

## HYDEWIDE RESIDENTS VOICE

### MINUTES OF HRV REVIEW CALLS HELD ONLINE

WEDNESDAY 8 APRIL 2020, 5.30PM – 6.30PM

#### 1. Welcome, introductions, how is everyone

1.1. Members shared their experiences of social distancing and any challenges they are facing

#### 2. Hyde Foundation – response to coronavirus; protecting vulnerable residents

2.1. Welfare / crisis calls being made, approx. 4000 so far.

2.2. £2 million made available through Hyde Charitable Trust for 'crisis grants' for residents.

2.3. Also working with community partners to ensure they have funding to continue work in our communities. It has taken a while to access the grants but are now being utilised.

2.4. Crisis grants include food vouchers, help with IT for families and white goods.

2.5. Hyde Foundation working with other teams e.g. ASB to join up services and identify need. Part of the work is finding out exactly what communities need - happy to take some feedback from residents on this.

2.6. Grants will be available for staff making crisis calls, reducing red tape.

2.7. Working with other HAs e.g. Clarion, Optivo, to share what we're doing, avoid duplication and get the most outcomes from our money.

2.8. HRV - Great to hear, especially pleased about work with ASB team and IT access provision – this is very important for families that are now home schooling.

2.9. HRV - what counts as vulnerable? At the moment this is mainly:

- Age, over 70s
- Registered disabilities
- Other known vulnerabilities
- Potentially ASB or DV cases, working with ASB team
- Govt guidelines for those particularly vulnerable to Covid-19.

2.10. HRV - important to also consider those that are vulnerable because they can't pay their rent at the moment e.g. self-employed, made redundant, can't work.

2.11. HRV – how are you going to make sure you reach everyone; lots of people that Hyde aren't aware of that are vulnerable? This is a challenge, working with various teams to ensure we are as aware as possible. This will be an ongoing priority.

2.12. HRV – important that you are also linking to home owners, including shared owners.

2.13. HRV- how effective is Hyde's work with LAs; it feels varied and inconsistent e.g. if residents need food, signposting to food banks is not always appropriate? Agree that approaches have been varied; this is often due to the information that LAs make available to us. We have closer relationships with some than others and are working on this.

#### 3. Service update and communications

3.1. Services have stabilised a little; call volumes have slightly reduced. Income team is still the team seeing the highest impact.

3.2. Contractors are seeing 50 - 70% less demand. Lower emergency repairs too.

3.3. Fewer residents reporting as self-isolating, however we think the picture will keep changing in different areas.

3.4. Audrey is going to join the call next week to discuss how services are adapting.

3.5. Hyde has been reallocating resources e.g. Hyde foundation have been leading on the welfare calls but other teams have been drafted in to support e.g. RE team. This will continue.

3.6. MyAccount is now launched, we will talk more about this next week.

- 3.7. There have been no changes to website yet, this is being considered in the context of an extended lockdown.
- 3.8. 700 visits to new web pages – 3rd most popular area behind front page and contact us.
- 3.9. Printed letter will be going out to 14,000 households, but not until next week. Targeting at people who don't use internet (modelled data), and with no email address on our system.
- 3.10. HRV - would prefer the letter to be sooner.
- 3.11. A letter is also being sent to intermediate market rent residents – in the rent setting process before Christmas they had higher than normal rent increases, which are being rolled back. This impacts health workers so felt to be inappropriate.
- 3.12. HRV – will this be shared on the website? It would be good for this to be shared, it's positive. Probably not as there are more priority messages.
- 3.13. HRV – like the info on the website to be dated – shows progress.
- 3.14. HRV – some members with emails did not get the email to everyone. Concerns about data and that some people may miss out of any information. Hyde is using the less conservative list for the letter so hopefully this will cover most people.
- 3.15. HRV – comms need to include updates about cleaning and touch points. Also, rubbish getting too much - these are the issues that need to be covered in a positive way.
- 3.16. HRV - keen that Hyde continues to consult with residents about website content and what messages are appropriate and working.
- 3.17. HRV – need to reiterate important messages about social distancing and how this can be enforced – difficult but Hyde is an authority and should reinforce this.
- 3.18. HRV- is view count on website usual, seems low? These are new pages so there is no benchmark on those pages specifically – will ask for comparison with usually popular pages. The 'contact us' page is the most popular.

#### **4. Next meeting**

- 4.1. Date of next online meeting. Wednesday 15 April 2020.
- 4.2. HRV will be joined by Audrey Williamson (Resident Services) & Wendy Edwards (MyAccount)
- 4.3. Rolling item: resident communications during coronavirus pandemic