

## LGBTQ+ Specialist Advisory Panel Meeting Notes

Date of Meeting: Thursday 9 September 2021

### Attending

Who attended	
Johanna Winch	Customer Involvement Officer
How many residents attended Zoom meeting	1

The recommendations will be shared with the meeting notes provided below.

	Agenda item	Feedback from panel
1.1	<p style="color: #00AEEF;">Working together with Staff Prism (LGBTQ+) forum</p> <p>Update from first LGBTQ SAP meeting</p>	<p>Staff Prism Network wished to explore further with residents the Houseproud Pledge core commitments. Residents' comments will be shared with Staff Prism Network.</p>
1.2	<p style="color: #00AEEF;">Identify Residents Priorities from Recommendations</p>	<p>11 insight areas were identified from the recommendations following the first round of SAP meetings. Residents were asked to identify their top 3 priorities.</p> <p>Residents' priorities will be collated with all the other SAP priorities from September meetings to identify priority areas.</p>

	<b>Agenda item</b>	<b>Feedback from panel</b>
1.3	Equality and Diversity Information for Resident Involvement Projects	Residents couldn't think of other alternatives to listing options and using tick boxes. This was something they will consider and will share any further thoughts or ideas.
1.4	What next?	Resident were asked how these meetings can become more resident led and what residents would like to gain from the meetings. Resident confirmed the notes and recommendations shared from the first meeting were clear and informative.
<b>2</b>	<b>Agenda item</b>	<b>Next Actions</b>
2.1	Suggested Agenda for next meeting	<ul style="list-style-type: none"> <li>• Agenda items will be requested when notes are sent out</li> </ul>
2.2	What happens next	<ul style="list-style-type: none"> <li>• The next meeting will be in 3 months on <b>Thursday 9 December 2021</b>.</li> <li>• Timing of meeting 4 to 6 pm suited resident</li> <li>• Sharing the feedback with Prism and teams within the group to consider the recommendations shared</li> </ul>

## LGBTQ+ Specialist Advisory Panel Recommendations

Date of Meeting: Thursday 9 September 2021

**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 Network Groups							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
1.1	Resident felt that having symbols and straplines on emails and letterheads would be good but what the symbol means needs to be communicated widely.	Work together	<b>Listen</b> to our residents	Community	Prism		
1.1	Resident would like to see joint articles where SHGL have participated in external events gaining both SHGL and residents experiences of the	Work together	<b>Listen</b> to our residents	Community	Prism		

Southern Housing Group Network Groups							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
	event for newsletter articles.						
1.1	Resident expressed that they hadn't experienced anything that they felt staff would require support with through training. Resident said should this arise; they would be comfortable contacting either the Resident Involvement Team or Staff Network using their email <a href="mailto:prism@shgroup.org.uk">prism@shgroup.org.uk</a>	Work together	<b>Listen</b> to our residents	Community	Prism		

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
1.2	Resident Priorities were: <ul style="list-style-type: none"> <li>• Single point of contact</li> <li>• Health and Safety</li> <li>• Digital Exclusion</li> </ul>	Work together	<b>Listen</b> to our residents	<b>Community</b>	All Customer Service teams  Naomi Keytes and Sarah Young  Community Investment		

Directorate: Customer Services							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
1.4	For consideration for future SAP meetings:  Explore resident block / scheme representatives to feedback to block / schemes from meetings	Work together	<b>Listen</b> to our residents	<b>Community</b>	<b>Resident Involvement Team</b>		

**Directorate: Customer Services**

Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
	<p>Ensure information sent to residents is clear and understandable using simple non jargon wording.</p> <p>Broaden the membership to SAP meetings to gain a diverse perspective.</p>						

## 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