

## Coronavirus (Covid 19 update)

With immediate effect Clearsprings Ready Homes (CRH) have implemented a number of service changes that will allow us to continue to house and support our Service Users throughout the current situation whilst minimising physical contact and movement in line with Public Health and Government advice. We are collating telephone numbers and email addresses for all existing Service Users and will provide hard copies of any communications for those that cannot access information electronically and mobile phone handsets for those without access to a mobile phone.

We have written to each Main Applicant in the top 10 languages with links to the latest Public Health information and 111 options, with a reminder to contact the AIRE service through Migrant Help if any further support is required.

Below is a list of key service changes designed to ensure the service can continue in line with the necessary Staff and Service User protection measures:

- Emergency repairs will be attended to where there is a risk of harm to Service Users.
- All other defects will be 'made safe' until they can be fully attended to at a later date, in order to protect Service Users and Staff from exposure to infection.
- For boiler repairs, additional heaters and kettles will be provided on a temporary basis.
- We will continue to disperse Service User's at the request of the Home Office where a safe route of dispersal can be established.
- Inductions into properties will be restricted to a health & safety briefing, with the remainder of the induction briefing followed up and conducted by telephone.
- Transport will be restricted to dispersal, Initial Accommodation or emergency relocations only.
- We will continue to respond to all emergency assistance requests including meter top-ups, issuing of vouchers where there is an ASPEN Card problem, emergency relocations, etc.
- Move-ons have now ceased with immediate effect.
- IA services will be maintained, with additional controls in place to stop groups from gathering, minimal face to face contact and to allow for people to self-isolate where required.

We are continuing to develop further ways in which the service can be delivered remotely and safely whilst supporting and protecting the Staff and Service Users.

We are defined as Key Workers in delivering the frontline services to Service Users, therefore we have implemented a series of staff protection measures to ensure the vulnerable are safely protected, with staff now conducting telephone and email support from isolation. The remaining staff are conducting emergency property visits/relocations, repairs or support deliveries. These emergency service elements will of course be delivered utilising suitable distancing and safety techniques.

We are working with the relevant authorities, stakeholders and Migrant Help to identify and provide suitable advice, guidance and facilities for those that need to self-isolate, especially those in identified, high vulnerability groups and we will continue to be advised on the best course of action by Public Health and UKVI.

Discussions are ongoing with UKVI to understand if there is a suitable solution that can be provided regarding food supply for those in isolation that cannot access online deliveries as an option. In the meantime, CRH stand ready to support the delivery of essential food items.

1 April 2020

