

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

<b>Work Stream Scope:</b> <i>[Inserted from Appendix 3/initial meetings]</i>	
How the impact of Covid 19 outbreak has affected activities and services directly provided by HTS.	
<b>Current activities being undertaken and timescales:</b> <i>(under planning/reporting/delivery as appropriate)</i>	
<b>Activity</b>	<b>Target completion date</b>
Updated status report.	22.02.20
Relief event report recirculated (key theme timeline of events review).	06.08.20
<b>Issues identified for future action:</b>	
<p>Development of a strategic framework to include the following themes:</p> <ul style="list-style-type: none"> <li>• Social value development and promotion (impact). What has dropped, increased, and stayed the same. Report to Shareholder in September 2020.</li> <li>• 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.</li> <li>• Review of commercial impact, trading position, and business plan priorities.</li> <li>• Environmental service impact and service provision. Repairs, trees and grass cutting policies review to be aligned to shared operational governance.</li> <li>• Enhancing customer experience. New customer channel shifts review which include repairs portal, remote customer contact centre. Review of business processes.</li> <li>• Creating opportunities for growth. New business opportunities.</li> </ul>	
<b>Restrictions or limitations identified:</b>	
Changing government guidance/health and safety (Covid secure). Resources available.	
<b>Completed actions:</b>	
Status update report. Review of terms of reference Strategic objectives identified.	
<b>Outputs against any identified performance measures:</b> <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.	

<b>Escalations or recommendations for decision to SMB/PH</b>