

# **SERVICE HIGHLIGHT REPORT – COVID-19 AND KEY SERVICE UPDATES**

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<b>LOCAL AUTHORITY:</b>	Cambridgeshire and Peterborough

## **Part 1 - COVID-19**

### **NEW GUIDANCE AND IMPACT**

#### **COMMUNITY SAFETY**

- Given the critical nature of the 365/24/7 CCTV Peterborough and Fenland shared service, the Business Continuity Plan (BCP) response has been updated to now always include the mandatory wearing of face coverings by operators during double crewed periods within the control room and when entering shared office spaces. This was implemented under the advice and guidance from PCC Health and Safety officers. The existing CCTV BCP control measures are still in place and will continue to be strictly adhered to at all times by staff.

#### **REGULATORY SERVICES**

- The latest lockdown has meant that weddings and civil partnership ceremonies cannot take place unless in exceptional circumstances, for example if one of the couple is terminally ill. As of the 24 December, the Cambridgeshire Registration Service had only 256 ceremonies left in January and February, and all couples were contacted to discuss their options. With Government now indicating that lockdown may not be eased any earlier than March the service has begun to contact couples with ceremonies booked for the first week of March.
- We have recently received from MHCLG a document outlining the national priorities for Regulatory Services during the pandemic. The approach already adopted across the councils is consistent with that outlined in the document.

#### **CULTURE AND LEISURE, PETERBOROUGH**

- Following the announcement of Tier 4 'Stay At Home' Alert Level in December, the decision to cancel the Flag Fen Festive Yule Bonfire was taken, and the facility remains closed.
- The Key Theatre reopened following the second lockdown in November with a programme in line with government guidelines. However due to continued uncertainty, and financial risk posed by potential future restrictions, tickets sales were affected, and several shows were cancelled due to poor sales. The theatre did secure two Christmas residencies which included 'Dear Santa' specifically designed for preschool children and a social distanced performance of 'A Christmas Carol' presented by Peterborough's own 'Lamphouse Theatre'. Both shows were very well received by patrons. Sadly, these shows, and the wider programme were abruptly cancelled on 20 December as Peterborough was moved to the higher tier.
- With the exception of Peterborough Central library, libraries that were open had to close. Central Library remains open for the services allowed under lockdown guidelines: access to public computers, a Select and Collect book service and Visa biometrics service. The public can still access e-books, e-audiobooks, and e-magazines, which are proving very popular.
- All Leisure Centres in Peterborough remain closed, and all grassroots sports has stopped for children and adults. Recreational sport has also stopped such as Table Tennis and Tennis in Parks. We remain in close contact with Sport England and the sports' governing bodies and will be ready to reopen as soon as permission is granted.
- Sport England are working on their £100m support scheme for public leisure centres and gyms – Peterborough's application was submitted on 15 January to cover the period from December 2020 to March 2021. At time of writing, we are awaiting a decision.

#### **CAMBRIDGESHIRE LIBRARIES, ARCHIVES AND CULTURE**

- The Archive service has closed to the public and we have suspended non-essential research enquiries and reprographics orders. This model is in line with the National Archives (TNA) as they have closed their search room, suspended their enquiry and reprographics services and are advising all their staff

to work from home unless it is essential that they need to be onsite. We have in place a staff rota to check the security and conditions of the archive repositories at Ely and Huntingdon.

- The Libraries service continues operating its Click and Collect service alongside essential PC access. We have slightly reduced hours to help accommodate staff absences.
- The Library Presents' intentions and plans agreed in December by the Steering Group had to be changed following new lockdown guidance.

#### **CITY COLLEGE PETERBOROUGH**

- In line with DfE guidance released on 5 January, Study Programmes are currently providing face to face learning for those who fall into the vulnerable category, or those young people whose parents are key workers, and the young person cannot be left at home without support. Adult learners are all continuing online, apart from some full-fee classroom leisure learning, which has been paused.
- Day Opportunities service for people with learning disabilities is in discussion with Public Health and Adult Social Care to secure access to Lateral Flow Testing and potentially becoming a testing site. As the service is now only providing support to those with the highest care and support needs, this will provide additional assurance in controlling COVID risk.

#### **NEW CHALLENGES AND ACTIVITY**

##### **COUNTYWIDE COVID-19 COORDINATION HUB**

- **Clinically Extremely Vulnerable residents**

The Countywide hub continues to work with the district and city councils to ensure the c.32,500 residents that are Clinically Extremely Vulnerable are receiving support. In January, there have been just over 1,800 residents newly registering on the National Shielding Support Service, of which 501 registered as needing immediate help. They have all been contacted and support provided alongside being linked into local community support where appropriate.

- **Vaccination Support**

106 residents have been supported to get to their vaccination appointments by the Countywide hub where they have no family or friends available to take them. We are using the established community transport network and the team continues to refine the process with the CCG.

- **Self-Isolation Support**

Each district and city council is seeing an increase in the number of residents applying for financial support via the National Support Scheme. The Countywide Hub meets regularly with each area to share learning and ensure people in need of financial support, but who are not eligible for the national scheme, are being referred for local support. To date, the Countywide Hub has supported 66 residents that are not eligible for the national scheme, the most common reason being education settings being sent home to isolate therefore requiring unpaid leave for parents/carers.

Building on the successful Shielded Case Officer model utilised throughout the pandemic, the Countywide Hub has been supporting both councils' contact centres and Public Health to launch a self-isolation support service. A team of case officers regularly calls priority groups identified as needing to self-isolate to ensure they have the support in place they need. As a result, requests for help come through to the Hub, enabling the team to better understand barriers to self-isolation. In the first week, the Hub has seen only a few escalations which means that levels of self-support are high. Most escalations are linked to financial support, and we have been able to meet that need via either the national or local hardship support schemes.

- **Winter Support Scheme**

Following the success of the first phase of the scheme, in January the central application form was paused – in total up to that point we had received 3,873 applications for support. This is in addition to over 32,000 children and young people receiving food vouchers for the two weeks of the Christmas holiday. These applications have so far resulted in:

- A team of over 100 people coming together to ensure everyone that applied was contacted and offered emergency support before Christmas
- 782 emergency fuel vouchers being issued
- 300 households being provided with personal hygiene supplies via local libraries
- 412 households being provided with emergency food supplies via district/city hubs
- 1,617 referrals to Peterborough Citizens' Advice and Care Zone (providing white goods and other practical support)
- 400 referrals to the Cambridgeshire Local Assistance Scheme and Citizens' Advice

- 73 referrals to the East Cambridgeshire District Council Advice team
  - 278 financial awards in December from the Cambridgeshire Local Assistance Scheme
- With the pause of the central application process, the Hub is now conducting an evaluation of the scheme so far to help shape the emerging Social Mobility work – further details of this are below. This will also identify opportunities for the remaining funding for Cambridgeshire and Peterborough.

Throughout January we have continued to work with Education colleagues to refine the school food voucher process for February half term.

- **Developing Support for Digital Isolation / Poverty**

The Think Communities Manager and the Countywide Hub have been supporting the Education Service Directorate to design, develop and deliver projects which result in laptops being available for children. Think Communities representation in a task and finish group has resulted in the agreement that libraries will be used as local donation points for new or surplus equipment. Libraries will also manage the collection of those items and deliver them to the teams who will be refurbishing them. As part of planning for recovery, a specification has been developed alongside the Cambridgeshire Digital Partnership which will support the mapping and co-ordination of digital support for residents in Cambridgeshire and Peterborough as well as publish a single view of these opportunities and signposting to support. The Partnership will focus on Devices, Data and Skills to ensure a robust enablement offer.

- **Volunteer Pathway**

Work is currently underway with the CCG, voluntary and community sector partners, and district/city council colleagues to establish a process for identifying volunteer support to vaccination and community testing sites. Building on the Think Communities principles, the Hub is developing a model that is sustainable and will form part of future ways of working beyond the pandemic. We continue to see a real enthusiasm within our communities to help, and therefore this pathway will enable this whilst linking them into established voluntary opportunities.

#### **PETERBOROUGH COVID-19 COORDINATION HUB**

- There were 351 calls to the Peterborough hub in January, with the top three areas of requests being:
  - i. Winter Support Grant food support
  - ii. Clinically Extremely Vulnerable shopping support, and signposting to debt and financial advice
  - iii. Brokering prescription collections.

The Hub also dealt with several other queries relating to outbreaks and guidance and a small number of calls around vaccinations and transport.

Although the volume of calls has not significantly increased the complexity of the issues the Hub is facing has increased. This has led to more resource being needed to cover the calls element of the Hub activity.

- **Community Grants for Outbreak Management Solutions**

The Parish and Community COVID-19 Grants scheme launched on 20 January offering groups the chance to apply for £500 to reduce COVID-19 transmission via community support (e.g., food, PPE, messaging etc). Applications are open until 19 February 2021. 31 applications have been received to date. Work is underway to promote this scheme designed to support quick, innovative ideas to minimise transmission.

- **Community Voluntary Support for Hardship**

Peterborough Council for Voluntary Services (PCVS) have received a grant of £53,000 from the Winter Support Grant to increase capacity within the voluntary sector by facilitating the recruitment of five workers to meet the increased demand for emergency support because of COVID-19 in the areas of adult disability, the elderly, child disability, welfare rights, benefits and debt, and mental health.

#### **COMMUNITY COHESION PETERBOROUGH**

- We continue to work closely with faith and community leaders, to support them to manage the impacts of the pandemic, including in relation to attendance at burials, COVID-safety awareness in places of worship and Madrassahs, and provision of support to asylum seekers.
- The Director of Public Health has issued letters to all faith groups to strongly recommend their suspension of all operations unless it is online. Most faith groups have followed the advice. Follow up work is continuing through the support of Inter faith Support Group.

## **COMMUNITY SAFETY**

- The Independent Domestic Violence Adviser (IDVA) service and Outreach services both saw an increase in demand over the Christmas and New Year period. Two additional multi-agency conferences (for higher risk or repeat cases) were held to manage the increased demand.
- The Counting Every Adult service reports that there is a significant challenge to providing support and resettle individuals with complex needs whilst maintaining distance and minimising contact, especially during colder weather.
- Due to the increase in COVID cases across Peterborough during December, staff from the Prevention and Enforcement Service continued to respond to requests from the Rapid Response Team including patrols activity, promotion of testing centres, and undertaking contact tracing door knocks. Since the start of December, the service has seen an increase in all these activities.

## **REGULATORY SERVICES**

- The Food and Safety Team in Peterborough are working closely with Public Health contacting businesses where they have had several confirmed cases to determine if there was any possible workplace transmission. In these cases, an officer will contact the business to review their COVID control measures and their own contact tracing procedures, conducting a site visit where necessary.
- Trading Standards are leading a regional project to test efficacy of hand sanitisers being manufactured and imported in the Cambridgeshire area. The regional results will be shared with the Office of Product Safety and Standards as there may well be national implications resulting from the findings.
- The COVID Compliance team are currently engaging with supermarkets across Peterborough to ensure they are adhering to COVID-secure measures and always following best practice. Furthermore, following issues with home deliveries from a local store who were impacted by staff isolating, channels of communications have been opened to assess whether any support is required to address this, ensuring those most vulnerable are still able to receive food.
- Peterborough's Housing Enforcement service has reduced the number of visits to properties focusing only on serious category hazards, thus reducing the risk of transmission to both themselves and the residents during this time. Some of the team have been redeployed to other COVID-related work in the interim.
- Throughout the pandemic there has been a spike in puppy prices, which in turn has caused an unprecedented number of illegal landings of puppies bought into the UK without the correct documentation causing a risk of rabies. This is a trend mirrored across the region, and our Regulatory Services continue to act to address this.
- The Coroner Service is experiencing continued delays with Post-mortems, with only two being carried out per day compared to four pre-COVID. This means some can take up to fourteen days, rather than the usual two. This adds further delays to progressing cases.
- Peterborough Environmental Health colleagues are progressing arrangements with the Health and Safety Executive who will pick up additional checks on Peterborough businesses to ensure they are COVID-secure. Results of checks will be shared with the council.

## **CULTURE AND LEISURE, PETERBOROUGH**

- Most of the heritage team are now working remotely. Some members of staff in visitor services have been temporarily redeployed into new roles to support delivering the objectives of the Arts Council Cultural Recovery Fund. There are six members of staff who continue to carry out essential maintenance work at the museum and Flag Fen, the conservation of the Must Farm log boats and condition checking the collections and monitoring the environmental conditions in the museum stores and galleries.

## **CITY COLLEGE PETERBOROUGH**

- 74 young people are currently attending each week, this is under constant review so that the individual needs of learners can be met. Learners are engaging with online learning and have been sent home learning packs. Wellbeing support continues and free school meals are being provided. Learners are anxious and some have required intensive support with their mental health.

## **CAMBRIDGESHIRE SKILLS**

- Back in national lockdown many more courses can continue, as direct delivery and subcontracted providers have made arrangements to support learners online during this period or they were always planned to be delivered online instead.

- Teacher based assessments - converting planned on-site assessments for functional skills to “Test at Home” function – is challenging due to access to multiple devices at learners’ homes and assessments with the requirement they are conducted and invigilated on a 1:1 model, rather than a group to one model.
- Mid-year learner surveys are being carried out with all learners to evaluate the on-line learning provision.

#### **CAMBRIDGESHIRE LIBRARIES, ARCHIVES AND CULTURE**

- We are working on a new pilot of working as an affiliate with BookshopUK to help link book sale and income generation to library events.
- The Library Presents team are planning for the Spring Season – being careful so that we lower the risk of need to cancel events from May onwards. All will be outdoors, investigating locations now and then seeking advice from relevant health and safety colleagues.

#### **RECOVERY ACTIVITIES**

#### **THINK COMMUNITIES**

- The whole focus for both the Think Communities team and the entire service directorate is being refocused on tackling the issues of social immobility. Further information is set out in the ‘business as usual’ updates below.

#### **COMMUNITY SAFETY**

- Staff in refuges and IDVAs have been prioritised as frontline workers for access to COVID-vaccination.
- The COVID testing pilot in refuges will finish at the end of January. Work is ongoing with Public Health to explore the provision of lateral flow tests on a continuing basis and, in the short term, it has been agreed that refuges can use existing stocks of tests for asymptomatic testing or testing of staff.
- The ‘Ask ANI’ scheme through pharmacies has been launched. This will enable anyone experiencing domestic abuse to approach participating pharmacies (currently Boots only) and ‘Ask for ANI’ and be directed to a consulting room where they can call the police or support services for assistance.

#### **REGULATORY SERVICES**

- The Chief Coroner and Secretary of State have authorised the appointment of 10 Assistant Coroners in Cambridgeshire and Peterborough. These appointments will increase the capacity to hold Inquests simultaneously across the COVID-secure venues and manage the backlog of cases that has increased with the impact of COVID. Assistant Coroners will work for the service part time and are predominately employed elsewhere. The backlog of cases is being mapped with availability and expertise of Assistant Coroners as well as venues to progress the cases efficiently.

#### **CULTURE AND LEISURE PETERBOROUGH**

- We are working closely with Peterborough Limited to develop approaches which maximise income generation and membership growth, as well as ways to expand the service offering with minimal risk but good reward.
- A large number of both health and wellbeing classes have been recorded and are free to access on Peterborough’s Ltd’s website. They are also advertised via social media. Live stream classes are also available.
- Work is ongoing on the shared Public Health contract to deliver our work in engaging with those with specific health conditions to get them active.
- Club Viva – a pre- and post-school club at Hampton School, within Hampton Leisure Centre – is continuing with a scaled down trial for key worker children.
- Currently several Peterborough Ltd leisure staff have been trained and are working with Aragon to deliver recycling and waste collection.
- We are working with Active Orbit to increase awareness of leisure services by offering free incentives when people complete over 100 minutes of activity. Active Orbit are trialling the app in Peterborough before rolling out nationally. This will mainly be aimed at those that are classified as inactive: currently over 28% of the city fall into this category with a further 13% not meeting the Chief Medical Officers guidance of 150 minutes of activity per week.
- Programming at the Key Theatre continues to be challenging, with all constituent partners acknowledging the need to be adaptable. Due to continued uncertainty, the theatre is working with

partner production companies to agree new dates for shows and to achieve the best outcomes for all parties concerned.

- Following the successful bid to the 'Reading Friends' initiative (£10.5k), work will commence to develop and roll out a programme to combat loneliness and support mental wellbeing. We will align the offer with Cambridgeshire Libraries and share best practice.
- Plans are progressing to restart services at the Business and Intellectual Property Centre at Peterborough Central Library, with talks underway to invest in creating a more prominent space in the centre of the library. This Centre supports small business start-ups and innovation.
- Plans are being made to restart the mobile library and library-at-home service, and to re-open more libraries for click and collect.

#### **CITY COLLEGE PETERBOROUGH**

- Preparations are well underway to celebrate National Apprenticeships Week between 8 and 15 February. City College is collaborating with Peterborough College on this, with information on and promotion of Apprenticeships being delivered online to residents and businesses, rather than the physical information centre in in Queensgate that had been planned.
- The Day Opportunities service for people with learning disabilities continues to expand the online offer to provide meaningful and accessible activities for individuals not attending sites. Access to the activities is dependent on the abilities and skills of the individual and whether they have IT and Wi-Fi access at home.

#### **CAMBRIDGESHIRE SKILLS**

- The service is continuing to operate a fully online curriculum. 55 courses are now available to support social and economic outcomes. More activities around mental health and wellbeing are being planned to launch after the half term break. The service is also starting to work on longer term recovery and growth planning to support the "Plan for Jobs" approach announced as part of the Comprehensive Spending Review.

#### **CAMBRIDGESHIRE LIBRARIES, ARCHIVES AND CULTURE**

- A new contact project is being scoped to target our vulnerable customers who have not made use of us since the pandemic started. This might lead to an increase in Library at Home services, our digital offer, and general contact being made.
- Training for reading aloud to go into Papworth hospital is currently on hold due to Papworth hospital staff capacity but led into a successful application for Reading Friends and towards an Arts Council bid to make this a Countywide initiative to help COVID recovery and targeting the socially isolated.

#### **DECISIONS MADE SINCE LAST REPORTING PERIOD**

- In line with guidance provided by the Chief Coroner, jury Inquests are currently on hold until 1 March. Before they recommence the current risk assessment will be reviewed with the Health and Safety team.
- As of 26 January, 30 marriage and civil partnership ceremony exception requests have been considered in Cambridgeshire, and of those 11 have been authorised, 18 declined and 1 is pending.
- As part of the Arts Council Recovery Grant programme, the procurement process for a new theatre box office system for the Key Theatre in Peterborough concluded in December and a new supplier was awarded with the contract. An implementation plan and project team are in place to see the new system go live in March 2021. The new system, provided by operator 'Ticket Solve', is a market leader and will help the theatre to realise existing and new growth opportunities.
- As a direct result of the increased COVID risk, the Peterborough Day Opportunities service has again reduced the number of people attending site and is only providing face-to-face support to those assessed as being more at risk at home than attending the service (this is approximately 20 of 250 people). A comprehensive online, telephone, community and welfare call support package has been implemented for those that are currently not attending.

#### **NEW COVID-19 FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD**

N/A

## WORKFORCE CHALLENGES

- Although the volume of calls into the Peterborough Hub has not increased significantly, the complexity of issues has increased leading to more resource being needed to cover the calls element of the hub activity. Three redeployed workers have therefore been identified who will be trained in early February.
- Due to officers within Peterborough's Environmental Health service being deployed to COVID activity, there is a need to backfill an Environmental Health Officer post to undertake statutory food safety related work. An officer will be starting shortly.
- With increasing pressures on officers managing the central Regulatory Services COVID-19 Compliance inbox, which includes enquiries from businesses as well as complaints, staff across all regulatory teams are contributing to reduce the pressure on any one team.

## COMMUNICATIONS

- In discussions with the communications team regarding a poster campaign in shopping centres that promotes key public health messages during the pandemic.
- The first issue of the Cambridgeshire Skills Safeguarding Newsletter will be released in February.
- A press release was sent to all Town and Parish councils asking for them to promote the Cambridgeshire Skills online taster courses.
- Video blogs from faith leaders and community champions promoting vaccination take-up are being prepared.

## Part 2 – BUSINESS AS USUAL ACTIVITY

### KEY SERVICE UPDATES – INTERNAL / EXTERNAL

#### THINK COMMUNITIES (CAMBRIDGESHIRE LOCAL AND PETERBOROUGH TOGETHER)

- **Think Communities Focus Areas**
  - Resource is focused in several focus areas to support other directorates meet their objectives. Over the past month the Think Communities methodology has been built in to plans for carers' support, expanding access to Technology Enabled Care, and NEET reduction. All these areas of work focus on extending reach to unknown residents at risk, links to hyper-local community support, and increasing stakeholder engagement. Lead officers are in place to progress the actions in the plan with links to business intelligence to capture the learning.
  - To support the full service directorate drive to improve social mobility and level up inequalities we are continuing to develop the support offer to the nearly-4,000 residents who contacted the Hub as part of the Winter Support Scheme. As referenced above, this scheme presents an opportunity to really understand how the system can best support families that are newly facing economic hardship.
- **Cambridgeshire Local (Stakeholder Engagement)**
  - Event planning for all 5 Cambridgeshire districts continues in collaboration with District/City Council partners, the Cambridgeshire and Peterborough Association of Local Councils, and others (including Primary Care Networks and other NHS colleagues. Data briefing sets have been developed for each place and common core content is in the final stages of development, shaped by District/City input across all areas. Each District/City is taking the event proposal through their relevant management and member approval routes. County Member engagement has been arranged for 10 February to share the engagement plan. First dates are set for East Cambridgeshire with other dates coming on-line at time of writing. This first round of events will pave the way for more local engagement with our 22 service delivery areas in Summer 2021 to further develop our place-based approach in co-production with our communities.
- **Peterborough Together**
  - The award of the second tranche of funding from the MHCLG for integrated communities will enable the roll out of Time Credits across Peterborough. The specification for the new contract has been drafted and the procurement process is underway. Time Credits will reward volunteers

- for the work that they do in their communities and will be a key part of Peterborough's promotion of volunteering for recovery.
- Following the successful expression of interest, Peterborough has been invited to submit a full Active through Football bid. The chosen areas of focus will align with identified areas of need. The Peterborough Place Coordinator is supporting Living Streets with the next stage of the bid process.
  - A 10-week training course on Asset Based Community Development is underway with 20 individuals from across the City. This demonstrates further investment in supporting our Community Leaders to be an active part of recovery.
  - The now-traditional Holocaust Memorial Day event was held on 27 January. The event was held on-line with a combination of pre-recorded and live coverage. Tributes were paid to the Chairman of the Planning Committee who passed away earlier this month. The HMD event can be viewed at: <https://www.youtube.com/watch?v=j0kYiceD25M>
  - Black African and Caribbean leaders in Peterborough met with senior public sector leaders on 20 January. A series of issues relating to recruitment, education, health, and police powers were highlighted by the community. Similar discussions will continue quarterly.
- **Cambridgeshire and Peterborough Against Scams Partnership**
    - The Partnership reached the 100 supporters' milestone (102) in January – supporters are typically community groups, local councils etc. and they receive and share scams information to help build local resilience.
    - 5 scam alerts were issued in January, including two audio files of telephone scams occurring in our county. Our alerts are being shared widely on social media – one reaching 5,483 people.
  - **Cambridgeshire Innovate & Cultivate Fund**
    - The Communities and Partnership Committee received the annual evaluation of the fund at their January meeting and agreed a recommendation to ask for a further £300k, which will focus on the small Cultivate Fund applications of up to £15,000 each to help support residents in their local areas to live independent, healthy, and safe lives.
  - **Fenland Support for Winter Support Grant**
    - Working in partnership with Fenland District Council, Think Communities supported £24k to be given to a trusted local organisation to support Winter Food and Fuel Poverty. This has proved to be a successful way of working with £21k already being distributed directly to those in need within their communities.
  - **East Cambridgeshire Delivering Asset Based Home Care**
    - Think Communities have been supporting the development of the Asset Based Area Pilot in East Cambridgeshire. The networks and links created by the Place Coordinator have been instrumental in ensuring this project can be successful. Work undertaken to develop a business case for project management resources led to this being approved at GPC, and project meetings are now in place and the partnerships with the integrated neighbourhoods' teams are going from strength to strength.
  - **East Cambridgeshire Giving Carers a Break**
    - The 'Giving Carers a Break' pilot project, jointly funded by Ely Primary Care Networks and Think Communities, aims to support exhausted carers through the next 12 months and became operational in January. Caring Together have been appointed to employ a Short Break Coordinator to oversee the short break offer and to embed themselves in the community to identify carers not known to the system or other providers. The Coordinator will work with Care Network, East Cambridgeshire Parish and Community Forum and the Wellbeing Hub to identify and match volunteers and carers who wish to provide a break/access a break in their local village or town.
  - **Youth Voice – Peterborough**
    - Results from the national Make Your Mark consultation were published in December 2020. Votes from 288 young people aged 11–18-years from 6 schools and colleges across Peterborough highlighted the top local and national issues in the city. The top 3 national issues were: (i) free university; (ii) supporting mental health; and (iii) acting on the climate emergency. The top three local issues for young people were: (i) domestic violence; (ii) homelessness; and (iii) access to training and jobs. The Peterborough Youth Council will use these findings to identify their campaign aims for 2021 and look to work with the local authority, youth groups and community organisations to tackle these issues. Peterborough Youth Council will also be launching a month-long recruitment campaign in January 2021.



- **Community Enabler Grants**

- There were 8 COVID Recovery Fund enabler grants awarded during January which enabled communities to address and meet some of the needs and issues they were facing as a direct result of the continued pandemic. They included Soham Radio, Cambridgeshire Youth Panel and Hemingford Hub delivering creative, inclusive, and engaging projects that tackle social isolation, emotional health and well-being, food poverty and poor mental health.

- **Youth Social Mobility – Cambridgeshire**

- An additional £15k of external funding has been secured for further outreach work which will commence in February half term, working with local partners to identify key areas where a youth work presence would be beneficial to youth social mobility. This will continue to take place in each school holiday until the end of summer, where we hope to engage young people in positive activity, address ASB behaviour, offer advice and guidance of local services and bring in external organisations to focus on issues such as drugs and knife crime.

## **COMMUNITY SAFETY**

- An Early Intervention Foundation project focusing on children affected by domestic abuse has started with a systems map of services and processes being developed with practitioners. This will then be discussed with managers and commissioners in February.
- CCC and PCC have both signed up to the Employers Initiative on Domestic Abuse.
- It has been agreed to pilot a post to support victims of Adolescent to Parent violence and abuse.
- The Domestic Abuse Bill is continuing to make its way through Parliament with a successful second reading in the House of Lords. This is still on track to receive Royal Assent by April 2021.
- The Peterborough and Fenland CCTV service has maintained 100% service delivery throughout January across the 24/7 period. The service recorded 199 incidents in Peterborough (crime and disorder, including anti-social behaviour) during December leading to 36 arrests (254 incidents and 39 arrests including the Fens).
- CCTV incident analysis for Peterborough City during December showed 41 incidents relating to concern for person(s), 30 incidents for theft related offences, 19 incidents for violent crime offences and 15 incidents for street drinking and drug related offences - all seeing a good decrease in numbers reported compared to November 2020.
- During December, the CCTV shared service responded to 226 call requests via the Peterborough City Council out of hour's telephone contact service which was an increase in call volume compared to November 2020. Calls for service included 130 homelessness related, 7 lost/stray dogs, 7 cleansing reports, and 7 connected to our property assets.
- In Peterborough during December, 300 Fly Tipping incidents were investigated, 35 Rubbish Accumulations Letters/Notices were issued, and 23 Abandoned Vehicles were enforced.
- The public consultation on the Millfield Public Spaces Protection Order concludes on 22 January 2021, and to date most of the responses analysed are in favour.

## **REGULATORY SERVICES**

- Trading Standards have been working with a surgeon at Addenbrookes Hospital who had to save a small child's life after she ingested some high strength magnetic bracelet balls. Subsequent enquiries revealed that within a short period of time other surgeons also had to deal with similar distressing cases in small children caused by the same magnetic bracelets. Whilst the bracelets meet UK safety standards, it is evident that they are posing a serious risk to small children. Officers are working with the surgeons and the Office of Product Safety and Standards to determine what can be done through legislation to address these risks.
- A Cambridgeshire Registration Ceremony Officer Workshop took place virtually on Saturday 23 January with over 20 Registration staff participating. This was an opportunity to bring the team together to update them on key changes and requirements as well as discussing the arrangements for the months ahead.
- The Planning Committee have approved the change of use for the Roger Ascham building which is to be used as a Ceremony Office. Further planning consent will be required as the building is listed.
- The National Avian Influenza Prevention Zone remains in place which imposes stringent biosecurity requirements on bird keepers and requires all birds to be housed. Trading Standards continue to be prepared and ready to respond to Avian Influenza but there have been no further cases confirmed since 30 December so hopefully the risk is now reducing.

- The Business Intelligence Team is working with Housing Enforcement in Peterborough to gather and review the data relating to the Private Rented Sector Selective Licensing Scheme which is due for renewal in October 2021. There is an indication that there is a need to consult on an increase in the size of the scheme.
- Officers are beginning to receive more enquiries from businesses on the UK exit from the European Union and how to comply with the new requirements.
- Trading Standards management were invited by the National Audit Office to take part in their review of product safety across the UK because of the experience within the team.

#### **CULTURE AND LEISURE, PETERBOROUGH**

- As part of the Arts Council Culture Recovery Fund, the museum team are involved in key work streams which include working with a Heritage advisor to help the management team develop skills to deliver the new model, developing an individual service marketing plan and undertaking consultation to align museum provision to local need whilst developing the visitor economy as well as delivering online activity with local creative practitioners and partners targeted at the 5 priority groups identified by Peterborough City Council as most at risk as a result of the impact of COVID.
- A brief and specification are being agreed currently to confirm the detail required by leisure consultants ready to start work on the full feasibility for Werrington. This will confirm the best location for the facility in Werrington as highlighted by Sport England with the lack of leisure facilities within this area and the city. The facility mix will include as a minimum a 6 lane 25m pool, 100 station fitness studio, 2 class studios, a cafe and Library area.
- Table Tennis England and Viridor have granted Living Sport and its partner PCC £20,000 (£10,000 each) for outdoor table tennis tables across the city. Due to the current restrictions Table Tennis England have advised installation to take place in March 2021 which will see at least a further 5 tables installed in more rural areas.
- The Peterborough Active Lifestyles and Sports Strategy has been on hold due to many partners having resource furloughed and a change to their normal operational delivery. This is still a live strategy and actions are outlined for partners to deliver against. However, we have now agreed to formally commence a full refresh of the strategy to better reflect the impacts of and opportunities emerging from the pandemic.
- The Peterborough Football Foundation Local Football Facility Plans were approved in September, although work has been interrupted by the pandemic. This project is an opportunity for grant funding to be used for grass roots football and increased participation in locally based work carried out in the summer to identify improvements needed across the city. A formal development plan has now been signed off by the council, FA, and the Football Foundation, and up to 50% of the funding can be allocated for the main projects. There are currently 17 priority projects for potential investment within Peterborough and 6 of these are being explored currently.
- We are supporting the development of the new Peterborough Parks Website, which will show the activities that make an active park – e.g., health walks, Park Runs, Park Tennis, Bootcamps, Yoga, Wildgoose etc. The website will be developed for the city to use so all points of interest with partners/stakeholders are in one space. Funding has now been granted through the £1m accelerator fund to move this forward and it will be live for spring 2021.

#### **CITY COLLEGE PETERBOROUGH**

- Now it has been confirmed by the DfE that public examinations will not take place this year, preparations are well underway for all adult learners to receive calculated grades. Study Programmes continue to recruit learners for the next academic year, and we have received 60 consultations and applications to date. A virtual open evening was held on 13 January.
- Feasibility studies are underway to develop new social enterprise(s) or supported businesses that do not have a reliance on long term use of LA funding but provide skills development and sustainable employment options for service users and aims to avoid or postpone an individual's need for formal adult social care (and costs associated with this). The Job Coach team have supported one person into paid employment and the Preventative Team have successfully supported an individual to appeal a PIP decision.

**CAMBRIDGESHIRE SKILLS**

- In the first 6 months of the academic year, we have recruited c.1,800 enrolments vs our annual target of 4,100. Although this is slightly below profile by 12%, nationally, providers are reporting decreased participation of 15-43%.
- CJ Murfits have been appointed to undertake the refurbishment of the March Community Centre. Work starts on 1 March and will take 8-10 weeks.

**FINANCIAL ISSUES**

N/A

**UPCOMING ISSUES & HORIZON SCANNING AREAS**

- As previously mentioned, the whole focus for the service directorate is being realigned to focus on social mobility. Further details will be included in future reports.
- The Counting Every Adult service has submitted, on behalf of the system, an Expression of Interest to the 'Changing Futures Programme'. Our information is that we would likely hear before the end of February whether we have been accepted on to the programme. We propose to convene a meeting early in February to plan the next steps with this programme in the event of either outcome.
- The Cambridgeshire Registration Service has engaged with Approved Venues in Cambridgeshire to gather feedback of their experience of the Registration Service. Overall, the feedback has been positive and will inform further engagement that will take place in 2021.
- With an increase in the number of ceremonies expected post-COVID (some already booked for 2024) the Cambridgeshire Registration Service is looking to recruit more Ceremony Officers to manage the demand. Many Ceremony Officers are employed with a sessional contract commitment, allowing flexibility for both the individual and the service.
- A Marriage Schedule System is due to be implemented across Registration Services in Spring / Summer this year. The change will mean the current paper-based registration of marriages and civil partnerships will move to an electronic system. While this will be a welcome change to services it will heavily impact on resources at a time when the service is still managing and recovering from the impact of COVID. The National Panel, for which the Cambridgeshire Registration Manager is a member, have highlighted these concerns with the General Register Office.
- The Coroner Service continues to work with the Transformation Team to review and develop ICT infrastructure and explore the possibility of a dedicated pathology, mortuary, and inquest facility.
- We are working closely with the national and regional Census engagement teams to ensure good participation levels in this year's census.