**S.Net CLG Meeting 13 May 2020**

**Ian Leeds CC**

Making calls 70+

* T.Eng Officers reallocated to make contacts 10,000 calls a week – sheltered scheme
* Speaking with new tenants. Support officers – thinking about Digital Conversations, Healthy & Active at Home sharing contacts
* Massive Opp
  + Group Fit
  + Digital conversations, Whats App video calls
* Open/accountable & wider spectrum
* Poss might go to increase matching to local group
* More work with digital co-ordinators with the library service
* Trying to get H.Rise group & scrutiny panel on virtual skype meetings
* Information streams
* Seeking out peoples social media & going to find those people
* Some projects on hold
* Adapting funding to support groups – different bids

**InCommunities**

* Cancel s/term S.Panel moving to virtual. Got kit to residents. Getting to virtual
* Not a couple of weeks changing it all
* Inspectors tend to come in
* Many are vulnerable groups
* Might be able to do this remotely
* Need new work plan
* Commenting on policies still happening
* Community stuff starting to think
* Recruit to chair – practice elsewhere – no
* As we get more digitally progressive

**Bury Six Town ALMO**

* Digital Survey
* Research with the vulnerable people – how do we engage better in future

**Great Places HG**

* SP – equity & GPHG group – link them all
* Trying to gear up + try to motivate other tenants
* 6 core members of the team – 2 have been poorly
* Things have changed
* We need to adapt

What we do

* Let’s try to get in touch with F.line stuff
* How can customers draw up policies
* Listen & then work out where to go

Separate Community Inv Team

* Financial & Foodbank support
* Coms team/customer services
* Links with the other teams at home
* Felt a bit isolated
* Get the infrastructure.
* Ask what they need from you and vice versa
* Need to re-establish work relationships

**W Lancs Council**

* Dealing with partners for a Council as a whole
* Food packages
* Single point of contact for foodbank
  + Com group forum
  + Pop up
  + Existing groups
  + 2 weekly skype call
  + What is going on in the borough
  + Was territorial, now people are sharing
* Minimal roles with involved tenants. Just contact
* Residents + tenants have been blurred
* Data from Govn’t + GPs, so can spot the vulnerable list, would not have otherwise had access to this
* Concern about:
  + Campaign new on line groups
  + Don’t know how to go about it as services
  + Survey

**Plus Dane**

* Ongoing calls to Plus Dane voices
* Do not want to be seen to contact on trivial matters
* Don’t know the circumstances are behind doors
* Constant review
* Might start again – not sure yet
* Today 1st Scrutiny Panel on MS Team
* Did some webinars on orbit yesterday
* Good news – understanding profile + vulnerable + poor data
* New good links with community organisations

**MSV**

* Community Wi-Fi
  + We have taken a step back
  + Community deal with it
  + Bluetooth on - It flags up information
  + Includes local news and reports of small groups and special officers, exercise class
* Scrutiny Panel on zoom – given laptops
* All Mystery shopping and on-line involvement like survey services on hold
* Need to know if we are doing our job well
* Spotlight surveys

**Cobalt**

Stronger link to community, we have engaged more

* Contributing to community projects
* 2,500 tenant contacted directly
* Direct Welfare Benefit supports – furlough services
* Use of digital platforms

Consultative Panel – All over Zoom

* Lots of contributions
* Inc. policy commentary

Scrutiny Panel - hard to get going - older

Another group – Reading Panels on Zoom

ASB tracking

* Communities contact has been really useful – open conversations tracking activity
* Senior Mgr Videos
* Involved tenants on line videos
* Surveys – service on repair – gas – contact centre complete these
* Making sure ok on Contact Data not too bad – longer term illnesses being picked up
* Need to get SP folder

**Faye WCHG**

* Weekly quiz streets
* Online older person surveys
* New UC claimants – surveys – Domestic Violence cases – survey
* Plan 8,000 tenants to get an insight into how people are feeling + the vibes
* More focussed in finding out who are customers are
* The customer voice
  + How does it look going forward
  + Working at the mo
  + 1st successful tenants meeting on line
  + Real opportunity

**Amanda Regenda**

* Vulnerable People being managed by the Neighbourhood ’team. They contact every resident once and then place on a 1 or 2 week contact
* Not doing anything with Engagement Groups
* Whats App groups – just contact ing for well being
* Offering training opportunities to engaged residents – NHC conference
* SP just completed a review

New project end of Sept, Kick Start

* Work ICS – looking at customer focus + engagement, will move forward in that way
* Things on hold except contact in the interim period

**Six Town Housing Comment**

* Contact Centre 12 people, 1-2 on E desk, now changed in emphasis
* Review how services are changing, 1800 calls asked for contact
* Launch…Dedicated web pages
  + Emergency repairs
  + Assurance
* Now looking to into safe day to day repair
* Significant Facebook interest
* Local papers – links

Bulk of work on partnership working, to:

* Deliver food parcels
* In part with TARAs who are delivering – we support them and at the same time, find out what is going on
* All staff engaged, inc repair staff

**New Eng in the future – what could that look like?**

1. Tenant inspectors/Mystery shoppers

* make user the centre
* design principles- more direct contact expected

2. Digital

* social media
* user friendly website
* Engagement HQ – online space for engagement

3. Massive surge in goodwill

* Funding low value to make things happen
* 30 second video clip application increased
* Incorporate ABCD model to understand what commentators want
* Make connections
* Remove Barriers

4. Structured interpretation of involved tenants

* Strategic tenant voice
* Scrutiny
* More task & finish groups

**Greater Manchester Housing Organisations**

Wants to start a new group to have one approach for the city region

* Get everyone around the table
* Bounce and joint resource
* Not reinvent the wheel
* Link to company objectives
* Lockdown – loss on momentum
* One voice Manchester

NW members sharing across HAs through RING

**Older Residents**

* Barriers – needed to find the reasons
* Devise – connection
* Download
* Big Brother

**Leeds use BT as their provider, who will:**

* Connect full fibre Broadband to all Council Homes
* Gives tenants contact
* More motivated to be online

**Not sure the best way to nudge to get residents on online**

Perception:

* Some don’t feel it’s for them
* People’s focus - think it’s for Young people
* Need to challenge perceptions
* I-pad sessions to get them comfy online
* Tapping into their interest to challenge perceptions
* Change their minds

Design – soft support

* By default – online – be vulnerable
* Always be a cohort – will be resistant
* Need multilayers of opportunities for engagement
* Some residents just want contact

New initiatives like:

* Leeds buying 24/7 online help Engagement HQ
* Mayor for the day -what would your strategy be - what would you do
* Campaigners are an old style of enagagement
* Future Gazing. Consultation to implementation ignored & slow leadership