

SERVICE UPDATES FOR ECDC, ECTC AND ECSS

Service	Key Activity	Headlines	Current Risks/Challenges	Mitigation	Financial Impact
Building Control	<p>Contributing to Business Continuity/Recovery.</p> <p>Maintaining current service to the community/business in a managed and risk aware environment</p>	<p>Ensuring statutory functions and timescales are met</p> <p>5 staff WFH</p> <p>1 staff in office (essential tasks that cannot be done from home)</p>	<p>Carrying out site visits in a safe way for staff and the customers</p>	<p>All vulnerable staff are not carrying out site visits.</p> <p>Risk assessments are carried out prior to undertaking a site visit</p>	<p>Longer term reduction in application fee income</p>
Communities & Partnership	<p>Community engagement and liaison with parish councils, community groups, voluntary organisations and a range of agencies to support work of local COVID-19 Community hub</p> <p>Gathering of information to inform development of ECDC COVID-19 webpages and local Hub communications, including community and agency contact information and development of pro-formas for site users to complete</p> <p>Gathering and review of datasets and engagement with COVID-19 County Co-ordination Hub Lead to support joint efforts</p> <p>Directly responding to volunteer enquiries and signposting accordingly</p> <p>Mapping of volunteer capacity and ongoing demand for support</p> <p>Working with Community Group and Business Continuity/Recovery Group</p>	<p>Maintaining current service to the community</p> <p>All staff WFH</p>	<p>Loss of volunteers (if there are any that will return to work as restrictions ease)</p>	<p>Working with the community groups to establish the likelihood of this risk and will inform future work with community groups for a contingency plan</p>	<p>None identified</p>
Customer Services	<p>Providing frontline service to the public</p> <p>Supporting Council services, ECSS, ECTC and ARP to deliver essential services</p> <p>Working with Community Group and Business Continuity/Recovery Group</p>	<p>Reception closed to public. All other services running as normal.</p> <p>All members of Customer Services can now work from home.</p> <p>Skeleton staff working at The Grange on a rota basis to take payments and complete essential tasks</p>	<p>Staff sickness/self-isolation/planned leave</p>	<p>All staff have the ability to work from home and staff are multiskilled to assist in different areas of the service</p>	<p>None identified</p>
Democratic Services	<p>Maintaining current services to Councillors, Officers, community and interested parties/stakeholders, specifically:</p> <ul style="list-style-type: none"> - Constitutional advice and guidance - Member support - Electoral Registration Services - Virtual Meetings Group - Business Continuity/Recovery Group 	<p>Minor amendment to Constitution- addition (xvi) to 'Proper Officer Functions' for Environmental Services Manager relating to Coronavirus Regulations</p> <p>Supplementary Procedure Rules for Remote Meetings agreed by Chief Executive under the urgency delegation in Full Council Terms of Reference</p> <p>Minor amendment to Constitution of Operational Services Officer Delegations to issue Prohibition Notices and Fixed Penalty Notices under Coronavirus Regulations</p> <p>Elections Team assisting Business Group</p> <p>All staff working from home and only coming to the office to carry out essential tasks</p>	<p>None identified</p>	<p>Not applicable</p>	<p>None identified</p>
Economic Development	<p>Assisting the Business Support Group</p>	<p>Liaising with businesses affected by the current coronavirus situation</p>	<p>High volume of enquiries regarding Business Grants/financial advice in general</p>	<p>Signposting to government websites and agencies that can assist.</p>	<p>Loss of income from eSpace (North and South)</p>

		<p>Signposting to information, responding to business enquiries</p> <p>Communicating key government schemes</p> <p>The e-space (North and South) are closed, but centres remain open to tenants who are essential/key workers.</p> <p>All staff working from home</p>		<p>Ensuring grant relating queries are dealt with 'centrally' by the Business Group.</p>	
Ely Markets	<p>Member of:</p> <ul style="list-style-type: none"> - Community Group - Business Group - Business Continuity/Recovery <p>Leading Markets Recovery Group</p>	<p>Markets currently suspended.</p> <p>Market trader rents suspended for April, May & June.</p> <p>Set up virtual Ely Markets online and via social media to promote traders offering remote ordering/delivery of essential goods.</p> <p>Regular contact with traders with information and support to maintain Ely Markets community.</p> <p>New Ely Markets website launched with 'Home Deliveries' page for traders offering remote ordering.</p> <p>Markets Recovery Plan- Limited to food produce markets in June, accommodating Health & Safety and Social Distancing</p> <p>All staff able to work from home. One member of staff coming to the office three days a week.</p>	<p>Maintaining Ely Markets community of traders, i.e., support to remain in business and to return to market</p> <p>Maintaining support of the public, i.e., shoppers and visitors to return to the market when it is open</p>	<p>Signposting market traders to business support and grants available</p> <p>Promoting businesses remaining open and able to offer remote ordering/delivery service</p> <p>Social media activity and website</p> <p>Responding to traders' and public enquiries</p>	<p>Loss of income whilst the market is closed and recovering</p>
Environmental Health	<p>Linking with community groups providing information and assistance as part of the East Cambs Community Hub</p> <p>Ensure statutory services are maintained – dealing with service requests relating to all areas of work.</p> <p>Responding to planning/contaminated land consultations. Continuing to approve DFG's and deal with any emergency repairs</p> <p>Enforcement of The Health Protection (Coronavirus,Restrictions) (England) Regulations 2020</p> <p>Involvement in Track and trace at a local level.</p> <p>Working with Community Group and Business Continuity/Recovery Group</p>	<p>All areas of work being dealt with</p> <p>Contractors back on site to undertake Home adaptations where possible</p> <p>Increased nuisance complaints (noise/bonfires)</p> <p>Information/guidance been provided to landlords/tenants of HMO's regarding social distancing and social isolation</p> <p>All officers set up to work from home</p> <p>Occasionally officers come into the office to print off letters and deal with Land search enquiries.</p>	<p>Increased enquiries relating to businesses premises and Enforcement of The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020.</p> <p>Relaxation of lockdown rules causing tension</p> <p>Unsure at present on resource required for contact tracing. Areas of concern migrant population/gypsy and travellers</p>	<p>Working with Local Police to manage situations and in contact with business premises.</p> <p>Updating information links to government guidance for businesses that are re-opening.</p> <p>Working with CCC/HPU/District Councils on process</p>	<p>Cost of clearance of fly-tips less enforcement reduced income from FPN/prosecutions.</p>
Financial Services	<p>The main focus for the Finance Team is the payment of grants to small business.</p> <p>Business Rate reliefs have now been applied to all eligible businesses and so has the additional £150 reduction in Council Tax to all LCTRS clients. The decision to do both of these was made on the grounds of urgency by the Chief Executive.</p> <p>Member of the Council's Business Continuity Group and Business Continuity/Recovery Group</p>	<p>Processing Business Grants.</p> <p>Maintaining normal service including the payment of contractors and the collection of income.</p> <p>Undertaking the closedown process to prepare the 2019-20 statutory accounts. Government have delayed the statutory timetable for this.</p> <p>All staff able to work from home and coming in to the office to carry out essential tasks (e.g. BACS)</p>	<p>Key risk is the payment of grant to small businesses, and the potential fraud involved in this, when we are trying to get a large number of payments out in such a fast timeframe to businesses we have not paid previously.</p>	<p>Best efforts applied to avoid any fraud, asking businesses to confirm all of their details before payments are made, and have used third party information to send the proforma to the businesses in the first instance.</p>	<p>The expectation is that all the costs of the grants and the reliefs will be covered by Central Government, we have already received cash for the business grants and the Council Tax reliefs and received notification from Government that grant will be paid monthly during the year to cover an initial assessment of the cost of</p>

					<p>the Business Rate reliefs scheme.</p> <p>In relation to the overall finances of the Council, we are reviewing Council Tax and Business Rates levels and there is likely to be an impact on fees and charge especially in relation to things like planning, building control, car parking and the management fee payable from GLL in relation to the Leisure Centre.</p>
<p>Housing & Community Advice</p>	<p>Officers are in regular contact with all clients especially those who are vulnerable. All officers are providing advice on employment and benefits of which we have seen a big increase since Covid 19 outbreak as well as all other areas of advice.</p> <p>Currently managing the Covid19 mailbox and signposting residents to the relevant support in their area.</p> <p>Member of the Countywide Community Reference Group – conference meetings once a week.</p> <p>Daily calls for Covid 19 Co-ordination Hubs with all district council leads.</p> <p>Daily calls with community hub place co-ordinator for ECDC.</p> <p>Member of internal Community Group and Business Continuity/Recovery Group</p>	<p>Currently maintaining a full service for housing and community advice; providing advice and assistance via telephone interviews and have provided a contact number and email address for direct enquires.</p> <p>All officers are working from home.</p>	<p>Not interviewing face to face can present challenges on officer's determination of priority need. It can be a longer process as we have to have id, bank statements scanned and emailed.</p> <p>Risk assessments for temporary accommodation have to be completed over the phone and sometimes waiting on police checks.</p> <p>Preparation for impending court re opening, will have an influx of homelessness from private rented accommodation.</p> <p>Housing associations are now working on their void properties and move on from our temporary accommodation is now happening.</p> <p>Risks of staff becoming unwell as we have a statutory duty under homelessness law.</p>	<p>Time management for officers, ensuring they have enough admin time between interviews. The whole team are covering all queries that come in regardless of their roles.</p>	<p>None at present. Must be mindful of requirement to accommodate rough sleeps which could have financial implications for the Council</p>
<p>HR</p>	<p>Providing advice and guidance on COVID-19 to staff and Members.</p> <p>Acting as liaison between Council and Unison on related issues.</p> <p>Monitoring % of staff off sick and self-isolating for reporting purposes.</p> <p>Membership of the EELGA COVID-19 HR Manager's group.</p> <p>Member of Business Continuity/Recovery Group</p>	<p>Normal Service operation</p> <p>All staff working from home</p>	<p>No access to paper based HR files which are stored securely at The Grange.</p>	<p>Access to staff details remotely via iTrent and contracts and variation letters are saved electronically on the shared drive which we can access.</p>	<p>None identified</p>

ICT	Remote Meetings and Business Continuity/Recovery Group Enable the business to work Remotely and providing supporting officers moving to remote working	Of 160 Officers 5 have been identified as not being able to carry out the job at home Currently 98.7% have been either issued with equipment and set up for remote working or just set up for remote working Customer Services are now all set up and working from home. The ICT Team have tested and setup Virtual Meetings (using the Zoom Platform to host), successfully hosting 2 planning committees and a Full Council including Secret Voting and Members being able to raise Point of Order and Point of Personal Explanation is planned for Thursday 21 st May 2020. 8 of ICT Staff working fully from home. 2 currently in the office most days, for testing, equipment issues, deliveries of equipment.	Failure of ICT equipment and Servers Power Failure Internet Failure	Helpdesk running as normal and staff attending office periodically Servers being monitored by ICT Staff UPS in place with backup generator contract in place	Approximately £45,000 for equipment
Infrastructure & Strategic Housing	Assisting the COVID-19 Business Support Group with the processing of the government business support grants. Member of Business Continuity /Recovery Group.	CIL/S106 and Strategic Housing maintaining current service to the community/businesses. All staff working from home with an officer coming in once a week for printing and post	High volume of enquires re the Business Grants	Business Grants being prioritised over other work where possible. Other teams (e.g. PA's, Elections Team) assisting.	Delay in receiving CIL/S106 funding due to liable parties being unable to pay as a result of COVID-19. (Payments will be delayed, not written off).
Legal Services	Lead Member of Remote Meetings Group Member of Business Continuity/Recovery Group	Legal Services – Prosecutions - car parking enforcement cancelled and review future prosecutions. All other services operating as normal. All staff Working from Home Legal Services Manager in the office on Wed as CMT representative and at any other time to sign and seal documents and check post. Available for Member enquiries via email as normal.	Legal Services - Staff sickness/self-isolation/planned leave Legal Services – Prosecutions – risk that offences become stale (out of time) before action can be taken	Legal Services - Tim Driver, ex Planning Lawyer, could be called in to assist with planning law queries if needed Remote Meetings – Information Officer is part of the Remote Meetings group to advise on data protection issues arising from remote decision making Prosecutions – court advised today that all Council prosecutions will be moved to a court date after 30/6/2020	None identified
Leisure Services	Member of Business Continuity/Recovery Group Regular communication with GLL, partner trusts and other strategic partners to support voluntary sports sector and plan for resumption of activities when appropriate Social media and email communications with 'Let's Get Moving' client groups, including numerous older participants	Services (leisure centres, Let's Get Moving direct delivery, voluntary sports sector) remain suspended from 20 th March. Discussions beginning on potential limited re-openings, but no details in place Financial impacts on leisure providers, and viability of some local facilities, under discussion Successful outcome of Public Health lifestyles services tender - including continuation and development of Let's Get Moving service – now confirmed. Contractual details and scope and timing of services resumption to be discussed further All staff working from home	Financial risk to leisure providers	Government grants to some smaller providers (but not to the larger centres, which are ineligible at present) Sport England support for small community provision under discussion with County Active Partnership (Living Sport). Potential for some direct support to trusts through	Financial impact arising from GLL must be continuously monitored.

				existing ECDC SLA grants programme Evaluation of trust positions, and discussions with operator of Hive (GLL), continuing	
Licensing	Member of Business Continuity/Recovery Group	Increased complaints around licensable activity in certain premises All staff working from home and coming to the office to carry out essential tasks	Arranging hearings if necessary Increased activity on licensed premises and associated relaxation in lockdown measures	Arrange remote hearings Ensure that interpretation of guidance cannot be challenged, work with police/EH to manage situation.	Fee income reduction
Open Spaces & Facilities	Facilities are supporting all groups and departments Grounds maintenance / maintenance ready to support any logistics Spencer Clark representing East Cambs on the following working groups : Excess deaths, Incident cell, PPE Group & District PPE sub group, Recovery group and TCG where required Member of Business Continuity/Recovery Group and Markets Recovery Group	All areas are maintaining current services to the community/business. With the grounds maintenance focusing on contractual obligations, prioritising on the grass cutting of POS. Public toilets remain open at Littleport, Fordham and Soham, reduced from 4 toilets down to 3 in Ely. This is to protect consumables and keep a rota in place with reduced staffing level. Facilities are operating their core administration, whilst supporting many other areas within the Council	Future risks relate to availability of staff if there is an increase in staff self-isolating staff. ns	Across all work areas staff will be redeployed to give priority to essential work areas. Social distancing / remote working / changed working patter	Need to be mindful of open space contracts with Schools and other customers- no issues at present
Palace Green Homes	Membership of Business Continuity / Recovery Group Progressing key projects where possible during crisis (e.g. Paradise / MOD New build applications) Construction taking place at both sites (working within government and industry guidance)	Sites re-opened on 11 th May 2020 Planning to recommence property viewings at Ely from start of June 2020 Work on planning applications continuing 3 staff remain 'furloughed', 4 have been brought back to work Office based staff continuing to working remotely and only attending sites / office if absolutely essential	Delays to construction will have an impact on the assumptions set out in the business plan	Currently reviewing these assumptions and working on options.	Full impact on business not yet known – much depends on length of crisis
Planning	Business Continuity/Recovery Group Reviewing Remote Planning Committee procedures and guidance	Team working remotely – aside from printing of letters, running weekly list and some officers to facilitate Planning Committee. Site visits and the erection of site notices are now being carried out again as of 28 April. Officers told not to enter anyone's house and to carry out a risk assessment for each site. Ideally should be viewing from public land, but if not possible will be making arrangements to access where they can whilst maintaining social distancing. Continue to issue decisions on those applications where all necessary consultations have taken place. Continuing to submit appeal statements and questionnaires. Will hold third remote Planning Committee on 3 rd June and continue to review feedback from meetings and looking at ways to improve where necessary. All staff are working from home. 1 support officer going in each Monday to print letters which cannot be done from home and run necessary reports. Some officers in office to	Site visits, site notices and sending letters out – being able to determine applications	Officers requesting photos and other contextual analysis to be sent to see if they can assess site's from these, as well as street view and photos we have on record if unable to safely access the site. Support officer going in once a week to print letters, so a delay in some being sent out, but managing to ensure we are still sending letters out so we can progress with applications. Weekly list has to be generated in the office so this is being done on a Monday now instead of a Friday when relevant member of staff in the office.	Possible reduction in planning application and pre-application fees

		<p>help facilitate Planning Committee. Officers come into office to pick up site notices and files when necessary.</p> <p>Decisions still continue to be issued and documents that the Planning Inspectorate require are still being sent to help appeals progress.</p>		Part of a working group on remote Planning Committee, reviewing processes and procedures and feedback to ensure continues to work well.	
PR	<p>Supporting national government, CPLRF and local partner comms messages via social media</p> <p>Creating reactive statements to national and local developments for the council</p> <p>Creating press releases on developments within the services or a local response to county or national developments</p> <p>Providing up to date information from services to residents via social media</p> <p>Point of contact on weekly CPLRF comms calls</p>	<p>Communications team fully functional</p> <p>Telephone numbers used by journalists active and forwarding to mobiles</p> <p>Social media posts averaging between five-six per day</p> <p>Activity last week included continuing localised messaging on the reopening of Witchford HWRC, housing & community advice service and updated government guidance on open spaces</p> <p>Some graphics with the new government slogan have been provided but we have been pushing i.e. every mind matters, wash your hands don't have updated graphics so we are using different tactics to still get the messages out there.</p> <p>All staff working from home.</p>	Staff sickness, self-isolation and planned holiday	Team big enough to cope if there is illness/holiday. This is reviewed regularly	None identified
Reprographics	<p>Supporting the community/business groups; printing, postage, etc.</p> <p>Remote support for Planning/ BC indexing</p> <p>Member of Business Continuity/Recovery</p>	<p>Continued support of Street Scene current projects.</p> <p>Co-ordinate printing of the district wide Community Hub Newsletter.</p> <p>Preparing to deliver video viewing capability of properties for Palace Green Homes.</p> <p>6 staff remote working - 3 DMS; 3 Reprographics.</p> <p>In the office: Reprographics & DMS – minimum of 2 members of staff daily.</p> <p>Required to keep the printers running and office functioning.</p>	Loss of staff who are at present remote working. Would have an impact on how we deliver the Planning and Building Control Document Management index and print.	Staff who can remote work are managing.	<p>Potential loss of commercial income</p> <p>Costs for postage of 8000+ community letters and printing community magazine, £10,000</p>
Strategic Planning	<p>Input into COVID-19 Business Continuity Group as required.</p> <p>Maintaining current service to the community/businesses.</p>	<p>Maintaining current service to the community/businesses.</p> <p>Staff all working remotely.</p>	Delay in construction industry could have an impact on five year land supply and housing delivery test	Monitor and make recommendations to Council as soon as practicable	None identified
Waste	<p>Business Continuity/Recovery Group</p> <p>Maintaining current service to the community</p>	<p>Week commencing 25th of May scheduled services:</p> <p>All collection services running as normal Street cleaning running as normal Bulky collections running as normal</p> <p>Due to the bank holiday on Monday the 25th, collections will be running a day later than normal, concluding with Friday the 29th collections happening on Saturday the 30th</p> <p>Waste disposal streams all operating as normal.</p> <p>9 operational employees self-isolating due to living in households with high risk individuals, down from 10 as of last week's update.</p>	<p>Loss of staff</p> <p>Loss of vehicles due to 3rd party suppliers and parts suppliers.</p> <p>Change in legislation that enforces additional social distancing measures.</p> <p>Loss of waste processing plant</p>	<p>Services may have to be reduced if the required resources to deliver them are unavailable.</p> <p>Due to skill restrictions and demand and if feasible, a skeleton street cleansing operation will constantly run. This will be targeting high profile litter bins and dog bins as there are currently still seeing heavy use.</p>	<p>Additional sanitising produces have had to be ordered to meet the increase in demand and to meet the delay in deliveries. Any additional supplies will continue to be used after COVID-19 as they form part of standard practices.</p> <p>Increase in staffing costs to cover self-isolating employees and additional agency staff to cover to</p>

		<p>4 office based employees working from home. VPN set up for ECSS employees to allow full access to servers while working from home.</p> <p>Additional social distancing measures put in place including operatives only coming into the office when absolutely essential. All operatives going straight to their vehicles and drivers keeping responsibility of the keys. Delivery of additional hand sanitiser delivered and issued to all staff.</p>		<p>Regular updates are provided by Amey covering the operational status of their waste processing plants.</p> <p>Additional talks are in place with Amey to discuss secondary options if any of the processes were to be disrupted due to COVID-19.</p>	<p>continue full service provisions.</p>
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