

Specialist Advisory Panel - BAME Meeting Notes

Date of Meeting: Thursday 1 July 2021

Attending

Who attended	
Johanna Winch	Customer Involvement Officer (CIO)
June Heslop	Area Service Manager and Staff BAME Forum
Jacqueline Ferguson	Head of Operations - Triathlon Homes and Staff BAME Forum
How many attended Zoom meeting	2

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

1	Agenda item	Feedback from panel
1.1	Tackling Stigma in Social Housing	<p>Discussions took place with members on their thoughts and experience of stigma as a social housing resident.</p> <p>Residents were asked if they feel, as members of the BAME community, if they have any ideas or suggestions to improve how SHG provides its services to this community?</p> <p>The comments will be shared with the Project Lead.</p>
1.2	What makes you feel safe (Health and Safety)	<p>As part of SHG obligation to meet Health and Safety requirements the project team would like to hear residents' thoughts and considerations around what is important to them with regards to health and safety issues. These are questions that are being asked of members of all the Specialist Advisory Panels:</p>

1	Agenda item	Feedback from panel
		<ol style="list-style-type: none"> 1. What does Health and Safety mean to residents? 2. What support around Health and Safety would you like from SHGL? 3. How should SHGL communicate Health and Safety information to residents? <p>Residents discussed what this means for them within their own area of community, and this will be shared with the project lead</p>
1.3	<p>Working together – Working with the staff panel and communicating with the group</p>	<p>Southern Housing Group has a range of Staff equality, diversity and inclusion network groups. Members of the BAME network group gave an overview of the purpose of the network. Residents felt both the staff and resident BAME forums were a positive step to encouraging inclusivity, however recognised this was the start of a long process to building trust and working together.</p> <p>The comments will be shared with the staff network groups.</p> <p>In spirit of working together a resident attending this meeting raised a concern they had with regards to anti-social behaviour on their estate. They explained that they often stay out late to avoid issues on estate. Support was provided by other attendees who advised to reach out and not suffer in silence.</p>

2	Agenda item	Next Actions
2.1	<p>Suggested Agenda for next meeting</p>	<ul style="list-style-type: none"> • CIO and BAME staff forum to review corporate strategy and EDI strategy to see where staff and resident forums may interlink to identify potential agenda items for next meeting.
2.2	<p>What happens next</p>	<ul style="list-style-type: none"> • Sharing the feedback with the Resident Scrutiny Group and teams within the group to consider the recommendations shared • Terms and Reference/Code of Conduct agreements not yet returned to be returned/agreed to

BAME Specialist Advisory Panel Recommendation Plan

Date of Meeting: Thursday 1 July 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.

Equality and Inclusion Team							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
1.1	Explore with staff the perceived divide / inequality between social and private tenants. Resident felt this meeting was a great opportunity for Southern Housing Group (SHGL) to address this.	Be Inclusive	Listen to our residents	Community	Jenny Poore/Aure Muteteli	Will be shared as part of insight work and resident priorities	
1.1	Explore with staff the perception of residents that private residents are treated better than social tenants. An example is communal issues reported by private residents are acted upon quicker than when social tenant reports it.	Be Inclusive	Listen to our residents	Community	Jenny Poore/Aure Muteteli d	Will be shared as part of insight work and resident priorities	

Southern Housing Group Network Groups							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team (Indicate Team)	Actions/Feedback	Timescale
1.1	Promote to residents how SHGL are representative of its customers i.e., including BAME representation on the Group Board, reviewing recruitment practices, leadership training and support for BAME staff.	Work Together	Listen to our residents/ Build greater trust/transparency and accountability	Community	All Groups		
1.1	Explore with staff network group how they can support and work with residents to reduce the perception that BAME residents are treated differently and that tragedies occur due to this. This forum is a positive step forward by SHGL	Work Together	Build greater trust, transparency and accountability	Community	BAME Network		
1.3	Customer Involvement Officer (CIO) and BAME staff forum member to support resident with individual ASB issue.	Work Together	Build greater trust, transparency and accountability	Community	CIO / BAME Network Chair	Residents' details sent to BAME network member on 15/7/21. 26/7/21 Network member responded they are following up with colleagues	
1.3	Add resident interest in the estate inspection's role in involvement opportunities. Resident will be contact when this opportunity starts	Work Together	Build greater trust, transparency and accountability	Community	CIO	Interest has been added to involvement list and will be contact in due course	Completed 15/7/21

Health and Safety Project Team

Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
1.2	Share comments on what does Health and Safety mean to residents? <ul style="list-style-type: none"> Here was concern about the safety of appliances in the homes of residents. 	Work Together	Listen to our residents	Community	Naomi Keytes	Shared with project team to discuss at their meeting in September 2021	
1.2	Share comments on what support around Health and Safety would you like from SHGL? <ul style="list-style-type: none"> Residents are aware of the expectations of the White paper and would like to be kept informed of Southern Housing Groups response to this 	Work Together	Listen to our residents	Community	Naomi Keytes	Shared with project team to discuss at their meeting in September 2021	
1.2	Share comments on how should SHGL communicate Health and Safety information to residents? <ul style="list-style-type: none"> Residents are not clear about the type of communication they receive from the Group or what they should receive. They mentioned they receive a leaflet every six months but nothing of great importance is included Crown Simmons and SHGL have produced a really helpful information booklet for residents 	Work Together	Listen to our residents	Community	Naomi Keytes	Shared with project team to discuss at their meeting in September 2021	

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