

P&C COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

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KEY ACTIVITY HEADLINES

Cambridgeshire Libraries and Archives

- The library service has significantly enhanced its digital service offer, and this continues to be well received with take-up increasing each week. There were 308 new digital members in April, and 58,107 e-issues were made (almost three times more than the same time last year)
- The Library Presents spring programme was cancelled, and instead we are working on some digital plans. 115 artists have submitted ideas, and we will select 19 to take forward, funded through the Arts Council. This offer should be available from this month
- Our Archives service continues to offer a basic enquiry service, accepting accessions of records at risk, updating catalogues, and carrying out regular physical checks of archive store security and environmental conditions

Cambridgeshire Skills and City College Peterborough

- Educational packages have been developed for expanding our online offer to existing and new learners, including furloughed workers in at-risk sectors, and employability, retail and health and care sector skills
- 10 online courses have been launched in Cambridgeshire, with a further 10 in the pipeline
- At City College Peterborough, learner attendance on courses for adult qualifications which are continuing on-line is currently 61% for English, Maths and ESOL and approximately 94% for all other qualifications
- To date, 73% of young people have attended a one-to-one tutorial with their tutor online or via the telephone
- Mentors have been trained to deliver online employability skills training as part of the Health and Care Sector Work Academy programme, continuing to support critical areas of recruitment
- 22 people are continuing to attend the Day Opportunities service for people with a learning disability, with the remainder receiving regular welfare calls and opportunities to participate in remote activities

Domestic Abuse and Sexual Violent Services (DASV)

- The referral rate into the Independent Domestic Violence Adviser service remains stable, as does the referral rate to domestic abuse outreach services
- However, there has been an increase into the Sexual Violence service of requests for counselling services. Our sexual violence services now have telephone helplines working remotely and technology is in place for virtual counselling – although this hasn't yet been used

Prevention and Enforcement Services (PES) – Peterborough-only:

- The majority of PES Officers are redeployed to undertake reassurance patrols around the hotels housing homeless individuals and support the delivery of urgent food supplies
- A proportion of staff are retained to ensure we have capacity to manage fly tipping investigations, urgent parking issues etc. Processes are now established to collect witness statements and recommence PACE interviews in relation to environmental crime (fly-tipping etc)
- The unauthorised Traveller encampment in Werrington is receiving daily monitoring

CCTV – Peterborough and Fenland-only

- The 24/7 service has been maintained which includes delivery of all the key CCTV services
- This led to 224 incidents being recorded by the CCTV team in April and as a result 35 arrests being made by enforcement partners thanks to CCTV intervention and support

- The CCTV service responded to 231 out-of-hours calls for service during April 2020
- The CCTV team conducted 611 camera patrols during April highlighting the proactive approach by the team to identify community issues early and help make our public spaces safe

Regulatory Services

- Officers have been in contact with a supermarket after receiving reports of non-compliance with social distancing measures. Officers advised the business and have carried out a follow-up visit to ensure the advice is being followed
- Trading Standards continue to support Adult Social Care by vetting suppliers of PPE, and checking PPE supplies
- Landlords are working with Housing Enforcement Officers in Peterborough, receiving advice on how to manage their properties during these challenging times
- A Noise Abatement Notice has been served on an individual in relation to loud music. An investigation is ongoing into further noise disturbance from the property
- Trading Standards are advising one of the Primary Authority partners regarding purchasing PPE from one of their suppliers in China to confirm it meets the necessary standards before it goes into the UK supply chains

Cambridgeshire Registration Service

- With the Service continuing to only register deaths and having ample capacity to do so, members of the team are beginning to be redeployed to other critical services
- Risk Assessments have been drafted in anticipation of any gradual easing of lockdown measures

Coroner Service

- Rooms at Peterborough Town Hall and Huntingdon Town Hall have now been secured so that multiple inquests can take place to address the backlog once 'business as usual' resumes
- The Chief Coroner has issued advice for Coroners regarding how to handle COVID-19 linked cases; importantly Coroners should not use inquests to review PPE policy decisions

RISKS / CHALLENGES (AND MITIGATION)

- Increased demand within the sexual violence service; the service is exploring additional funding opportunities to further support this work
- Opening up buildings when the lockdown measures are lifted (e.g. libraries and learning centres); in all cases, comprehensive lockdown easing arrangements are being developed to ensure we continue to adhere strictly to the rules
- Once current restrictions are lifted for the Cambridgeshire Registration Service, there will be a large number of births to register – 900 to date. The Registration Service Manager is putting a plan in place to manage the backlog while ensuring other areas of the service are not adversely affected
- From 11/5/20, Prevention and Enforcement Officers in Peterborough will help with traffic management and ensuring social distancing is maintained at the Household Recycling Centre
- Fly Tipping continues to be a challenge, especially in Peterborough's rural areas. Evidence is being collated ready for prosecution or issue of Fixed Penalty Notices for either fly tipping or householder duty of care breaches.

WORKFORCE UPDATE

A significant number of service directorate staff are deployed into the hub or across other services. However, services that are required to continue are operating effectively.

FINANCIAL IMPACT (increase in costs / reduction in income)

DASV:

- Increase in requests for funding to support victims to access safe accommodation – this is funded through a grant from MHCLG although is capped. This may lead to an additional pressure.

Cambridgeshire Libraries and Archives

- Continued loss of all income is approximately £42,750 per month

Cambridgeshire Skills

- Grant income remains the same, ensuring stabilisation of skills delivery
- Room hire at March Community Centre will be impacted with a £50k reduction in income by the end of July 2020
- Increased costs in subscribing to various online platforms/tools to develop quality resources (approx. £1,000 to date)

City College Peterborough

- Loss of course fee income
- Catering enterprises not generating any funds but working at increased capacity
- Increased costs of transport for food deliveries and home visits

Coroner Service

- There are higher post mortem costs due to COVID-19, and there will be the need to use more Assistant Coroner time to help with backlogs due to the limitation on inquests at present

RECOVERY ACTIVITY (plans being considered / future steps)

- Recovery for all the service directorate's services will build on the positive features of the new ways we are currently working, which in turn, build on the Think Communities principles that have been well established.
- A number of senior officers are linking into national groups to help inform Government response to regulatory sectors, and to inform our own recovery planning.
- Additionally, the library services is joining nationwide Libraries Connected strategy groups to help co-ordinate our library response, which will be focussed on delivery of the new vision agreed by Committee. Early plans are being shared with other local authorities.
- The Archives service team managers are drafting a recovery plan.
- At City College Peterborough, the Study Programmes team has commissioned a video that will help to reduce anxiety for learners who will be transitioning to college in September.
- Capacity planning has commenced in the Peterborough Day Opportunities service to identify existing building and staffing to enable more people to return to services whilst adhering to social distancing rules.
- Business continuity planning is underway in case of an increase in demand for DASV services once lockdown measures are lifted.
- Arrangements to increase capacity to hold inquests have been made, as described above

COMMUNICATIONS

Cambridgeshire Libraries and Archives

- Website and social media channels are fully up to date, and an advert for the digital offer will be published in local media
- The Library Presents digital offer – 'The Library Presents...At Your House' – has been promoted through press releases
- The service was mentioned in an Arts Council update:
<https://www.artscouncil.org.uk/blog/libraries-stepping-up-during-lockdown>

Cambridgeshire Skills and City College Peterborough

- Cambridgeshire Skills are asking for material donations for scrubs bags and face coverings to distribute to communities alongside the craft packs
- A weekly sunshine bulletin has been launched by City College Peterborough to help engage young people with positive activities. An online video library has been set up for learners to access; staff have created videos with the aim to inspire, engage and educate

DASV Services

- Communications have been sent to all pharmacies, and additional support has been offered to Boots pharmacies, to support the new Safe Space scheme for DA victims launched nationally
- A domestic abuse leaflet is being developed, for police to leave with victims if they attend a DA incident

Regulatory Services

- Tweets regarding loan sharks are going out this week, as well as advice on how to check a lender is legitimate, where to get impartial money advice and how to get help if already tied-up with a loan shark