

Protecting Customers & Learning from Covid-19

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TENANT SAFETY & SUPPORT

Blackwood

1500 homes

Scotland wide

Disabilities

Not sheltered but large care
and support service

@600 employees

Hanover

5000 homes

Scotland wide

Older People

Mainly sheltered models

@600 employees

TENANT SAFETY & SUPPORT

General Support

- Contact with every tenant
- Hard line with employees on PPE and infection control rules – avoid giving it to customers and own family
- Enhanced cleaning regimes: care homes, stair cleaning, offices spaces
- Safety Checks continued

Service Management

- Being ready to step up when cases appeared
- Agile management and management support
- Clear messages to those not able to do their normal roles - what is expected of them – review web content, update policies, clear out filing system

Vulnerable Group Support

- Regular calls – help tackle loneliness
- Support with online, devices & training
- Facilitated access to local services
- Raised concerns with statutory services if necessary

Digital Support

- Digital shift well embedded in workforce and customer groups
- Grants accessed to allow more devices to be rolled out in developments where wifi not yet installed or devices issues
- Regular workforce training to keep the learning journey going

KEY LEARNING

Service Management

Support managers to be creative problem solvers- get out of their way

Strong communication framework – don't lose momentum on key issues like PPE

Recognise and reward those at the front-line

Knowing your Customers

Know your customers needs to tailor support –ongoing challenge

Vulnerability – figure out what you really mean

Up-to-date information

Modern Service Model

Shifted some time ago to a remote model with digital at the core for care and housing - made it much easier to move to home working

Digital inclusion service model for customers was embedded but not so easy to support remotely - found ways around it – developed agile problem solving behaviours

WHAT NOW?

- Stop and reflect – make the time
 - Capture what worked well and what you'd like to keep
 - Management style and approach, service model, employee engagement, behaviours
- Develop Your Recovery, Renewal, Redesign
 - Is digital being used as the enabler to better ways
 - What do tenants want to keep going forward
 - Operating model – what do the workforce want
- Service Improvement & Development
 - Can you continue to use the agile approach going forward
 - Can you capture and harness the change management learning
- Be ready for the next disruption.....whatever that might be so you can continue to enable and support tenants to be independent

