

**SUPPLEMENTARY DOCUMENTS FOR
COVID-19 RECOVERY WORKING GROUP
Tuesday 25 August 2020 at 6.30 pm
Zoom - Online**

The attached documents are due to be considered at the meeting listed above and were unavailable for circulation when the agenda for the meeting was published. The agenda items to which the documents relate is noted below.

AGENDA

3. Minutes (Pages 2 - 21)

Minutes from the previous two meetings of the Business and Economy, Community Impacts and Internal Officer workstreams and the most recent Outcome Report for the HTS workstream

COVID-19 BUSINESS & ECONOMY RECOVERY WORKSTREAM

Remit:

- Identify the impact of Covid on the local economy in terms of business activity, jobs, debt, benefit claimants
- Identify actions for Harlow Council
- Identify actions in partnership with others
- Develop and monitor an action plan

Meeting 29th June 2020 - Minutes

Andrew Bramidge, Sally Haggerstone, Jan Smith, Will Hales, Alex Chrusciak, Oliver Gillard

Apologies: Jane Greer, Julie Houston

1. Notes of last meeting

No further comments

2. Actions arising from the last meeting

- Advice leaflet produced for all Council commercial tenants has been sent.
- Business survey – AB to pick up with Julie Houston re brief and Simon Freeman re potential funding.
- Regen team to commence programme of engagement with larger companies.
- Institute of Licensing guidance on accelerated process for approval of outside seating was circulated by Sally.
- ACTION: Agreed that we should now move towards proactive promotion of the Town Centre and Neighbourhood Centres as retail destinations now that the initial crowding had eased and Harlow infection rates dropped significantly. AB to discuss with Comms team.

3. Next phase of business openings

- Environment Team are currently contacting all licensed premises in the town to provide guidance on seating, contact tracing etc. A streamlined process for additional outside table licences is being introduced.
- Apart from hairdressers, health and beauty related businesses are still not permitted to open.
- We should look to support the re-openings with communications to businesses and the public as to what to expect.

- Given what has been experienced elsewhere, we may need to prepare for a clean-up operation at and following the weekend as excess litter could detract from Harlow's image. ACTION: AB to discuss with HTS.

4. Discretionary Grant Fund

- The policy has now been agreed and it is planned to launch the application process at the end of this week for a two week period. There are three levels of support – £25,000, £10,000 and up to £10,000 with a total fund of just over £500,000.
- It will be targeted at businesses that have not received other forms of support, but they must have property-related costs (i.e. not businesses based at home) and be able to demonstrate a loss of income. There are already c100 enquiries.
- ACTION: Oliver and Julie to make sure that business support providers are aware of the fund.
- ACTION: AB to speak to Comms re publicising the fund.

5. Any other business

- There may be businesses in Harlow that have actually not suffered, or even done increased business, during the pandemic. Would they be prepared to give something back to the community and work with the Council on promoting this? ACTION: AB to discuss with Regen and Comms.
- Government backed business loan scheme is now operational to provide loans between £50,000 and £5,000,000 with the Government covering all fee and interest costs in the first 12 months.

6. Business representation on the group

- Not felt to be the right time to bring others on board until we had started to develop objectives and an action plan.

Next meeting: Monday 13th July 2.00pm

COVID-19 BUSINESS & ECONOMY RECOVERY WORKSTREAM

Remit:

- Identify the impact of Covid on the local economy in terms of business activity, jobs, debt, benefit claimants
- Identify actions for Harlow Council
- Identify actions in partnership with others
- Develop and monitor an action plan

Meeting 13th July 2020 - Minutes

Andrew Bramidge, Sally Haggerstone, Jan Smith, Will Hales, Alex Chrusciak, Oliver Gillard, Jane Greer, Julie Houston

1. Notes of last meeting

No further comments

2. Actions arising from the last meeting

- Proactive promotion of the Town Centre and Neighbourhood Centres as retail destinations now that the initial crowding had eased and Harlow infection rates dropped significantly – SMB view was that we should wait until second weekend of pub openings (11th/12th July) before committing to promotional work. AB to discuss again at SMB this week as activity was still low level.
- Discretionary Grant Fund – applications closing midday on 17th July. More than 70 received to date.

3. Developing an Action Plan

Discussion focussed on themes for an outline action plan to be presented to the Members Recovery Working Group on 22nd July – see attached draft for comment.

Next meeting: Monday 27th July 2.00pm

Covid 19 - Recovery Management Work Streams - Community Impact
Minutes
21 July 2020 @ 1pm – 2pm

Attendees:

Apologies:

Jane Greer (JG)	Jemma Mindham
Rory Davies (RD)	
David Watts (DW)	
Christine Howard (CH)	
Julie Houston (JH)	
Viv Hales (VH)	
Lisa Whiting (LW)	
Angela Street (Minutes)	

Item	Actions agreed	Action by:
Minutes of the previous meeting and matters arising	<p>The minutes from the meeting held on the 7 July were agreed to be an accurate record</p> <p>Matters arising</p> <p><u>Summer School Proposal</u> Meeting notes to be circulated to group</p> <p><u>Housing/Homelessness</u> Draft Plan to be circulated to group</p> <p><u>Food Poverty</u></p> <p><u>Community Representation</u> There was discussion around Cllr Vince’s proposal that for extension to this group. It was subsequently agreed that it would be more beneficial if they be invited to join the working groups, and that Jemma continue to represent the Third Sector at these meetings.</p> <p><u>Data Working Group</u> DW confirmed his availability to assist with the group. JG advised that data collection had been discussed at SMB, where it had been agreed that this needs to be corporate, with the data sets required still to be identified. Policy and Performance will also assist.</p>	<p>RD</p> <p>RD</p>
2. Feedback from sub-groups	<p><u>Homelessness and Housing Action Plan</u></p> <p>JG confirmed receipt of the draft plan and advised that this would be circulated for discussion at the next meeting. LW advised that the plan is not yet complete,</p>	JG

	<p>and outlined the content and possible actions raised to date. It was noted / agreed that:-</p> <ul style="list-style-type: none"> • There is a need to look at ‘single’ homelessness, working with both statutory and third sector agencies and putting a recovery plan in place. This also links into MAPPA protections arrangements, with Govt guidance being constantly reviewed. Single homeless are currently not being dealt with and it is expected there will be an increase in the number of people on the street • Currently, there is a ‘stay’ on evictions, both private and public, with prevention work to be undertaken in order to prevent an expected spike in numbers in September / October (when furlough support ceases) • Resources – some existing resources in place, but may need to come to the group with a request for additional funding. <p><u>Third Sector</u> JM gave an overview of the work being undertaken by Rainbow Services. It was noted / agreed that:-</p> <ul style="list-style-type: none"> • Community Hub – Govt. support winding down at the end of July and Brian Keane has agreed that the Hub look to wind up operation at the beginning of August • Rainbow project – pre-emptively put in a lottery application for an extension to the existing grant to enable dedicated hours to provide the support required, including continuation of the support to volunteers and the purchase of a ‘tech library’ to support those in need of online access. Conversations have taken place with Julie Houston as to how this may link to the Digital Buddies project. • It has been suggested that agencies continue to provide a response, dependent on ongoing discussions with Foodbank, Community Embrace and the CAB. Funding is available up to the 6 January and these groups are looking at the possibility of merging of resources to enable the continuation of the support offer over the next six months. • There was discussion around food poverty and how this group could support agencies in alleviating this, particularly over the summer holiday period. It was agreed that JG, CH and JM would meet outside of this meeting to discuss 	<p>JG/CH/JM</p>
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	<p>this further.</p> <ul style="list-style-type: none"> • JM advised that Rainbow Services had recently re-submitted a bid to ECC for funding originally available in March and that a response is still awaited. <p><u>Voluntary Sector Groups and Covid-19 Impact</u> JM gave an update on the known impact to date. It was noted / agreed that:-</p> <ul style="list-style-type: none"> • A number of groups have responded to the survey circulated by Rainbow Services. JM to ask permission to release names in order to identify targeted support available • Not a huge number coming forward with requests for help. In the main, it would seem that the groups have adapted to the situation • Main issue appears to be with charities that rely on trade of some description <p>JG suggested that it may be useful to link with Donna Beechener and Simon Freeman for information. JG to speak to Simon.</p>	<p>JM</p> <p>JG</p>
3. A.O.B	<ul style="list-style-type: none"> • Over-arching Covid-19 Recovery report to go to Cabinet • Member Recovery Group meeting, chaired by Cllr Eugenie Harvey, scheduled for the 22nd July. Heads of Service will be called upon to report progress from each Working Group • There is still a need to identify external membership to join this group • Events – decisions to be made individually, with JG to take requests through the process for a decision 	
4. Date of next meeting	Tuesday 21 July 2020	

Covid 19 - Recovery Management Work Streams - Community Impact
Minutes
21 July 2020 @ 1pm – 2pm

Attendees:

Apologies:

Jane Greer (JG)	Jemma Mindham
Rory Davies (RD)	
David Watts (DW)	
Christine Howard (CH)	
Julie Houston (JH)	
Viv Hales (VH)	
Lisa Whiting (LW)	
Angela Street (Minutes)	

Item	Actions agreed	Action by:
Minutes of the previous meeting and matters arising	<p>The minutes from the meeting held on the 7 July were agreed to be an accurate record</p> <p>Matters arising</p> <p><u>Summer School Proposal</u> Meeting notes to be circulated to group</p> <p><u>Housing/Homelessness</u> Draft Plan to be circulated to group</p> <p><u>Food Poverty</u> Changing Lives' Holiday Hunger event agreed at SMB with a number of caveats including that the total number of participants does not exceed 30 and subject to satisfactory RA</p> <p><u>Rainbow Services</u> Still waiting on some Third Sector responses to the request to share information</p> <p>JG still to speak to Simon Freeman regards linking in with Donna Beechener for information.</p>	<p>RD</p> <p>LW</p> <p>JG</p>
2. Feedback from sub-groups	<p>Arts and Culture RD gave an update on the work of the group to date. Noted / agreed that:-</p> <p><u>Summer School Project</u></p> <ul style="list-style-type: none"> • Work on the Summer School Project continues, with a number of activities and providers having been identified. 	

	<ul style="list-style-type: none"> • Bookings for the activities to be actioned via Harlow Playhouse booking system. • Activity organisers to ensure Risk Assessments in place <p><u>Playhouse</u></p> <ul style="list-style-type: none"> • Studio space re-opening next week • Livewire to provide a Summer School, with other groups returning in September • RD to speak to Will Hales regarding possible studio space in other buildings and a steer to be sought • RD has offered support / assistance to arts groups at risk of closure. • Panto – report currently being drafted, with a final decision expected on the 3 August <p><u>Events</u></p> <ul style="list-style-type: none"> • A report outlining and providing recommendations on upcoming events had been endorsed at SMB. The next major event to be considered is Bonfire Night. • One of the events approved was Black History Month, with the venue being Harlow Museum. Currently looking at transport, using the previously agreed budget. <p>Third Sector CH provided a summary of the aims and work to date of the group. It was noted / agreed that:-</p> <ul style="list-style-type: none"> • Currently working with Jokey to support the Holiday Hunger project:- <ul style="list-style-type: none"> ○ Activities to include picnics, in small groups, outside ○ Working with West Ham Foundation and Sporting Lives on the sporting aspect ○ Aim of the project is to support mental health wellbeing and encourage activity. • Met with Active Essex regarding their proposed scheme, but it had been decided that this was not viable due to expectations. 	RD
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	<p>Data Group</p> <p>JH gave an update on progress to date. It was noted / agreed that:-</p> <ul style="list-style-type: none"> • Progressing work on data, mainly through an opportunity presented by the Town’s Fund • Drop in income for families – there was a question around whether or not this is an area that this group could look at. Following discussion, it was agreed that this issue be picked up by this group <p>Housing / Homelessness</p> <p><u>Homelessness</u></p> <ul style="list-style-type: none"> • Working with Streets2Homes on the Recovery Plan • Of the 35 people accommodated, 14 are still in a hotel and 3 are sleeping rough with support from Streets2Homes • Main issue around securing accommodation would appear to be income. • Currently working with Ministry on a bid for funding in the longer term. • Advice has been received from PHE that there should be no multiple accommodation sites through the winter (e.g. St Paul’s Church, Chocolate Run Haven). LW is currently in discussion with Streets2Homes • The expectation is that numbers will remain low with the funding issues relating to those picked up due to Covid-19 • It was subsequently agreed that rough sleepers / cold weather accommodation be added to the Action Plan <p><u>Supported Housing</u></p> <ul style="list-style-type: none"> • Risk Assessments around the re-opening of common areas / visits in place • Visits to re-start after the beginning of August when shielding eases. • Rainbow to start visits with those who attend their regular coffee mornings. LW to discuss with Jemma • Common rooms – entry control difficult to manage. Will work on Risk Assessments to ascertain what can be opened. 	
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	<p><u>Tenancy Support</u></p> <ul style="list-style-type: none"> Decline in demand as furloughed families have been supporting. Demand is likely to increase as time goes on. There will be a need to look at capacity within the Tenancy Support Team. 	
3. Mortgage Rescue Initiative	<p>JG gave feedback from a meeting held with Simon Freeman and John Phillips (HTS), where it had been agreed that the Council, in partnership with HTS, would look to undertake pre-emptive action in order to mitigate an increase in home-owner evictions, possibly resulting from Covid-19.</p> <p>There was discussion around a previous initiative whereby a Housing Association would purchase a property from the owner, who would then become a tenant within the property. LW advised that there had been very low take-up of this provision.</p> <p>LW further advised of a scheme whereby the Council administered a “Repossession Prevention Fund”, meeting monthly costs for a period to enable the home-owner to clear any mortgage areas.</p> <p>There followed discussion around other initiatives and it was agreed that LW would forward details of the previous scheme to JG and that the group would also forward any suggestions.</p>	LW
4. A.O.B	<p><u>Overarching Action Plan</u></p> <ul style="list-style-type: none"> Template, drawn up by Simon Hill, to be circulated and populated. Plan to be underpinned by the various Working Group plans Member Recovery Group scheduled to meet tomorrow <p><u>Income Support / Advice</u></p> <p>LW reiterated the need to start early on this work, with a peak in respect of evictions expected September / October (when furlough scheme ceases). Agreed that DW and NC to research web publications and that group members would forward any suggestions to DW.</p> <p><u>Event Capacity</u></p> <p>There was discussion around the Government guidelines around event capacity and it was confirmed that currently, this states that groups within a defined space must not exceed 30. Agreed that RD would speak to Environmental Health for advice in respect of some</p>	<p>JG</p> <p>DW / NC All</p> <p>RD</p>

	planned activities and feed back to group.	
5. Date of next meeting	Tuesday 21 July 2020	

**Internal Service Recovery Project Group
Minutes
17 July 2020 @ 11am – 12noon**

Attendees:

Apologies:

Simon Freeman (SF)	Declan White
Simon Hill (SH)	Cara Stevens
Chris Bennett (CB)	Simon Pipe
Rory Davies (RD)	Donna Beechener
Rebecca Farrant (RF)	
Sandra Farrington (SFa)	
Jade Clifton – Brown (JC)	
Becci Court (BC)	
Norah Nolan (NN)	

Item	Actions agreed	Action by:
Minutes of the previous meeting and matters arising	<p>SH advised that SF had been delayed and that he would chair the meeting until SF was available.</p> <p>The minutes from the meeting held on 10 July 2020 were agreed to be an accurate record.</p> <p>SH advised that RD had joined the meeting to talk through the previously circulated Playhouse Recovery Plan paper.</p> <ul style="list-style-type: none"> • Digital integration – DB advised that SF and Andrew Bramidge had discussed the project, with agreement to proceed having been reached, although funding is still to be identified. It was further confirmed that connection issues have been resolved and that DW is keeping CB updated in respect of Civica Pay • Recovery Plans - Museum plans have been circulated for discussion later on the Agenda • Covid 19 Member Recovery Working Group – HoS Recovery Group proposals agreed at Cabinet last week, with a strategic overview to be taken to the Member Recovery Working Group next week. Work on full written updates on work streams is underway, with highlights to be included in the Corporate Recovery Plan. Member Group to meet on a monthly basis • Generator work – rescheduled for beginning of August 	

	<ul style="list-style-type: none"> • Hand sanitiser units – in place with positive feedback having been received • Contact Harlow – public opening had proven to be successful. Discussions taking place around visitors to the Civic being asked to wear face coverings. The view is that we would request that the public wear face-coverings, in line with Government guidelines, and that it would be good practice if staff in the public area wear them as well. • Office Accommodation – previously circulated feedback from the recent accommodation sub-group was outlined and discussed. It was noted / agreed that:- <ul style="list-style-type: none"> ○ There is a need for a strategic steer in respect of a date to work towards in order to inform the work of the group ○ It was confirmed that, for the time-being, staff are still being asked to work from home where possible. ○ It was agreed that the group work using current desk plans and identify Covid compliant work spaces for those staff that are already / wish to return to the workplace. ○ There was discussion around DSE assessments for staff currently working from home. It was agreed that Managers encourage teams to complete the Health and Safety form available on Kaonet and, if any issues are identified, these should be forwarded to Health and Safety. It was, however, noted that there are capacity issues within the H&S team ○ There was a suggestion that a Health and Wellbeing section be added to the DSE form. 	
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<p>2. Update on Action Plan – Key Actions (RF)</p>	<p>Focus today to be on the Museum, Playhouse, Playgrounds and Sports facilities.</p> <p><u>Playhouse</u> Prior to outlining the previously circulated report, RD advised that the Government have now announced that Covid-safe indoor performances may commence in August.</p> <p>The previously circulated document was outlined and discussed. It was noted / agreed that:-</p> <ul style="list-style-type: none"> • Plan split into two phases:- <ul style="list-style-type: none"> ○ Outdoor performances ○ Artistic programme • Socially distanced performances in the main auditorium are largely not financially viable • Studio spaces – focus on giving young people the opportunity to attend their classes. All classes will be professionally risk assessed and managed • Café bar – to open with appropriate measures in place, which were outlined • Pantomime – decision to made in August, in line with Theatres nationally • Passing areas in the foyer / bar area to be managed by security staff • Track and trace – although performances are ticketed and contact details available for the lead customer, it is recognised that the party may contain visitors for whom no contact details are available. This information will therefore be requested. For un-ticketed events, slips will be provided along with locked ballot boxes to post them in. • Progression of the report, if agreed by this group, to go to SMB Recovery Group for final decision. <p>Following discussion, the following decisions were reached:-</p> <ul style="list-style-type: none"> • Studio hires – agreed, subject to SMB approval • Café – agreed, subject to SMB approval • RD to report back into this group and corporate group in the next couple of weeks as to progress. 	<p>RD</p>
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	<p><u>Playgrounds</u> NN gave an update on progress towards re-opening the playgrounds to date. It was noted/agreed that:-</p> <ul style="list-style-type: none"> • Health and Safety inspections ongoing • Risk Assessment now in place for both the playgrounds and Skate Park • Have spoken to both Jane and Glen regards timescales • Press release drafted and to go to SF for approval • Signage drafted and ready for print • Any H&S issues identified to be addressed. May result in a delay in those requiring work opening. • Signage has been future-proofed, in terms of content, to enable continued use. Agreed that a minimum of two signs per site, plus spares, be printed • Agreed that the Council look to open as many playgrounds as possible, along with the Skate Park, at the end of July • Responsibility for playgrounds going forward to be discussed at SMB. SF, Jane Greer and Andrew Bramidge to discuss further outside of this meeting. <p><u>Museum Gardens</u></p> <ul style="list-style-type: none"> • Playhouse volunteers to help out initially • Toilet facility issues – resolved. • Only outstanding issue to be resolved is the need to wear face-masks and this is currently being looked into <p>The plan was subsequently agreed, with SF to review again and go to SMB with the recommendation that the gardens re-open the week after next, with changing guidelines being adhered to.</p> <p><u>Accommodation</u></p> <ul style="list-style-type: none"> • Strategic steer to be sought at next weeks’ SMB in respect of timings. • Agreed that the sub-group, for the time-being, work on utilising the current facilities and numbers that can safely be accommodated and work back from there. 	<p>SF</p> <p>SF</p> <p>SF</p> <p>SF</p>
<p>3. Update on IT issues</p>	<p>In DW’s absence, RF advised that a meeting with both DW and SF is scheduled for next week to discuss telephony.</p>	<p>SF / RF / DW</p>

	SF advised that he is in receipt of the information around IT requirements for those working at home using their own equipment and that, following discussion with DW on his return from leave, will take recommendations to SMB on what can / will be issued.	SF / DW
4. Update on Guidance and PPE.	<p><u>PPE</u> SFa confirmed that all is going well in terms of the obtaining and issuing of PPE. Discussions have been held with NN around the purchase of face-masks for use by Environmental Health staff and this has now been actioned.</p> <p><u>Guidance</u> NN confirmed that she continues to forward updates to relevant managers.</p> <p>There was discussion around the Track and Trace and it was confirmed that this does not need to be actioned by HDC at the LBC, with tenants taking responsibility for their own areas. It was further confirmed that the Risk Assessment is in place.</p> <p>There was some discussion around the use of meeting rooms by tenants at the LBC and this was agreed, subject to Risk Assessments being provided and LBC having the facility / capacity to clean the room after each use. It was suggested that, in the first instance, a singular room be used to cut down on the cleaning required.</p> <p>.</p>	
5. Re opening of Council buildings/services	<p><u>Pets Corner</u> BC verbally outlined a proposal for the re-opening of some facilities within Pets Corner on the 3 August. It was agreed that a written proposal be presented to this group for wider discussion at the next meeting.</p>	BC
6. A.O.B	<p><u>Events</u> SF advised SMB had reviewed proposed events yesterday. The complete list of events for this year, which includes Bonfire Night, is to be reviewed on a continuing basis with the point of final review being the 3rd August</p>	
7. Date of next meeting	Friday 24 July 2020	

**Internal Service Recovery Project Group
Minutes
14 August 2020 @ 11am – 12noon via Zoom**

Attendees:

Apologies:

Simon Freeman (SF)	Andrew Start
Donna Beechener (DB)	Becci Court
Cara Stevens (CS)	Chris Bennett
Norah Nolan (NN)	Declan White
Jade Clifton-Brown (JC)	Becca Farrant
	Sandra Farrington
Angela Street (Minutes)	Simon Hill
	Simon Pipe

Item	Actions agreed	Action by:
Minutes of the previous meeting and matters arising	<p>There were no minutes from the meeting held on the 7th August.</p> <p><u>Matters arising</u></p> <ul style="list-style-type: none"> • IT kit for those working from home on their own equipment – work is ongoing • Citrix – issue now resolved • Playgrounds – confirmed as re-opened, with the exception of the Town Park inclusive playground, due to the need for repairs 	
2. Update on Action Plan	<p>SF gave an update on progress to date. It was noted / agreed that:-</p> <ul style="list-style-type: none"> • Service provision not provided due to social distancing – majority now being provided, using Covid guidelines and plan updated • Members Group – hoping to get agreement on the Vision for the group at the next meeting. RF currently working on a Gap Analysis, using information from the Action Plan 	
3. Update on IT issues	<p><u>Additional equipment for home-working</u> SF confirmed delivery of the equipment, but advised that delivery of some peripherals is still awaited. Agreed that SF would speak to IT in Dec's absence regarding building of the computers to enable distribution.</p> <p>Mobile phone requests – SF confirmed that these had been discussed and agreed at SMB</p>	SF
4. Update on Guidance and PPE.	No issues to report in respect of PPE	

	<p>Guidance note for accessing the Civic drawn up, agreed and published on Kaonet. Posters updated and will go up next week.</p> <p><u>Risk Assessments</u> There was a question raised around guidance for the drawing up of a Risk Matrix within the service RA's. It was confirmed that, as the situation is ever-changing, this had not been incorporated in to the overarching assessment. It was further confirmed that any changes would be published on Kaonet.</p> <p><u>Shielding Staff</u> SF outlined Govt guidance received from HR around those staff who had previously been shielding and wished or were returning to work. At first glance it would appear that the Council is compliant, but he will update the group further at the next meeting. It was further agreed that SF would seek an update in respect of Occupational Health's progress with the required 'back to work' assessments.</p>	SF
5. Re opening of Council buildings/services	<p><u>Muga's</u> NN gave an update in respect of the re-opening of the multi-use games areas and it was noted / agreed that:-</p> <ul style="list-style-type: none"> • Risk Assessment available in draft form • Agreed signage should be in place for next week • It is hoped that the areas will be officially opened by the end of next week, although NN advised that the public are already using the facilities. • Agreed that NN would check that signage is in place at the Skate Park <p><u>Leah Manning Centre</u> There was discussion around the submitted re-opening proposals. It was noted / agreed that:-</p> <ul style="list-style-type: none"> • Given the vulnerability of the users at LMC, NN to review the proposals and look at testing of all staff prior to opening <p><u>Sam's Place</u> There was discussion around whether or not it would be appropriate for Sam's Place staff to be tested prior to the service re-opening. It was agreed that NN would look at the proposal and discuss further with Christine Howard.</p> <p>It was further agreed that both services be discussed again at the next meeting, with a view to taking to SMB the following Tuesday</p>	<p>NN</p> <p>NN</p> <p>NN</p>

6. A.O.B	<p><u>Accommodation Sub-Group</u></p> <p>CS provided an update on the work of the group. It was noted / agreed that:-</p> <ul style="list-style-type: none"> • There is a need to identify staff working from home in unsuitable conditions. It is felt that the present Risk Assessment is not suitable given the current conditions and it was agreed that a modified questionnaire, to identify those working under these conditions, be drawn up for completion by staff. Once completed, the group would then look to bring those staff affected back to the work place. • There was discussion around the need for the Council, as an employer, to be understanding of people's anxieties and of the need to keep staff updated, including provision of a time-line. Agreed that SF would raise this with SMB next week. • Possible issues around the sharing of equipment in the work place were discussed and it was agreed a standard be set, with guidance to be drawn up. 	<p>Sub-group</p> <p>SF</p> <p>NN</p>
7. Date of next meeting	Friday 21 August 2020	

CV19 Recovery Work Stream Weekly Outcome Report	
HTS Group Ltd Work stream	
Date review complete:	SMB Lead:
24.07.2020	Andrew Murray

Work Stream Scope: <i>[Inserted from Appendix 3/initial meetings]</i>	
How the impact of Covid 19 outbreak has affected activities and services directly provided by HTS.	
Current activities being undertaken and timescales: <i>(under planning/reporting/delivery as appropriate)</i>	
Activity	Target completion date
Updated status report.	22.02.20
Relief event report recirculated (key theme timeline of events review).	06.08.20
Issues identified for future action:	
<p>Development of a strategic framework to include the following themes:</p> <ul style="list-style-type: none"> • Social value development and promotion (impact). What has dropped, increased, and stayed the same. Report to Shareholder in September 2020. • Review of business resilience (lessons learnt). IT strategy, telephony, archiving/retrieval. What went well and what did not go well. Processes adaption by doing things in a different way. • Review of commercial impact, trading position, and business plan priorities. • Environmental service impact and service provision. Repairs, trees and grass cutting policies review to be aligned to shared operational governance. • Enhancing customer experience. New customer channel shifts review which include repairs portal, remote customer contact centre. Review of business processes. • Creating opportunities for growth. New business opportunities. 	
Restrictions or limitations identified:	
Changing government guidance/health and safety (Covid secure). Resources available.	
Completed actions:	
Status update report. Review of terms of reference Strategic objectives identified.	
Outputs against any identified performance measures: <i>(KPIs, national/local data collection, published performance data, other quantifiable outputs related to work stream)</i>	
Review of Quarter 1 performance currently in client governance arrangements. Report to cabinet is expected in September 2020, early identification therefore will be a requirement for four performance improvement plans.	

Escalations or recommendations for decision to SMB/PH