

<b>CV19 Recovery Work Stream Weekly Outcome Report</b>	
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.

<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>
<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	
<b>Issues identified for future action:</b>	
See above	
<b>Restrictions or limitations identified:</b>	
Changing government guidance/health and safety (Covid secure). Resources available.	
<b>Completed actions:</b>	
See above Additional Shareholder Sub Committee dates agreed for rest of year.	
<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	

<b>Escalations or recommendations for decision to SMB/PH</b>
None.