

Summary Minutes from Residents Council Meeting – October 2020

- **Covid Update**
 - More posters being displayed to help share ever changing information.
 - All the information being shared is in line with Government Guidelines.
 - Colleagues are being kept on site where possible and maintenance is now being completed on sites where possible.
 - Face coverings are now advised if residents are coming face to face with colleagues and other residents.
 - There is still a requirement to respond to the local lockdowns that are frequently put in place. This can be very confusing as different rules are implemented that can change every day. Work will continue with residents to get the best outcomes during this time.

- **Mental Health**
 - Internally work is being conducted by colleagues, they have been talking to external organisations to obtain what services are available. Organisations are stretched, so practical help is unlikely, but we have received some great advice that can be shared with residents.
 - Posters are being distributed to encourage residents to talk and our website is being updated with relevant, helpful information.

- **National Housing Policy Update**
 - Part of a new Building Safety Bill encourages residents to have a voice. The Council has this as a main agenda item for the foreseeable future. How do we hear concerns from residents? How do we feedback?
 - A review of fire safety information for residents is to be scheduled to be completed before the end of the year.

- **Local Engagement Offer**
 - The offer that was designed by the Residents' Council and colleagues has now been introduced by the Customer engagement Team at meetings and is being rolled out to all frontline colleagues. This offer is not to create more work for colleagues, but to celebrate the engagement work that is already being done.

- **Virtual Residents' Conference**
 - The Council are involved in the virtual Residents' Conference to be held via Zoom on 18 November. Some members will be key speakers as well as colleagues and external agencies. This will be a full day conference where residents will get the opportunity to drop in when is convenient. For more information and an agenda, please email bettertogether@anchorhanover.org.uk