



FAST TALK

QUICK UPDATES



CORONAVIRUS UPDATE

There's a lot of information about coronavirus (COVID-19) in the news and the situation surrounding the outbreak is constantly evolving, but our focus and priority remains the safety and wellbeing of our residents, customers, staff and communities.

We are monitoring this situation daily and following up-to-date advice from Public Health England. In line with government advice we have changed the way that we work and you can follow updates via our website: www.tridentgroup.org.uk

Below are key updates from our relevant departments across Trident Group.

HOUSING SERVICES UPDATE

We understand that we remain in uncertain and worrying times and Trident Group continues to follow government advice and guidance from Public Health England regarding COVID-19 (coronavirus). Trident Group are committed to ensuring that we keep all our residents, customers and staff as safe as possible and our Business Continuity Team is meeting regularly and updating our plans.

Our central office at Holliday Street, Birmingham, remains open, but we have reduced the level of staff by implementing a rota and installed infection control measures and procedures. This will help to safeguard the services we offer to residents and core business functions. However to maintain your health and safety and minimise your risk of catching the virus we ask that if you want to contact us you do so either by calling us on **0121 633 4633** or by emailing reception@tridentgroup.org.uk

The latest information and facts about coronavirus (COVID-19) is available on the government website: <https://www.gov.uk/coronavirus>

The latest information from government for guidance to residents can be accessed using the link above. There is really useful advice about paying your rent and also reminds you how important it is to contact your landlord as soon as you can to discuss any financial worries or loss of income, so we can help you access benefit advice. There is a lot of information on this site and it is easy to navigate plus it will have the answers to many of the questions you may have.

The government has said that vulnerable people at a higher risk of illness have been receiving letters from the NHS. If you receive one of these letters, please let your Locality Officer know. You can contact your Locality Officer by emailing them at LocalityTeam@tridentgroup.org.uk or by calling 0121 633 4633.

We want to make sure that we are providing as much support to our residents as possible, and it is important that we know who is most vulnerable so we can ensure we support you in the most effective way.

It is important that we look after each other during this difficult time. If your neighbours are vulnerable or elderly and are also Trident Group residents then please let your Locality Officer know if you are worried about them or think they may need additional help or support.

Locality Team

Following government guidelines, our Locality Officers will be undertaking emergency and essential visits **ONLY**. All non-essential contact will be by phone or email so please ensure that we have your most up-to-date contact details (phone number, email address and an alternative emergency contact) on our system. You can do this by contacting the team on 0121 633 4633 or emailing LocalityTeam@tridentgroup.org.uk

Moving Home

The government has made changes to legislation to make clear that people who wish to move home can now do so. This change will apply to tenants who are seeking to transfer, move into alternative accommodation in the private rented sector, or mutually exchange. You are strongly advised to read the government guidance if you are considering moving home during this time. If you have any questions about the guidance or how it applies to you, you are encouraged to speak with your Locality Officer.

Paying Rent

During this period, you should continue to pay rent and abide by all other terms of your tenancy agreement to the best of your ability.

If you are worried or having trouble paying your rent you should speak to your Locality Officer or Intensive Housing Management Officer who will offer support and be able to give you further advice based on your circumstances and also link you to our specialist Welfare Support Officer, who will assist you in accessing financial support from the Government via Housing Benefit or the rent element of Universal Credit. If you are unsure about how to claim, then we will be able to help.



The sooner you let us know the sooner we can start to help and support you.

We still need to collect our rent in order to be able to provide services to you but we won't evict anyone to recover arrears during this crisis. However, it is important that you tell us and we can work with you to find an affordable solution.

Wellbeing

The coronavirus outbreak has had an effect on everyone's daily lives. The government has produced a number of guides that provide advice on how to look after your mental health and wellbeing. Staying at home to stay safe should not lead to you becoming lonely. If you are feeling isolated or lonely there are a number of organisations you can talk to. You can find more information by visiting <https://letstalkloneliness.co.uk/>

Anti-Social Behaviour

With most people spending their time at home to comply with the government guidance, we ask residents and customers to please be considerate towards your neighbours. We realise that it will be a difficult time for families who are confined to their homes, but be aware of levels of noise and the impact that this may have on others.

If you do need to report instances of anti-social behaviour or need advice on how to deal with it then please contact our **Community Safety Team** on **0121 633 4633** or email the team via **ASBGroup@tridentgroup.org.uk**

Domestic Abuse

Our care and support charity, Trident Reach, runs a number of domestic violence services in Birmingham and Derbyshire.

If you need help or support in **Birmingham**, please contact our helpline **0800 111 4223**.

If you need help and support in **Derbyshire**, please contact our helpline **0800 008 6630**.

Always call 999 if you or someone else is in immediate danger, or if a crime is in progress.

You can find details of other organisations that can provide help and support below:

Home Office advice

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

West Midlands Police domestic abuse support

<https://www.west-midlands.police.uk/your-options/domestic-abuse>

Refuge - supports women, children and men experiencing domestic violence with a range of services.

<https://www.refuge.org.uk/>

National Domestic Violence Helpline

0808 2000 247

Text 'NCDV' to 60777

www.nationaldomesticviolencehelpline.org.uk

Galop (for lesbian, gay, bisexual and transgender people)

0800 999 5428

www.galop.org.uk

Men's Advice Line

0808 801 0327

www.mensadviceline.org.uk

We at Trident Group would like to thank you for your patience as we continue working to maintain and deliver our services and keep you safe in your home during this unprecedented situation.

Stay safe and look after each other.

Helen Litherland

Executive Lead for Housing, Care and Support

THE EASING OF LOCK DOWN AND WHAT THIS MEANS FOR REPAIRS WITHIN YOUR HOMES

As a result of the COVID-19 pandemic and government lock down, we moved to an emergency and essential only repairs service in March 2020, minimising the spread of the coronavirus by only entering homes where an essential repair was required.

This was necessary to protect the health of our residents and our colleagues, and to comply with government guidelines. Unfortunately, this meant we inevitably had to postpone hundreds of routine repairs jobs that were booked to take place over the last couple of months.

From 1 June 2020, with lockdown restrictions now starting to ease, and after a thorough review of our safety guidelines and our stock levels of personal protective equipment (PPE), we will begin to contact residents to rebook their appointments.

We have a backlog of routine repairs to work through and because of current challenges with accessing materials and adopting enhanced working methods to ensure yours and our staff's safety, we are still asking residents to only report new emergency repairs for the time being. We hope to be able to resume bookings for new routine repairs in due course and will update you as soon as we can.

We would like to thank residents for their ongoing patience, and we understand it is frustrating to wait for a repair to be fixed. However, we believe it is right to prioritise those people who have had their repair appointment postponed from earlier this year.

The safety of our residents and colleagues remains our top priority so we want to ensure we have the right guidance, training and PPE levels in place before we resume our normal service levels. We are currently facing issues with the supply of materials, with some merchants only partially open and operating limited services, which will hamper our ability to complete repairs. We anticipate that increased health and safety guidance may mean individual repairs take longer to complete than normal.

We know that many people may be very wary of letting someone into their homes at this time, and so we want to let you know that we are complying with all government guidelines and ensuring every step is made to keep you and your family safe.

These guidelines also rely on you and your family to take a number of measures for your own safety, and for the safety of our colleagues. The most important of which is to always keep a two-metre distance, even if our colleague is wearing PPE. If you aren't able to follow these guidelines then our colleagues may feel it is unsafe to continue working on your repair.

When we carry out repairs in your home, please ensure that:

- you maintain a social distance of 2 metres at all times
- you improve ventilation in your home by opening windows where you can
- you don't eat or drink whilst we are working in your home
- you wipe down surfaces in the room we will be working before we arrive
- you clear the area where we will be working and remove anything that may be in the way, allowing us to complete repairs quickly and reduce the time we spend in your home
- you keep your inside door open- it will reduce the chances of us touching handles and other surfaces

To make sure that our staff are working safely they will conduct a COVID-19 related risk assessment for all repair works being carried out.

We will be continually reviewing our approach to routine repairs and all of our services in line with the latest government guidelines and will communicate further in due course.

CARE AND SUPPORT SERVICES UPDATE

We are working hard to protect our customers within our Care and Support Services from the spread of the coronavirus. We continue to follow government advice regarding social distancing and stopping or restricting visitors to our care homes and supported schemes.

Trident Reach knows that we are in very difficult times and the health and safety of our customers, their families and our staff is our number one priority. We hope that the following information about who can visit and access our schemes and homes is helpful and reassuring for you. If you have specific questions, please contact the manager of the individual scheme where you, or your family member lives.

Residential Care

In our residential care settings we are starting to allow strict visiting for family members. These visits will take place outdoor and will be no more than an hour in duration. Visits are to be planned and agreed with the Registered Care Manager, who will then co-ordinate for a staff member to facilitate and plan the visits.

Social distancing and a rigorous cleaning regime rules still apply, along with no hugging or bringing in foods, drinks or gifts at this time. Visitors will be asked a number of questions, with temperatures taken upon arrival before entering the outdoor area. If there are any concerns with the responses and checks prior to the visit, the manager will discontinue with the visit to safeguard all parties concerned.

Extra Care (Oakland Village)

At the present moment our communal areas within our extra care settings remain closed. As the government lock down restrictions begin to ease, the gradual re-opening of these areas may be facilitated; always ensuring adherence to government guidance and our risk assessments.

Professionals who are required to visit to support customers' medical, clinical or care needs will be encouraged to visit customers in their own flats. Family members are not allowed to use the communal facilities in our extra care services.

We encourage all of our customers living in Oakland Village to follow government social distancing guidance for vulnerable groups and limit visits as much as possible to help protect everyone.

Supported Accommodation

Within our supported accommodation services only health and other professionals (such as a Support Worker, Social Worker, Substance Misuse Worker etc.) and statutory agencies (such as the Police and Trident Group Operatives/Contractors, required to undertake essential maintenance) are allowed to visit. Such visits will take place in the customer's rooms, or in a staff office designated by the Service Lead.

Customers can continue to use communal lounges whilst keeping the current social distancing guidance, but external visitors are not permitted in communal areas at this present time.

