cabinet agreed to Peterborough Investment Partnership progressing plans for a new leisure centre/regional pool at Pleasure Fair. 62-68 Bridge street – following confirmation of Towns Fund bid, legal completion is expected beginning in December. Towns Fund – offer of £22.9m has been received from Government and we are awaiting date from MHCLG to sign Heads of Terms letter. Mid February has been set to confirm projects & funding profile for projects forming part of the £22.9m. Steering Groups have been set up to support the work streams. In housing, a full service continues to operate and there has been significant progress in reducing case loads and backlogs.
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FINANCIAL ISSUES

CCC	PCC
<ul style="list-style-type: none"> Given the upsurge in demand for local land charge searches, the level of income generated by the Searches Team is currently anticipated to exceed that predicted at the start of the financial year. This forecast will be very dependent upon any future restrictions associated with Covid 19. 	<ul style="list-style-type: none"> Continued high waste volumes, albeit lower than the summer peak, will put pressure on treatment budgets this financial year

<ul style="list-style-type: none"> The parking services budget underachieving due to Covid. It is anticipated that trade waste income will reduce again. This had recovered after the first lock down 	
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PERFORMANCE ACTIVITIES AND CHALLENGES

CCC	PCC
<ul style="list-style-type: none"> October 2020 data Busway passenger numbers around 70% down on 2019 figures, park and ride 50% down. It will be a challenge to increase busway passenger numbers significantly until a vaccine is rolled out. A1307 handover from A14 – there are currently issues with safety and structures being picked up with HE. 	<ul style="list-style-type: none"> Highways performance remains good and Skanska are largely hitting their normal contract KPI's. Aragon continue to perform well and KPI's are stable for the period. There is good progress on homelessness caseloads and the housing register backlog. Continued high demand from single homelessness has meant that numbers accommodated in T/A remain high and resettlement opportunities have been reduced while under 2nd lockdown.

UPCOMING ISSUES & HORIZON SCANNING AREAS

CCC	PCC
<ul style="list-style-type: none"> The company Skanska are selling their highway business to has been announced (M Group) and officers will work with Skanska to ensure a smooth transfer of the business on 1st April 2021 Network Rail are seeking to progress a number of projects, including: Cambridge South Station, Ely Capacity Enhancement and Soham station. These will all require input from the highways service, which is already stretched with delivering existing and new programmes of work. Roll out of tranche 2 Active travel fund scheme HRC demand peaks after Christmas and New Year so we are planning to have traffic management on standby as well as a further increase in bookable slots. The Climate Change and Energy team is developing business cases for two new experienced project managers. These roles will cover large energy investment project development and senior project manager overseeing the community energy and schools programmes. 	<ul style="list-style-type: none"> The company Skanska are selling their highway business to has been announced (M Group) and officers will work with Skanska to ensure a smooth transfer of the business on 1st April 2021. There are high numbers in Temporary accommodation due to continuous high demand and no evictions from T/A. As restrictions on evictions are lifted and pent up demand cases start to filter through from January we will undoubtedly see an increase in numbers presenting. Increases in unemployment are likely to have an impact on home ownership and moving into next year we could see an increase in mortgage repossession action. The team will continue to monitor and will be working on a communications programme in the new year encouraging households to approach for advice early.

POSITIVE NEWS STORIES

CCC	PCC
<ul style="list-style-type: none"> The Benson North residents parking scheme in Cambridge has been launched The launch of the Vision Zero Partnership – Cambridgeshire and Peterborough heralded as leading the way nationally and has seen interest from other authorities. 	<ul style="list-style-type: none"> The launch of the Vision Zero Partnership – Cambridgeshire and Peterborough heralded as leading the way nationally and has seen interest from other authorities. The National Highway and Transport Public Satisfaction Survey (NHT Survey) results were received in late October and ranked

<ul style="list-style-type: none"> The Lancaster Way/BP roundabout scheme has been completed on budget and ahead of time. The rollout of public access Wi-Fi, supporting digital inclusion and supporting business recovery has been significantly extended in recent months. Huntingdonshire market towns are almost complete, with Cambwifi now live in St Neots, St Ives and Ramsey and due to go live in Huntingdon in the next week or so. A press release and social media campaign will mark the formal “launch” of coverage across all Huntingdonshire market towns. East Cambridgeshire market towns now also have good public access Wi-Fi coverage, with Littleport recently completed and funding for a significant extension to the Wi-Fi coverage areas in Ely and Soham agreed as part of the CPCA market towns recovery bid. The extended coverage will be rolled out during 2021. Public access Wi-Fi in rural areas has also been boosted by the rollout to over 30 village halls, with more to come over the next few months. As well as supporting digital inclusion at a time when digital connectivity has never been more important, these services can help with Covid-19 response and recovery measures, including: contactless payments, track and trace sign-in and up to date information dissemination. CCC won £2.5million Public Sector decarbonisation funding which will cover approximately half our costs for decarbonising heat for 15 CCC buildings. These buildings will come off oil and gas permanently so will reduce the Council's carbon footprint. We have started delivery. 	<p>Peterborough City Council as 1st in the country for overall satisfaction. This builds on the good results of previous years where we have been 1st in the Eastern Region for 3 years in a row. To be top in the country is a great achievement and something which we are proud of.</p> <ul style="list-style-type: none"> There have been numerous compliments for Aragon around the Waste and Recycling Service and Parks and Open Spaces All the regeneration schemes are moving forward despite covid with a Collaboration Agreement signed for North Westgate; development commencing on the new Government Hub at Fletton Quays; University of Peterborough to be on site in Q1 2021; and £22.9m secured for Peterborough through the Towns Fund – one of the first seven towns out of 101 across the country. There has been a successful bid for funding under the next steps accommodation, bringing in c£1m in capital/revenue funding.

