**S.Net**

**On the couch– shared learning**

**29 April 2020**

**Job changes and work since Covid 19**

**Notes**

West Lancs

Involvement staff have been moved to support Humanitarian Call for the whole Council

* Working with the Shield Group
* Food Banks Volunteer Coordinators (100 Volunteers)
* CCG support to get food out to vulnerable groups – deliveries and stock management
* Issues of Safeguarding, Mental Health and Wellbeing
* Foodbanks – deliveries – stock

Resident & tenant involvement work not happening except a check in with the scrutiny group

LA trying to manage the ridiculous scale and address financial inclusion for the Borough

Staff diverted to 7am – 7pm

Expecting after this:

* Change in agile working
* Public can already log in + watch Planning Enquiry
* Cllrs + Boards will change the way they do business

6 Town Housing

Team supporting residents of 70yrs upwards + volunteer calls

Handling Referrals, Benefits, Rent advice

Vulnerable/shielded support

Repairs staff – involved in the distribution, working with TARA’s to do that

Issues

* Data cleansing activities
* GDPR – enablement
* Getting the right info in the right place
* Data quality on vulnerable people left wanting – many echoed this thought

Communications at Bury - Using Google hangouts and a Whats app group

Regenda

Both Involvement staff furloughed

No Scrutiny Panel on inv staff activity

N’hood work to support to contact the elderly + vulnerable

Un-furlough planned

* RI staff to get involved in revision of Involvement strategy and a new customer focus strategy
  + Don’t think we will go back to face to face meetings
  + Think we will reduce staff meeting space
  + Need to seek the positives out of the CV19 crisis

And a review of RSG consumer standards compliance.

All agreed to share templates

Habinteg

* Policy revision now in focus for RI
* Way to go = zoom to support our geographical challenge
* Meetings going forward - less
* Already revising the strategy
* Resistance to buy in from existing face to face groups – some members – pushing back
* Some residents are tech savvy – need to get them into Board mode with a face to face using technology, not just for research, but also for conducting meetings
* Discussing things individually, getting them all on line individually then going for the big connect

Plus Dane comment – residents need help to overcome the fear of working through new technology (lots of agreement to this point)

THT

Involvement is ticking along well

Getting tenant feedback

Customer communications is key

Using Skype for business – - this is helpful as you can dial others into this

Scrutiny review was completed pre lock down – new one not yet started

Policy/Proc/strategies – trying to get people to sign up and comment on line for this which has been a great help for engagement

GPHG

Some changes in the split and roles of engagement staff pre lockdown – customer service, customer assurance and customer scrutiny

Scrutiny

This is a struggle

Looking at Good Practice in consumer standards review and Policies and procedures

Scrutiny have supported through feedback on current services and our reaction to Covid

Incommunities to send information to Yvonne to share

GPHG grateful for the info/set up and readiness to feed in – on line is not great for everyone

Not so easy to introduce new materials for other scrutiny – GPHG reviewing approach

Don’t have the time or mindset for a whole review of approach – but we will evaluate how things have changed due to CV19

Cust Services

Work on other projects

* Coordinating over 55 calls
* Complaints

More: N. Nuisance

S. Distancing

Good news:

Live streaming – treating concerns

Access to library online

Toe in the Water for customer assurance/performance monitoring

* Online or by phone gathering of opinions
* New build homes
* Immediacy of info is a challenge

Incommunities

Scrutiny now happens via Gov Team

Now on a similar footing with the board

Some policy comments

No remote meeting yet

Some have hearing problems – difficult

The Operational teams are all our contacting residents – definitely more community spirit

Plus Dane

Redirecting to Customer Facing

SP – report no action, about to try on line meeting

Most opportunities on offer are digital communications

PD has mapped all community orgs + financial contributions

Financial teams – are supporting residents to find jobs and supporting on universal credit

Involvement team refer to ensure all support has been offered

Using a traffic light system

LCVS in Liverpool are matching community volunteers to help

Co-ordination of of HA’s across L’pool

Staff have supported communities with help to raise funds as PD has the expertise

Building new partnerships with the voluntary sector, which should be lasting

Leeds CC

* T. Scrutiny - trying to support the group to be more Independent rather than rules based and flex their enquiries
* Digital – libraries are supporting residents with digital inclusion and co-ordinating that response

Moving to 100% digital

* i-Pad lend scheme
* Inv officers doing taster sessions
* Testing out who can save money, to engage and interest residents in digital opportunities
* Online > learn my way website

Bury

Securing a Deal with Tenants

Carran to send this to Yvonne for this site

Supporting retirement life

Staff redeployed to the front line

Meet up when open to see who we are speaking to through social media if possible

Torus

Stopped all Engagement for a few weeks

A lot of newsletter updates and guidance to support agencies

2 staff on digital inclusion

Using a closed Facebook Engagement Group

New tenants signing up to engage

Policy review Engagement this year

Landlord Ops Cttee to review this

Tenant Training + policy/system update is being done during Covid

Cobalt

Gov team manage scrutiny + complaints +satisfaction

Engagement on regeneration – employment support etc done by a separate team

Consultative Panel involved in the lockdown – strong group helping and very active

S Panel have decided to stand back until they can meet in person again, most are vulnerable, they have pushed back on meetings and many are shielding and hard to persuade back – requests met with silence

Lucky to be operating from a small geographical area – 6000 homes and a tight community

Lots of community activities and involvement and lots of volunteers

Strong group – helping + active

**Other issues**

**TWT**

Expected to launch in July – Incommunities to send details for the drop box

**Scrutiny.Net - suggest to meet Sarah at CLG**

Yvonne to organise for a couple of hours in the next few weeks

All happy to engage

**Possible follow on with residents in a few weeks time**