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| CV19 Recovery Work Stream Weekly Outcome Report | |
| Business & Economy Work stream | |
| Date review complete: | SMB Lead: |
| 13 th November 2020 | Andrew Bramidge |

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| Work Stream Scope: | |
| <ul style="list-style-type: none"> - 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 | |
| Current activities being undertaken and timescales: <i>(under planning/reporting/delivery as appropriate)</i> | |
| Activity | Target completion date |
| Planning for joint event with Chamber of Commerce | Mid-October |
| Harlow EZ and Harlow Chamber social media accounts being used for promotional purposes | End October |
| Develop new 'Harlow Business' social media presence | December |
| Advise on targeting of new business grants programme | November |
| Implement proactive comms campaign re Town Centre & neighbourhood centres | December |
| Issues identified for future action: | |
| <ul style="list-style-type: none"> - Develop 'second wave' prevention protocols & guidance - Commission detailed economic analysis and business surveys - Identify how PAH and local health services can be engaged - Development of proposals for Local Purchasing initiative - Develop proposals for the recruitment of new apprenticeship positions and/or Kick Start placements within the Council | |
| Restrictions or limitations identified: | |
| Available staffing resources, particularly in the Regeneration team upon whom much of this work falls. The second lockdown from 5 th November has also restricted activity with a planned promotional campaign in November for the town's retail centres now put back to December. | |
| Completed actions: | |
| Provided business advice & support information to the Council's commercial tenants Business grants provided to c900 local businesses Joint event with Chamber of Commerce took place on 13 th November Establish Harlow Council as a lead body for the 'Kick Start' programme | |
| Outputs against any identified performance measures: <i>(KPIs, national/local data collection, published performance data, other quantifiable outputs related to work stream)</i> | |

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| Escalations or recommendations for decision to SMB/PH |
| Funding required for business survey/economic analysis work and also for administering the Kick Start programme. |

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| CV19 Recovery Work Stream Weekly Outcome Report | |
| Community Impact Work stream | |
| Date review complete: | SMB Lead: |
| 14 November 2020 | Jane Greer |

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| Work Stream Scope: | |
| As agreed at last meeting | |
| Current activities being undertaken and timescales: <i>(under planning/reporting/delivery as appropriate)</i> | |
| Activity | Target completion date |
| First meeting of West Essex One partnership has taken place – now fortnightly | Completed |
| 2 nd Community Forum has taken place – communications survey to be undertaken. Membership to be extended. Date for next meeting set. | 10 November 2020 |
| Follow up survey of community groups to be undertaken. | 20 November 2020 |
| Improved Covid signage to be installed in Broadwalk | By 30 November 2020 |
| Harlow Information Leaflet to be developed and distributed to all Harlow households | 31 December 2020 |
| Community Hub re-established and open. | Completed by 1 November |
| All CEV contacted to give advice | At least one call made – 30 November 2020 |
| Issues identified for future action: | |
| Continue with delivery of the action plan within timescales set. | |
| <ul style="list-style-type: none"> • Keep under review the Community Hub to ensure as far as possible the needs of residents are being met. • Ensure representative from Harlow Area Action Group is invited to next Community Forum • Keep under review how best to take into account the needs of older and younger people • Keep under review Council debt recovery policies align to measures to help people with financial and other hardship • Take a longer term look and plan for events and other occasions, such as remembrance ceremonies. • Financial hardship suffered by residents matters to be kept under review | |
| Restrictions or limitations identified: | |
| Resources available | |
| Completed actions: | |
| <ul style="list-style-type: none"> • Community hub open • CEV residents contacted • Partnership approach for reopening of communal areas with facilitated activity in older peoples housing – in partnership with Rainbow services Community Builder initiative • “Placation” activities delivered | |

- School readiness activities delivered virtually
- Community Forum established and first and second meeting has taken place
- Meeting with Cllr to update on work of Safer Harlow Partnership DV subgroup has taken place
- second meeting of One partnership has taken place

Outputs against any identified performance measures: *(KPIs, national/local data collection, published performance data, other quantifiable outputs related to work stream)*

Escalations or recommendations for decision to SMB/PH
 N/A this reporting period

| CV19 Recovery Work Stream Weekly Outcome Report | |
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| HTS Group Ltd Work stream | |
| Date review complete: | SMB Lead: |
| 12 November 2020 | Andrew Murray |
| Attendees: | Alex Morris, Andrew Murray, Bob Purton, David Coleman, Dean James, John Phillips, Michael Pitt, Cllr Simon Carter, Wendy Makepeace, Cllr Mark Ingall, Neil Rowland, Jenny Pearce (notes). |
| Apologies: | Steve Ward. |

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| Work Stream Scope: <i>[Inserted from Appendix 3/initial meetings]</i> | |
| Current activities being undertaken and timescales: <i>(under planning/reporting/delivery as appropriate)</i> | |
| Activity | Target completion date |
| <u>Matters Arising:</u> Customer Services remote access escalation reporting suggests business as usual. Case Studies to be included in the Social Value Report for 2021. Reference sent to Contract Administrator to form part of the HTS quarterly performance reports. | Completed July 21 |
| Lockdown 2. Business resilience plan reviewed and updated. Learning the lessons from lockdown 1, shared communications posted week ending 6.11.20, as is service delivery. | Complete complete |
| Implications for Capital and Revenue forward forecasting to be included at Quarter 3. | March 2021 |
| Work in progress (WIP) continue to be analysed dealing with backlogs in housing, non-housing and environment. Share holder has requested next strategic meeting report on progress on Customer Access plans. | July 2021 |
| Funding requests for this Recovery strand to be facilitated by this group. | |
| Electrical compliance performance improved to 95% and on target | |
| Issues identified for future action: | |
| See above | |
| Restrictions or limitations identified: | |
| Changing government guidance/health and safety (Covid secure). Resources available. | |
| Completed actions: | |
| See above Additional Shareholder Sub Committee dates agreed for rest of year. | |
| Outputs against any identified performance measures: <i>(KPIs, national/local data collection, published performance data, other quantifiable outputs related to work stream)</i> Report to Cabinet on Q2 expected Dec 20 | |

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| Escalations or recommendations for decision to SMB/PH |
| None. |

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| CV19 Recovery Work Stream Weekly Outcome Report | |
| Council Business Impact Work stream | |
| Date review complete: | SMB Lead: |
| 13 November | Simon Freeman/Simon Hill |

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| <p>Work Stream Scope: To consider changes required to service operational arrangements, including arrangements for period during which social distancing is still required, led by government information and guidance:</p> <ul style="list-style-type: none"> • Recovery of Services – How/When/What? • Staffing/Social distancing strategies. • Managing our operational sites in a compliant and safe way. • Public access to services/service delivery • Dealing with the public/visits/shielding residents • Financial impacts – HRA/General Fund and Capital Programme • Applying for assistance/grants • Factors to feed in to Accommodation Review. • Longer term impacts on service delivery and structure. | |
| Current activities being undertaken and timescales: | |
| Activity | Target completion date |
| Covid -Secure compliance | Ongoing (RA updated October 2020) |
| Implementation of National Restrictions from 5 November 2020 | Restrictions end 2 December 2020 |
| Refining homeworking protocols and processes | December 2020 |
| Income Recovery incl sundry debts, benefits, welfare panels (currently restricted by limitations on courts services) | TBC based on courts |
| Alternative consultation and communications routes | December 2020 |
| <p>Issues identified for future action:</p> <ul style="list-style-type: none"> - Impact analysis of COVID19 - Enhancement of agile working processes - 2021 Elections (will depend on national guidance) - Delivery of staff training needs (mid-term training needs will require agreed process) | |
| <p>Restrictions or limitations identified:</p> <ul style="list-style-type: none"> - Social distancing restrictions prevent a number of activities from being carried out - Specific government guidance on certain activities e.g. Playhouse theatre operations, Latton Bush Centre Conferencing operations prevent services re-commencing in usual format - Current court operations prevent recovery and enforcement processes being completed; these are being progressed where possible but final internal stages delayed until completion through courts can be assured where necessary | |

Completed actions:

- Re-opening of outdoor community and leisure sites
- Re-opening of indoor community and leisure sites possible under restrictions
- Re-opening of external facing HDC Operational sites possible under restrictions (closed to public under national restrictions from 5 Nov- 2 Dec 2020)
- Introduction of new approach to enforcement incl planning, licensing, EHS, where possible under restrictions
- Council's role to support Test and Trace (Essex Outbreak Plan) set-up
- Covid outbreak specific Business Continuity team level impact assessments complete

Outputs against any identified performance measures: *(KPIs, national/local data collection, published performance data, other quantifiable outputs related to work stream)*

Performance measures being identified currently for analysis; those identified to date include Contact Harlow attendance and activity data, payment type received data, loss of income returns to government, KPIs for service delivery e.g. planning applications processed.

Escalations or recommendations for decision to SMB/PH

None

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