

Resident Groups' Survey Customer Involvement Report

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Report Purpose

The Customer Involvement Team values the richness of diversity and the unique perspectives that our shared diversity contributes to daily lives. The team wanted to work with residents to understand any barriers that there may be to accessing services and help us understand how our strategies and policies may impact on specific groups of residents

Residents who have previously expressed an interest in being part of a resident advisory groups were contacted to help shape the priorities of the groups.

In setting up the groups the Customer Involvement Team will facilitate dialogue and joint initiatives between the resident groups, Southern Housing Group including staff diversity groups, the Scrutiny Steering Group and Resident Scrutiny Group.

Consultation Themes

The themes are as follows:

- To consider the name of the Group to ensure it represents the purpose
- To explore the priorities for each group
- To understand any barriers the groups feel they have with Southern Housing Group
- To consider the ways residents may like to work with similar staff groups
- To understand how comfortable residents are in sharing matters raised in the group with others

Consultation Methodology

The Customer Involvement team contacted the staff groups to understand their ways of working, explore opportunities for joint working and considering appropriate terminology to refer to when naming the groups.

The team contacted residents interested in forming Resident Groups by online survey, email and post to ask them how they would like the groups to be shaped. The involvement opportunity was further advertised on the Customer Involvement webpage and in the summer edition of the Resident Involvement Newsletter.

Residents were given the opportunity to contact the team and provide their feedback over the telephone.

This report sets out the findings of the review undertaken by residents. During the consultation, the team was approached by our colleagues in Customer Experience to help them develop a Reasonable Adjustment policy. Feedback from both projects was combined to help the teams' review of how residents would like their groups to be shaped.

In line with standard research practice, and due to the numbers of residents involved, the findings of this review group cannot be viewed as providing representative feedback on the views of all the Group's residents. These results do provide an insight into the views and opinions of residents.

Respondent profile

Number of residents interested in the groups

Ethnic Minority (BAME)	LGBTQ+	Physical Wellbeing	Mental wellbeing	Younger persons	Older persons
21	19	46	43	22	66

- 12 residents responded in total, 2 from the same property

The following information was taken from Southern Housing Groups' customer records

Age groups of the residents responding

16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
0	0	0	4	2	2	3	0

1 residents age was not known

Gender

7 Male 5 Female

Ethnicity

Information not available

Recording data

During the Customer Involvement Teams Spring/Summer consultation in 2019, residents' ethnicity information, gender and age was recorded

The information is held separately from residents' involvement preferences.

When the Resident Groups are formed, residents may be asked if they are happy for the team to record this data in connection with the Resident Groups they are part of. The information will help the team ensure residents are being included and explore further ways of reaching out to residents.

Consultation findings

Some residents are interested in more than one group

1) Please confirm the group(s) you are interested in being a part of:

	Ethnic Minority (BAME)	LGBTQ+	Physical Wellbeing	Mental wellbeing	Younger persons	Older persons
Number of residents interested in the groups responding	2	4	5	9	3	7

2) Please can you let us know what name you would prefer for each of the groups you are interested in joining:

Ethnic Minority (BAME)

- Both residents suggested the name 'BAME'

LGBTQ+

- Genderless
- BeYou
- LGBTQ+ (2 residents)

Physical Wellbeing

- Physical wellbeing (2 residents)
- Join the groups together to make 1 single group (1 resident)

Mental wellbeing

- Mental activity group
- Positive minds
- Let's talk
- Mental wellbeing x 3
- Mental awareness group

Younger persons

The ages of the residents responding to this group were from age 46 upwards

- Younger people's wellbeing
- Youth advisory group
- People under x (dependent on the upper age of the persons interested in joining)

Older persons

- Mature residents
- New life
- People over x (dependent on the age of the persons interested in joining)
- Senior awareness group
- 50+ group
- Join the groups together to make 1 single group

3) What 3 priorities you would you like the group(s) to represent?

Priority 1	Priority 2	Priority 3
Integrating residents	Provide help for the people that join the groups	Putting together programs for the members to do in groups or in their own time.
Younger	Older	Understanding common issues
Mental wellbeing	LGBTQ+	Give information and feed back to Residents on Behalf of SHG
Promoting mental wellbeing	Challenging Stigma	Changes ASAP
All residents	Give information and feedback to SHG	Keep them well informed.
To find out what difficulties arise with SHG etc when trying to contact or getting a response	Why certain things are harder for them and what can be done to change it.	
To help the residents as much as possible.	Give advice and reassurance	
This should be decided by the Groups when they are formed.	Access to services, Inclusion in resident engagement projects, policies including the reasonable adjustment Policy to support/comply with the Equality Act 2010.	
Physical wellness		

4) How would you like the individual Resident Group(s) to engage with SHG?

- I don't understand the question
- Maybe a forum - have a lead member that takes information forward and improve things going forward
- Lots of communication
- By phone or by customer service portal
- This should be decided by the Groups when they are formed. Suggestions could include regular two-way feedback/recommendations, concerns, experiences to relevant Senior SHG employees, SHG Board
- Email and zoom - set-up a zoom session after Xmas to give zoom a try one on one

5) Would you be comfortable discussing matters related to the group(s) you are interested in with the Steering and Scrutiny Groups?

10 residents - Yes

2 residents – Yes, if by email

6) Would you be comfortable discussing matters relating to your interested group with other residents at Focus Groups set up to review and improve SHG's services?

8 residents – Yes

2 residents – Not at this time

1 resident – Yes, if by email

1 resident – no response

7) Please can you tell us if you feel there are any barriers currently for your interested Group(s) with SHG?

- It is not clear what is available. Some of the groups have issues or do not have access to the internet so they are cut off all together.
- Diversity and communication is important. Especially positive minds if they are struggling with all walks of life
- There is not enough input via e mail
- Not using a residents' chosen communication preference – a request to be contacted by email, but staff try to phone. Do people really have to express what their disability is before SHG listen?
- Equality and diversity is important. E.g. a dyslexic being given a letter to read when a call would be better, someone getting a phone call as opposed to an email when they have a hearing defect.
- Residents who do not use IT
- Feelings of not being understood by SHG, Pressure of contacting SHG adds to additional lack of mental health wellbeing - being told that you have to put things in writing. During the time of Covid it's difficult to have friendly meeting opportunities to share concerns, isolation, fear of those with power, nobody comes back to you so why bother! They don't care! I give up! I can't hear them on the phone, especially when I have to press all those different numbers. I can't always remember what they said.
I have physical difficulties when using the phone (my arthritis is really painful)
- High level of talk. Less talk is better. A connection

8) Any other feedback?

- I would like there to be a digital communal place where all the groups can write a post or ask a question and other members can comment or give answers or feedback.
- An obvious one for me is a closed face book group for the members of that group. I am not sure how helpful it would be to have all the members of all the groups in the same group because there may be too much irrelevant information coming from a group your not involved with but somehow I feel it's important that the groups can also talk to each other somehow.
- I think it is important that someone from 1 group can ask a question to another group.
- These surveys are in my opinion just Box Ticking
- Maybe all the groups could combine and be called 'Open Group' equality and diversity with no labels.
- I think these groups are a good idea

Relevant Feedback from Reasonable Adjustments policy:

The following feedback was gained from residents either interested in the Mental, Physical and Older Resident Groups, and/or residents with other needs. Reasonable Adjustments policy:

Mental wellbeing – Appreciate the person for themselves. Make the person feel cared for. Show understanding and patience

Physical disabilities – Think about the journey to a meeting, the venue and the persons comfort during a meeting

Sight impairments - If letters are required, ensure they arrive before the end of week to enable residents to ask sheltered coordinators to read sensitive information and avoid distress over the weekend. Send documents in large print or Braille where required

Hearing difficulties – Limit noise in the background to assist the resident.

Overview

- Use residents preferred communication methods where the request is considered a reasonable adjustment
- Keep information as brief as possible. Think about the length of meetings, the length of documents and how the documents are presented
- Think about the preparation time to enable resident to make arrangements; do they need to arrange for someone to support them? Do they need to have the documents in good time to read through prior to a meeting?
- Think about the arrangements for the meeting – What is going to happen? When meeting in person, who will take them to the room? Consider the room layout to enable personal space, the noise on the floor of the meeting and the personal facilities for a resident to use
- Make residents aware of Southern Housing Groups' Equality, Diversity and Inclusion policy, in addition to the creation of the Reasonable Adjustment policy
- Consider how residents can be involved that do not have access digitally

Report summary

The key outcomes have been summarised and reflect majority opinion from the qualitative and quantitative data:

Out of the 21 residents interested in the Ethnic Minority (BAME) Group, only 2 people responded. Similarly, only 3 residents responded for the LGBTQ+ group and the Younger persons groups.

It may be beneficial to explore how best to gain feedback from residents interested in these groups outside of a survey format and explore their availability for interaction based on their preferences in involvement.

No residents responded from the age group of 16 to 44 or 75 and over. The groups were advertised to all involved residents (digital and non-digital) in the summer edition of the Resident Involvement Newsletter, in addition to being contacted directly if they had previously informed us of their interest in one or more of the groups.

It would may be helpful to review the initial data from Spring/Summer 2019 to explore the number of residents involved in the above age groups.

Looking at this data will enable us to positively reach out to teams within the Group that may be in contact with residents of younger age groups and promote the opportunities for their voices to be heard.

At this time, it may be difficult to shape these 3 groups based on the limited number of responses.

Residents taking part in both the 'Shaping Residents Groups' survey and the development of the 'Reasonable Adjustment policy' have said residents need to be contacted by Southern Housing Group in the ways that is accessible to them.

The Customer Involvement Team can only meet groups online at this time due to guidelines to help keep residents and staff safer. However, we continue to look at different ways to gain feedback from residents.

Most residents have told us they would be comfortable when attending a Focus Group to share matters relating to their Resident Group(s) with other residents.

Apart from the group for 'Mental Wellbeing' there are many suggestions as to what Resident Groups would be best called. A vote on the names put forward by residents taking part in the Groups may be worth considering.

The barriers reported by residents will be explored by the wider group as part of the recommendations shared with the Customer Experience Team for the Reasonable Adjustment policy.

Recommendations

These recommendations have been summarised and reflect majority opinion from the qualitative and quantitative data:

1) Understanding how residents would like to shape Ethnic Minority (BAME), LGBTQ+ and Younger persons groups

- Contact the residents interested in forming an Ethnic Minority (BAME) group to explore why they may not have responded to the Shaping Residents' Groups survey
- Explore other ways to engage with residents interested in forming these groups
- Look back at the the residents' availability for involvement and preferred methods of involvement when the groups are formed.

2) Consider exploring the number of residents who became involved during Customer Involvements Spring/Summer 2019 consultation in the age groups of 16-44 and 75+

- Explore teams within the Group that may be in contact with residents of these age groups (E.g. CASI, Sheltered, SHG Community Centres, Southern 360, Service Centre, Lettings, Housing and Complaints, notice boards in blocks)
- Promote the Resident Groups for these age groups if under representative in addition to the wider opportunities in Resident Involvement
- Understand why residents may not be getting involved from these age groups

3) Consider a vote for the name of the groups once formed

- Enable residents to choose a name from the ideas put forward

4) Consider creating an agenda item in project focus groups to enable the Residents Groups to provide specific feedback

5) Consider creating a specific recommendation in project summary reports to enable Resident Groups to provide specific feedback based on their Groups' priorities

6) Consider including the, soon to be created, Reasonable adjustment policy as an appendix into the Resident Groups' terms of reference