**Notes of HRS forum, 20 May 2020**

**Covid HRS ‘Short Stay Respite Accommodation’**

* LS confirmed there are still 5 units available if required -  please call or email if you think you have a suitable candidate for one of these

**Testing**

* LS sent round some info on testing yesterday
* Not aware at present of any plans to test Homeless Services on same basis as services such as care homes (i.e. where they are looking to get all residents tested)
* Will share any further info that becomes available

**The ‘new normal’ -  summary of what projects are doing to plan for future delivery**

* Riverside – challenge lot of staff shielding or self-isolating – contractors are back to normal but have a lot of catching up to do on works – currently waiting on some screens to arrive so they can install those at projects – will be considering changing layouts of offices and other areas
* Longhurst – do have a few staff NHS shielding – all voluntary shielding staff have returned to work (couple have been very anxious but they’ve been able to put things in place to manage this) – massive amount of work happening around offices – using tape to maintain 2m distance – trying to avoid PPE where possible – staff using same desk all day – reserving vacancies in PCC for those coming out of hotels – anticipate some anxiety from staff as new residents come in
* Jimmy’s – workplace safety RA completed for each project – if others are happy to share their RA’s then please email Mark directly – looking at how to maintain the 2m distance as more staff come back in – not always possible to maintain distance everywhere though  (e.g. in narrow corridors) - not using PPE unless needed (e.g. someone is symptomatic)
* YMCA – Still have in–house maintenance in work to turn around voids – have had some movement across services – doing RA’s in each service and putting things in place to ensure 2m observed – staff using same desks and cleaning when they start and finish – only using PPE when needed – few staff have had late NHS notification of shielding so will not be returning for now – a couple of staff have been tested and in both cases results were back within 24hrs
* CHS – also working up RA’s for projects – have had a number of people return to work - had previously had lone working arrangements in place but now bringing more staff back on site so having to arrange office spaces to support this  -  have had a few staff tested – reinforcing social distancing message, markers for 2m where possible to remind residents
* Futures – not ready to go back in to office full time yet – also looking at how they ensure clients are clear about what the expectations are in future/being clear on new service offer – looking to stagger staff shift times – also considering things like shared fridge spaces for staff
* P3 - will continue work from home for admin part of role – starting to make contact with people who they want to start working with in person - one challenge is they don’t have office space to meet people if they can’t meet safely in their home -  would appreciate being able to use space partner agencies may be able to offer -  will also consider outdoor meeting where appropriate
* Chorus – supported housing team staff can still work from home at present – staff still visiting project but still for emergency rather than general support at present
* Orwell – currently still lone working - waiting to see what updates are from head office before they make more plans – their voids team are back though - clients not adhering to guidelines – one of their challenges is also that they have a very small office area for staff to work in
* CGL – have continued seeing people all the time – office very tricky for them – everyone wiping down area and also phones as do support people to make calls on loud speaker – still using PPE when coming in to contact with people where needed - all staff carry PPE for use – using big space in one of the hotels to enable face to face support at safe distance –  not all hotels have a viable space that could be set up though - will also go outside and talk to people if they prefer – most clients are not social distancing so this is a risk they need to consider
* Richmond Fellowship – Have been undertaking RA to allow them to get clients back in office for support sessions – have completely rearranged office space to support this – keen to get back to face to face support as soon as possible as phone support not as effective
* Sanctuary HA - Considering how they are working now, what is /isn't working and what changes could be implemented to create a better way of working – considering adopting some current practices longer term e.g. more phone support for the lower support client group as it has empowered those clients to become more independent and do more tasks for themselves – have in-house Covid 19 Risk Assessment that they complete before agreeing to accept anyone new – liaising with the landlord about new tenancy sign ups
* Ferry Project (Places for People) – have already introduced ‘safe zones’ at service to enable staff who are self-isolating to return – completion of RA’s – clients currently collecting meals to have in rooms rather than using dining area

**HB for those staying offsite**

* James McW discussed this with their benefits team. Current advice is as follows; *If the claimant is not claiming HB elsewhere and intends to return to their accommodation within 13 weeks they will  continue to pay HB. If it was their intention to return within 13 weeks but this changed at some point within the 13 weeks, they would cancel the claim effective from the point the intention changed. To pay beyond thirteen weeks they would have to show they were going elsewhere to receive approved medical care/support (e.g. on the recommendation of a medical professional) – unlikely to be enough to say that they left their current home due to a vulnerability.*
* Breege to contact HB separately as she thinks CHS may have some who will not return within the 13 week limit
* Conversations are also being had about whether an individual still needs supported housing if they’ve managed without if for a sustained period

**Other**

* No current report Covid cases and also very few identified as symptomatic
* Any clients returning from offsite stays are still being asked to self-isolate
* Generally projects reporting less issues/tensions with residents – could possibly be due to guidance allowing them to go out more
* More projects are seeing staff who were self-isolating returning to work
* Increase in void work now happening so hopefully will enable vacancies to be turned around and let more quickly
* No projects are currently experiencing any issues with PPE supplies
* Fay at Longhurst believes that Princebuild (Peterborough based contractor) are making screens if anyone is looking to source these
* Public Health are working on Covid plans for rough sleepers, including exploring the need for specific sites that could offer care to those who needed it and sites that could support other to shield/isolate safely – will share more info when available
* **Please note there will be no ‘Catch Up Call’ next week** – new dates will be sent soon for June though

*Copied from e-mail notes sent by Lisa Sparks, 20/5/20*