

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

<b>Work Stream Scope:</b> <i>[Inserted from Appendix 3/initial meetings]</i>	
<b>Current activities being undertaken and timescales:</b> <i>(under planning/reporting/delivery as appropriate)</i>	
<b>Activity</b>	<b>Target completion date</b>
Note: Essex now under Tier 2 restrictions released on Monday 12 October 2020.	November 2020
HTS Group Business continuity plans reviewed and considered appropriate at this time. However, they will be kept under review.	Ongoing
Customer service report (Contact Centres) to be considered at next shared opps meeting where an agreed "shared business process" to be recommended to the Council's recovery board. Contact Harlow/HTS (P and E) Ltd remote Contact Centre business processes to be kept under consideration.	21 October 2020
Consideration of a further contractual "Relief Event" ...None at this time, keep under review whether further Govt. restrictions applied	Completed
Updated Business Plan to include business plan assumptions, third party growth priorities, procurement principles, currently being discussed with finance colleagues. Outcome report to be presented at the next Joint Senior Management Board meeting.	Date to be provided
Revised finance assumptions will be included in the updated medium term financial forecasts for the General Fund and HRA.	November 2020
<b>Issues identified for future action:</b>	
Shared business processes to be agreed with Contact Centres.	
Review strategic framework (Cabinet approval 10.09.20) Learning the lessons report. Task/finish groups meetings to be established, item 5 added: case studies to local organisations/Chamber of Commerce, and local college. Lead Neil Rowland.	
Recent learning the lessons Implementation plan with short/medium and long term objectives ...task and finish groups to be set up to deliver plan outcomes. Meetings to be arranged	
<b>Restrictions or limitations identified:</b>	
Changing government guidance/health and safety (Covid secure). Resources available.	
<b>Completed actions:</b>	
See above	
Consideration of business continuity arrangements, aligned to recent Govt., updated restrictions for Essex....no change at this time.	

Additional Shareholder Sub Committee dates agreed for rest of year.
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<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> Report to Cabinet on Q2 expected Dec 20
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<b>Escalations or recommendations for decision to SMB/PH</b>
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Date to be agreed for the Joint Senior Management Team Meetings see above.