

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREA:	Customer and Digital Services: Cambridgeshire County Council and Peterborough City Council
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REPORTING PERIOD:	01/06/2020 – 08/06/2020

KEY ACTIVITY HEADLINES (See separate Highlight report for Communications)

- **IT in Cambridgeshire** – are in the process of moving Camweb, the County Council’s intranet, to the Microsoft Office365 environment that is shared with Peterborough City Council. The Peterborough intranet migrated to Office 365 at the end of 2019. This is the first step towards moving Cambridgeshire County Council into Office365.
Staff across the council will be starting to activate their accounts so they will be able to view the new Camweb. The new site is still under construction and will be ready by the end of June. To start with Cambridgeshire staff will only be able to access the intranet via Office 365. As the roll-out of the Office 365 continues over the coming months Outlook and Teams will become fully available for staff – currently any staff in Cambridgeshire using Teams do so as ‘guest’ or via a meeting invite link.
As the roll out continues other features of Office 365 that will increase the efficiency and security of the County Council are:
 - Easy to use automation of work between people, between teams and between different applications.
 - Sophisticated document storage that ensures compliance with Records Management and General Data Protection Regulation (GDPR) policies.
 - A set of tools that allow teams and individuals to plan work, to manage and assign tasks in a collaborative way and to monitor and manage performance in a simple and intuitive way.
- **IT in Peterborough** – work continues on the exit from the Serco ICT contract which ends on 30 September 2020. Officers from the City Council are working closely with Serco colleagues to ensure all the staff and all the relevant contracts, systems and hardware can be successfully moved from Serco and brought back in house by the contract end date.
- **LGSS IT** – following the decision at annual meeting of Full Council in Cambridgeshire on 19 May preparations are being made to re-patriate the Cambridgeshire IT and Digital services staff from LGSS back to the County Council. This too will involve work on transferring some systems to the Council alongside putting in place arrangements with LGSS partners for the on-going use of shared IT infrastructure and shared systems.
- **IT across Peterborough and Cambridgeshire** – the exit from the Serco contract and the re-patriation of LGSS staff will mean that from Autumn 2020 we can start to build a shared IT team across the two councils to support our IT and Digital services. Having a joint team will lead to more efficient support for systems that are already shared across the two councils, such as our Adults and Children’s Services IT systems, the shared use of Office 365 and the bringing together of our IT hardware into a shared data centre at Sand Martin House. All of this activity is in accordance with our IT Strategy – approved by Cabinet and General Purposes Committee in Peterborough and Cambridgeshire respectively last July 2019.
- **Test and Trace** – The Director of Customer and Digital Services continues to support the local programme of work that is our part of the national Test and Trace scheme. This work focuses on expanding our existing support for the prevention and management of infectious disease through our Public Health team working in partnership with Public Health England’s Health Protection team and Environmental Health teams in our City and District Councils. We will be offering support for people to self-isolate through the existing network of Community Hubs, if people do not have access to support through family, friends and neighbours. All of this activity will be part of a comprehensive communications plan that will reinforce national public health messages and let residents know what support is available locally if they need help.

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.

Key Challenges

- Maintaining delivery of IT programmes and projects that are part of the IT Strategy for 2020 – as set out above – whilst supporting remote working.
- Maintaining connections between staff and their teams and keeping up morale as the majority of staff continue to work from home.

WORKFORCE UPDATE

- Supporting staff who are working from home and those 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 any staff with symptoms of Covid-19.

FINANCIAL IMPACT (increase in costs / reduction in income)

- Ensuring all actual and anticipated costs are recorded on the Covid-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.
- Customer Services – both Councils continue their work to support the re-introduction of services such as birth registrations, the Coroners' office preparation for the re-introduction of inquests, the Greater Cambridge Partnership resuming its activity, Education Services' in-year schools admissions and the Household Recycling Centres' new booking system.
- Information Governance – are picking up work on Freedom of Information Requests and Subject Access Requests.
- 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.
- Health and Safety working with Property Services, HR and Transformation – following the work on building Risk Assessments, for offices/premises that have remained open during the pandemic, work is now taking place to support the re-starting of services. This will ensure that the limited capacity available across our estate, due to social distancing and other safe working requirements, can be prioritised and used safely by teams who need that space to deliver services to residents or teams who are re-starting services in accordance with Government announcements.

COMMUNICATIONS

- Maintaining regular communications with managers and their teams