

# COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

<b>SERVICE AREA:</b>	Customer and Digital Services: Cambridgeshire County Council and Peterborough City Council
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<b>REPORTING PERIOD:</b>	18/05/2020 – 25/05/2020

## **KEY ACTIVITY HEADLINES (See separate Highlight report for Communications)**

### *IT in Peterborough City Council and Cambridgeshire County Council*

- The first large-scale Council meetings took place in both Councils this week using Zoom. We will be reviewing the effectiveness of these meetings to see how we can build on this success in the future.
- Over the weekend of 16<sup>th</sup>-17<sup>th</sup> May significant work was carried out in the data centre at Sand Martin House to create more physical capacity ahead of the move of the data centre equipment from Shire Hall to Sand Martin House. This was one of the largest shutdown activities in IT in Peterborough in recent years. The shutdown meant that some services had to use their business continuity plans over the weekend to record their work in the absence of access to their usual systems. All the work was carried out successfully, and in accordance with requirements around social distancing, and services were all operating normally by Monday 18<sup>th</sup> May.
- Over the weekend of 23<sup>rd</sup> -24<sup>th</sup> May the remaining Firewall migration took place in Cambridgeshire, this will give users of the Council's network access to increased bandwidth which will improve the quality of tools such as Teams and Skype.

### *Health and Safety*

- Work has continued to complete the Risk Assessments across the two councils to ensure that all of the office accommodation that remains open is compliant with the government requirements for safe working practices. Further work will take place over the coming weeks to provide more support and guidance to managers to ensure the continued safety of our workforce.

### *Contact Tracing*

- Work has continued to develop the local contribution to the emerging national strategy on contact tracing. Areas that are being explored are how we build on the current work we do with our Local Resilience partners, including our District and City partners, to manage outbreaks of infectious disease; what data we have available to improve our understanding of local incidences of Covid 19 infection; how we can extend the support we and our partners have offered to people who are shielded, or are vulnerable to Covid 19, to those who will have to self-isolate as a result of having symptoms or being tested positive for Covid 19.

## **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. They are also working with colleagues on future options for work in our 'new world'. 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 continue their work to support the re-introduction of services such as birth registrations and 'small' marriages and the Coroners' office preparation for the re-introduction of inquests which are due to start from beginning of June. The Cambridgeshire contact centre, which supports Children's Services across both councils, has re-introduced 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.
- Emergency Planning – are supporting services across both Councils to review and update their business continuity plans as services consider their Recovery Plans in the current environment.

**COMMUNICATIONS**

- Maintaining regular communications with managers and their teams