

## Summary of activities that are behind plan

## Ambition: Create thriving environments

Objective	Activity	Milestone	Progress
Improve the safety of local communities	Support people to improve their home safety through delivering a comprehensive communication and engagement plan. In year 1 we will promote the SHERMAN initiative and implement the Hoarding Protocol. (A57)	We have modified our ways of working due to COVID-19 to ensure we still deliver our SHERMAN Strategy, by making contact with Critical and High Risk members of the public, allowing for an assessment to be made. All Critical referrals will be visited in 5 days and High in 10 days (working days).	<p>Following the initial review and re-profiling of risk due to the impact of COVID-19, delivery of community safety activities were updated to ensure that we continued to provide advice and support for those identified as vulnerable and most in need of help.</p> <p>An additional layer of risk assessment was added to allow for a comprehensive triage process to be adopted for all referrals received, allowing limited resources to focus on the identified critical/high risks.</p> <p>Whilst confident that we are providing the appropriate level of support to all referrals, we are committed to continually reviewing how we offer support to ensure effective and efficient responses. Partnership engagement has been key to allowing delivery of the SHERMAN concept during the pandemic.</p> <p>Close working with colleagues in Adult Social care, has allowed advice and support to be maintained around the Hoarding project.</p>

			<p>Information has been gathered that has allowed safety messages to be amended and updated and shared in a variety of methods, allowing identified issues to be managed and supported.</p> <p>We have reviewed the data in order to measure the success of this activity and whilst it is clear that support, advice and guidance is being offered in alternative ways, our preferred response against the specified timescales has been outside of our outlined targets.</p> <p>The full impact of not meeting the specified timescales on 100% of occasions is being reviewed against the current restrictions in place due to COVID-19. This review will allow control measures to be amended and updated if an identified detrimental impact is being observed.</p> <p>Periodic reviews of our delivery strategy are carried out in line with local risks and direction offered by the National Fire Chiefs Council. We are confident that continued development of the process will see performance against the activity improve and also more importantly continue to ensure that timely support is provided.</p>
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**Ambition: Provide good value council services**

Objective	Activity	Milestones	Progress
<p>Nurture and celebrate a forward-looking, high-performing, skilled and empowered workforce.</p>	<p>We will increase our effectiveness by redesigning processes relating to our people and financial management, through an integrated finance and people management system. (A75)</p>	<p>Mobilise Business World system re-design programme by 11 March 2020.</p> <p>Develop shareholder agreement with Herefordshire Council for Hoople by 31 March 2020.</p> <p>Complete system build - by 2 October 2020.</p> <p>.</p>	<p>Despite best endeavours from the Council, Hoople and other partners it is highly probable that the system re-design will not be live for April 2021. The impact of Covid so far has taken out all contingency arrangements and factoring in a similar and even a potentially greater impact over the next six months it is expected that the system will not be live until sometime between July – November 2021. This will be constantly reviewed and monitored, pending the full impact of Covid.</p> <p>Although the actual re-build of the existing system onto the Hoople platform is only two weeks behind (as at 12/10/20), we are already seeing Covid impact on the lack of availability of staff to fulfil roles, delays in system processing, coupled with the need to implement safe testing arrangements in both an office and home environment. This has been compounded by uncovering issues with the existing system design which have resulted in additional build requirements in the Hoople platform.</p> <p>It is acknowledged that moving to a new system mid-financial year is not ideal, and although managing the financial</p>

			year-end process with the existing system will be beneficial, it will create an additional impact on our Finance services which will require additional support to ensure this is managed effectively.
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