

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	<u>Business Intelligence</u>
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KEY ACTIVITY HEADLINES

- Supported HR reporting improvements
- Worked with partners on ASC recording processes, SPA processes and KPIs
- Worked with Brokerage on capacity dashboards
- Continued to deliver schools survey analysis
- Analysed deaths information from ONS
- Working with Hub on managing NHS Shielded Patient List and sharing ASC information with districts; established process for managing requests for data sharing
- Progressed analysis on traffic and travel as way of monitoring compliance and estimating for modelling.

RISKS / CHALLENGES (AND MITIGATION)

- A lot of information now emerging – e.g. Brokerage, CQC, North East Commissioning Support Team, PHE all seeking info from care homes – and this info is coming out in different places. Multiple media discussions around death statistics meta-data for example. Good that we are considering these issues but they also mean we have to deal with a lot of enquiries when things are not clear and easy to over-interpret them.
- Initial burst of queries were relatively tightly scoped. Now they are looser and require more management time to consider and think about best way of reacting, e.g. request for expanded ASC sit rep means considering all of the possible different sources of info about care home capacity

WORKFORCE UPDATE

BI workforce working at home, no unusual levels of sickness, although some team members' wider families are affected by COVID-19

FINANCIAL IMPACT (increase in costs / reduction in income)

RECOVERY ACTIVITY (plans being considered / future steps)

Worked with Greater Cambridgeshire Partnership and economic recovery sub-group on proposal for economic analysis.

Starting work on scoping key economic datasets and methodology for assessing impacts.

COMMUNICATIONS

- Daily contact with Director, formal reporting to Director weekly
- Daily extended management meeting to deal with issues of the day and resourcing/team resilience
- Weekly Management meeting
- Continued daily contact with services