

HYDEWIDE RESIDENTS VOICE

MINUTES OF A MEETING HELD ON TUESDAY 12 MAY 2020

AT PARK STREET FROM 5.30PM - 7.30PM

1.0. Welcome, Introductions and Apologies for absence

1. The Chair welcomed everyone to the meeting and introductions were given.

2. Declarations of Interest

2.1 None declared.

3. Minutes of 10 March and matters arising

3.1 3.1 HRV requested an update on the new mobility scooter policy and working party

3.2 2.2. One member is still due an appraisal – this will be arranged

3.3 4.1 Reviews of policies – should be part of HRE process – this will be done from now on

3.4 5.1 Fire Safety review – the panel is on hold for the moment, but the procurement is going ahead; 2 members of HRE are involved.

3.5 6.1 RE Strategy language – this will be reviewed in line with The First Word work and will be part of the next steps for the strategy which HRV will be involved in

3.6 8.2 Tenancy audits – HRV have recently spoken with representatives from Resident Services but audits have not been discussed. This needs to be included in the next agenda.

4. Resident Services – report from the new Director of Resident Services

4.1 Update: Resident Services have been delivering as close to ‘business as usual’ services as possible. Some methods changed e.g. video calls for meetings / appointments. Not received much negative feedback or concerns from contractors or residents around service delivery. Current approach to service delivery will continue for the time being.

4.2 Domestic Violence reports – Hyde has now seen a slight increase in calls and this remains a priority concern. General coronavirus welfare calls are ongoing to vulnerable, sheltered residents. 1800 outbound calls so far. Identified 100 residents who would like some ongoing contact as a comfort / reassurance.

4.3 Key discussion points were:

a. HRV confirmed that the calls to vulnerable residents are being contacted – this is positive and getting good feedback from residents

- b. How many homes receive concierge / caretakers services, what are the criteria?
Hyde: exact numbers will be provided – mainly stock transfer areas, so historical arrangements. These services may be better provided through contractors. Need to balance the costs as caretakers can be very high cost so would push up service charges.
- c. How does the number of complete estate inspections quoted compare to normal? Has this been affected by the CV pandemic (e.g. resourcing)?
Hyde: numbers are TBC. Hyde has maintained key / compliance services, also estate inspections, bulk rubbish collections, cleaning, deep cleans where needed due to COVID-19. Grounds maintenance has been ongoing. Staff have been given PPE.
- d. Welfare calls; 100 residents requesting calls seems low. What resident groups are these? How do you identify vulnerable? It is important that social housing landlords are aware of the needs of residents.
Hyde: they are mostly sheltered residents or those receiving care. We have some knowledge about vulnerabilities but we have found out more through the calls. Not all residents want to divulge everything. The project has identified 10 residents that we have not been able to contact which we are following up on.
- e. HRV – not confident that usual levels of grounds maintenance have continued as BAU.
Hyde: we have not been made aware of any contractors that cannot deliver services, so we will review this. We now have a Head of Housing for the whole of estate services, so going forward services will be more consistent.
- f. HRV – residents have fed back that cleaners have been attending without PPE. This is a worry.
Hyde: agree it is important that operatives in communal areas have PPE, although government messages have been mixed so this has affected people's understanding. This will be looked into.

5. Property Services – report from Director of Property Services

- 5.1 Update: the report / plan is an evolving document - there have been several iterations and it now needs more work following the government announcement. Hyde has been patient, trying not to change approach to services too often – this was in an effort to bring consistency to service delivery for customers, but also for staff and contractors.
- 5.2 Services will remain the same for the moment, but things are likely to change in June and again in July. Most recent guidance has been sent to contractors so they can prepare risk assessments and method statements. Hyde has built additional time around the gov't's stages to ensure safety measures are in place and so we can adapt to any further developments.
- 5.3 There is a backlog of 'non-essential' repairs; currently 3800 jobs – around 2 weeks' work. These will be reviewed over the next 3 - 6 weeks and work started when possible. Electrical testing has been badly affected – tests take 3-4 hours and social distancing difficult. We need to recover this service. By July, we hope that normal maintenance service will be resumed.
- 5.4 Key discussion points were:
 - a. HRV – praised Hyde for a good clear approach and for maintaining the service levels that had been achieved in the challenging circumstances.
 - b. Who is going to pay for additional safety equipment if required?
Hyde: if a contractor needs extra PPE then as a client Hyde has to pay for this – we cannot risk the safety of operatives.
 - c. HRV – is the report live, or is this now out of date? Who is the audience?
Hyde: report is evolving – it was launched in March and additional annexes have been added for each stage of lockdown. Main audience has been internal, to affected teams. HRV – concern that some of the tone & language of the document is abrupt, could be passed down to frontline staff and affect how they receive the information. This was noted.

6. RE Strategy update – Director of Customer Experience

- 6.1 Staff and residents have been involved in consultation, this is now complete. There are now a number of next steps that need to be carried out, in partnership with HRV, to create the final document. A further meeting will be set up by the RE team.

7 HRE (Hydewide Residents Eye) Inspection update

- 7.1 Complaints inspection is complete, but actions were suspended because of COVID-19. Process has now been restarted, recommendations tidied up and HRE looking forward to negotiations with senior staff. Actions will be firmed up after this meeting, then the report will eventually be presented to GHSB (Group Housing Services Board).
- 7.2 Findings included: detailed review of the actual process behind the 2 stage policy, an issue of communications around 'service recovery', which many residents are not aware of.
- 7.3 The main update will be shared with HRV once negotiation has happened. HRV are looking forward to receiving this.

8 HRV Priorities update

- 8.1 Some aspects have been affected by the change of focus due to COVID-19. With regards to the priority for communications, HRV can be proud of their work influencing the COVID-19 comms to residents.
- 8.2 Also with regards to vulnerability – some great work delivered on this in terms of the welfare calls being made to vulnerable residents. HRV agreed that this has been really good and should be continued.

9. Rolling Agenda Planner

- 9.1 Agenda item suggestions for the meeting in July were;
- Service Charges – full report should be ready by the next meeting
 - Tenancy Audits
 - RE strategy – HRV sign off
 - Customer Strategy
 - Hyde Strategic Plan – a link will be added to The OAK for HRV to read
- 9.2 Next joint meeting with GHSB in September – needs to be an open discussion

10. AOB

- 10.1 HRV – there was mention of another coronavirus email for residents but this has not yet been seen.
Hyde – this is being worked on and should be out to residents tomorrow (13.5.20). Staff have taken on previous feedback from HRV re: tone and content, and importance of immediacy.
- 10.2 The meeting closed at 7pm