

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Customer and Digital Services: Cambridgeshire County Council and Peterborough City Council
REPORT AUTHOR:	Sue Grace: Director
REPORTING PERIOD:	11/05/2020 – 18/05/2020

KEY ACTIVITY HEADLINES (See separate Highlight report for Communications)

- IT Cambridgeshire County Council – is preparing for the final piece of work to complete the migration of the firewalls on the Cambridgeshire network, taking place over the weekend of the 24 May. This will provide access to the increased bandwidth we have through our new network supplier, improving people’s experience of remote working. Work is now underway in the county’s libraries upgrading the public facing computers. The revised timescale for this activity will be confirmed soon as we need to ensure all work is carried out in accordance with the latest government guidance. This upgrade will mean our libraries are able to provide a better online service for their customers, when the libraries re-open.
- IT Peterborough City Council – work was completed over the weekend of 16/17 May in the data centre in Sand Martin House. This is part of the preparations for moving the Cambridgeshire data centre out of Shire Hall to Sand Martin House. This activity had an impact of the availability of some systems over the weekend. Comprehensive testing has been done to ensure all systems are back up and running normally, any issues resulting from this work will be dealt with as a priority in the coming week.
- Customer Services Peterborough – in addition to usual business the contact centre is doing outbound calls as part of the work of the Peterborough hub. Around 1500 calls have been done to see if people require assistance, it is clear these calls are really appreciated.
- Health and Safety Cambridgeshire and Peterborough – a team has been set up across Health and Safety, HR and Property services to ensure all buildings that are still in use are compliant with the government guidance that was issued last week. A comprehensive Risk Assessment check list has been developed to cover all aspects of the new guidance. The Trades Unions have been consulted as have staff representatives from the teams who are operating out of these buildings. Risk Assessments are now underway on all open buildings and measures will be taken to ensure we are operating safely. This work will be accompanied by communications across the two Councils so staff are fully aware of their responsibilities.

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 and communications on good practice to protect against cyberattack. Both councils continue to see increased instances of SPAM and there have been some phishing attacks on emails to staff and Councillors.

Key Challenges

- Maintaining delivery of IT programmes and projects that are part of the IT Strategy for 2020.
- Maintaining connections between staff and their teams and keeping up morale as the lockdown continues.

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)

- IT – maintaining work on programmes and projects to ensure both councils are in a better place as we continue our Response, in some areas for the foreseeable future, alongside moving into Recovery. IT are picking up the planning for some of the next phase of business systems' improvements, looking at the future requirements for Education and Highways. They are also working with colleagues on future options for work in our 'new world', considering how IT can support the activity on creating safe working environments. This includes more ideas to help home working and thinking through options for hybrid meetings with a mix of people participating online and offline.
- Customer Services – both Councils' are preparing for the re-introduction of further services such as birth registrations and 'small' marriages and have been supporting the re-opening of Household Waste Recycling Centres. The Cambridgeshire contact centre, which supports Children's Services across both councils, is re-introducing support services for children and families including preparing for the opening of in-year schools admissions applications.
- Information Governance are picking up work on Freedom of Information Requests and Subject Access Requests to avoid there being a backlog as more services are stepped back up.

COMMUNICATIONS

- Maintaining regular communications with managers and their teams