

COVID-19 EMERGENCY PLANNING HIGHLIGHT REPORT

SERVICE AREAS:	Customer and Digital Services Directorate – see separate Highlight report for the Communications Service
REPORT AUTHOR:	Sue Grace
REPORTING PERIOD:	08/06/2020 - 22/06/2020

NEW GUIDANCE AND IMPACT

Test and Trace – The Director for Customer and Digital Services is supporting the Public Health team in defining the Cambridgeshire and Peterborough role in Test and Trace, which includes the management of any local outbreaks of Covid-19. This role has to be set out to Government in a Local Outbreak Control Plan by 30 June. Work is underway to deliver this Plan.

It will identify:

- The support that will be available through the existing community hubs in City and District Councils to help people to self-isolate.
- How contacts that are more complex will be followed up by trained staff deployed across Cambridgeshire and Peterborough from the Public Health England Health Protection Team, Local Authority Public Health and Environmental Health.
- How Covid-19 outbreaks in care homes, schools and in the community will be prevented by a comprehensive set of measures in workplaces, communities and locations at higher risk of Covid-19.
- How outbreaks that do occur will be managed and controlled through already established infection control measures that are used to manage outbreaks of other infectious diseases.
- How local testing capacity will be deployed where it is needed alongside ensuring that test results come back in a timely manner.
- How data from national, local and NHS sources will be brought together to inform decision making to prevent, identify and control outbreaks.
- How we will ensure that there are sufficient staff and volunteers trained and able to take on the responsibilities within the Local Outbreak Control Plan, including the setting up of community rapid response teams to take immediate action to prevent and deal with local outbreaks.

The Local Outbreak Control Plan will be considered by the Health and Wellbeing Board at a meeting on 29 June 2020.

Emergency Planning – this team is supporting services across both councils to re-look at their Business Continuity Plans so we can mitigate against whole teams being impacted by the Government's contact tracing requirements, where all those who are deemed to be 'contacts' of someone who is tested positive for Covid-19 are required to self-isolate.

NEW CHALLENGES AND ACTIVITY

Health and Safety – as some services prepare to re-start face to face meetings with members of the public – Registration services, Children's services etc. – Health and Safety colleagues are working closely with HR and Property colleagues to ensure that all appropriate hygiene and social distancing measures are in place across our estate. Also that managers have the relevant guidance and support to carry out team and individual Risk Assessments to ensure that staff are appropriately prepared and protected to carry out their roles.

Cambridgeshire IT – following the migration of the County Council to our new network supplier, thereby increasing the band-width available for remote working, further work is taking place to resolve issues within the network that are causing the delay of voice and video when using tools like Skype, Teams or Zoom. The IT service is working closely with the relevant suppliers to ensure we draw on the best expertise available and a plan is in place to resolve these issues.

RECOVERY ACTIVITY

Cambridgeshire & Peterborough IT – maintaining work on planned programmes and projects to ensure both councils have more resilient and effective IT systems as we continue with our Response to Covid-19, in some areas for the foreseeable future, alongside seeing more services 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, support for Children’s and Adults’ Services and the Household Recycling Centres’ new booking system.

DECISIONS MADE SINCE LAST REPORTING PERIOD

N/A

NEW FINANCIAL IMPLICATIONS SINCE LAST REPORTING PERIOD

N/A

WORKFORCE CHANGES

No change, the majority of staff continue to work from home apart from some IT staff in both councils who need to work at the Octagon and Sand Martin House.

COMMUNICATIONS

No change, focus is on maintaining links with staff who are working at home.