

BAME Specialist Advisory Panel Recommendations

Date of Meeting: Feedback given by email

Teams: Please consider the recommendations made by residents below. Please refer to the plan in conjunction with the notes reference and the glossary at the bottom of the plan. The themes entered may change based on the findings of the project team and service appointed to respond.

Southern Housing Group Board							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
	Resident Priorities were: 1. Communication and Single point of contact 2. Procurement 3. Health and Safety	Work together	Listen to our residents	Community	All Customer Service teams Finance /Governance Naomi Keytes and Sarah Young		

Glossary

Directorate (Area of Group)	Teams responsible for				
Customer Service	Triathlon	Building Safety	Customer operations	Home and property	Community investment and care
Development and Growth	Comms and external affairs	New business	Development and delivery	Sales and marketing	Strategy and policy
Commercial	Estate Services	SHG Construction	Commercial property and private rent	SMS (Maintenance Service)	Business change
Resources	Service charge	Governance	IT	Financial	HR/ Learning and Development

Themes

Training - individual, department, Group, Contractor

Process - the A to B day to day guidance behind a policy

Policy - the outline of the Group's commitments

System - the systems the Group use to process data, tasks and communications

Community - work undertaken by teams to support communities

Summary of Groups' Corporate Plan

Increase our income and decrease costs

Deliver value for money through digital service

Build greater trust, transparency and accountability

Invest in our homes, strengthen our communities

Listen to our residents and customers

Empower our people

Resident Involvement Strategy Commitments

Show Respect – value residents and that their views matter

Be Accountable – Listen to and take appropriate action

Work Together – embed co-creation across the Group

Be Inclusive – provide right opportunities to allow residents to influence services and have their say

Be Transparent – communicate with residents on the things that are important to them