

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Customer and Digital Services CCC and PCC
REPORT AUTHOR:	Sue Grace: Director
REPORTING PERIOD:	13/04/2020 – 20/04/2020

KEY ACTIVITY HEADLINES (See separate Highlight report for Communications)

- Customer Services – busy after the Easter break and working with the registration service to support the cancelling of ceremonies now the lock down has been extended;
- Emergency Planning – Temporary Body Storage at Marshalls formally handed over to the County Council as the construction is complete; confirmed that the Police will run the Body Storage supported by the veterans association Team Rubicon; we are working closely with the Funeral Directors and the Hospitals on how this additional capacity will be used (should it be required); County Council staff will be onsite to oversee the effective running of the plant and security is in place;
- Information Governance – continue to support staff with requests for data sharing agreements and Privacy Impact Statements to support the work of the two Councils and their partners during the emergency; starting to pick up on some Freedom of Information requests and Subject Access Requests to minimise the backlog of work when the emergency is over;
- IT – supporting Democratic Services on the use of Zoom for public meetings, Zoom have been working on improvements to their system so we expect this will work well for these types of external meetings; looking at options for a light touch Customer Relationship Management system to support the work of the Co-ordination Hub, data management is really challenging given the range of data coming from different sources; the County Council has taken receipt of more laptops and desktops to ensure we have a supply in stock to meet staff needs; with the increased threat of cyber-attack both Councils have introduced an email banner to alert users to emails from external addresses, IT are working to refine the use of this banner to ensure its effectiveness; both Councils are seeing an unprecedented amount of SPAM during the Covid-19 lockdown and are having to be vigilant to ensure systems are not compromised, the use of an email banner was recommended at a recent MHCLG workshop; both Councils have stepped up their support for out of hours working however the level of calls to this service are currently low, this indicates IT is holding up well;
- PCC Health and Safety – have been refreshing guidance to support staff to carry out Risk Assessments during the emergency and to ensuring support is in place for staff who experience aggression or abuse when carrying out their work;
- Members of staff from across the Directorate continue to support the Local Resilience Forum's and the Councils' Tactical and Strategic Co-ordinating Groups;

RISKS / CHALLENGES (AND MITIGATION)

Key Risks

- Maintaining the resilience of IT services – mitigated through regular monitoring
- Protecting against Cyberattack – mitigated through maintaining vigilance across the workforce and in IT

Key Challenges

- Continuing to work through the technology challenges of the new ways of working
- Maintaining delivery of priority programmes – e.g. completion of the migration of the remaining sites from CPSN to Eastnet (the network and wifi connectivity contract for CCC and other public sector partners); continuing with the technical work to be able to roll out Microsoft Office 365 for Cambridgeshire so we can maximise the benefits of using O365 across both councils
- Maintaining connections between staff and their teams and keeping up morale

WORKFORCE UPDATE

- Supporting staff who are working from home and those few staff who are working on site such as IT support staff in the Octagon, Sand Martin House and the Town Hall and staff in the post room at Shire Hall.
- Ensuring line managers keep in touch with their teams including those individuals in high risk groups and those with symptoms.

FINANCIAL IMPACT (increase in costs / reduction in income)

- Ensuring all actual and anticipated costs are recorded on the C-19 Business Case documents in both councils and submitted to finance – costs are principally in IT and Emergency Planning

RECOVERY ACTIVITY (plans being considered / future steps)

- Beginning to assess the impact/risks from Covid-19 on major projects – e.g. the Data Centre move from Shire Hall to Sand Martin House, move to Office 365 in CCC, delivering proposed savings in PCC

COMMUNICATIONS

- Maintaining regular communications with managers and their teams