

Specialist Advisory Panel - LGBTQ+ Meeting Notes

Date of Meeting: Tuesday 29 June 2021

Attending

Who attended	
Johanna Winch	Customer Involvement Officer
Fabio Schifano	Regeneration Manager and Prism Representative
How many residents attended Zoom meeting	3

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

1	Agenda item	Feedback from panel
1.1	HouseProud Pledge	<p>Discussions took place on the 3 core commitments of the HouseProud Pledge that Southern Housing Group are working towards compliance with. Comments and recommendations from members will be shared with the staff Prism network in support of the work taking place.</p> <p>HouseProud Commitment 1 - Ensure that LGBTQ+ residents can have input at executive /strategic level – Members were satisfied that the current resident involvement framework provided an opportunity for residents to influence at a strategic Board level.</p> <p>HouseProud Commitment 2 - Increase LGBTQ+ visibility through use of the Pledge Pioneer symbol – Members felt this demonstrates the commitment that Southern Housing Group (SHGL) have made to support the LGBTQ+ community.</p>

		<p>HouseProud Commitment 3 - Initiate a programme of staff training to improve understanding of LGBTQ+ lives – Members agreed they should be able to highlight any areas to be included in staff training. Residents confirmed that they have positive interaction with SHGL staff.</p> <p>Link to Housing White Paper. The charter for social housing residents: social housing white paper - GOV.UK (www.gov.uk)</p>
1.2	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>As members representing the LGBTQ+ community, were they any ideas or suggestions they could offer to SHG that will improve services provided.</p> <p>Share that resident hadn't experienced anything related to LGBTQ+ and felt that SHGL gives everyone the same service whilst respecting residents individuality. If this didn't happen it was felt this may cause stigma.</p> <p>Comments and recommendations from members will be shared with Prism network.</p>
1.3	What makes you feel safe when it comes to Health and Safety in the home?	<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> <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>A resident raised that they were unable to get a EWS1 form from managing agent but was able to get it from SHGL.</p> <p>Residents discussed what this means for them within their own area of community and this will be shared with the project lead</p>

1.4	Working together with Staff Prism (LGBTQ+) forum	<p>Southern Housing Group has a range of Staff equality, diversity and inclusion network groups. Members of the Prism (LGBTQ+) network group gave an overview of the purpose of the network.</p> <p>Members were asked:</p> <ol style="list-style-type: none"> 1. Resident were asked if SHGL do enough promotion on social media for LGBTQ+ community? 2. Do residents have any thoughts about companies changing their logos for Pride month? <p>Shared that residents didn't have any issues with companies changing their logos for Pride month</p> <p>The comments will be shared with the staff Prism group</p> <p>Prism email address: prism@shgroup.org.uk</p>
1.5	Working together – Working with the staff panel and communicating with the group	<p>Promotion of SAP LGBTQ+ panel:</p> <ul style="list-style-type: none"> • The resident involvement team has used every opportunity to promote the panel including Open Door, Resident Involvement newsletter, website and social media • Members are encouraged to promote the panel to other residents • Prism members will be encouraged to promote the panel to residents
2	Agenda item	Next Actions
2.1	Suggested Agenda for next meeting	<ul style="list-style-type: none"> • Residents felt this was a good initial meeting and will consider how this panel can evolve • Agenda items will be requested when notes are sent out
2.2	What happens next	<ul style="list-style-type: none"> • The next meeting will be in 3 months. • Timing of meeting 4 to 6 pm suited residents • Sharing the feedback with Prism, Stigma project group and Health and Safety Project Group and teams within the group to consider the recommendations shared <p>Ask for Terms and Reference/Code of Conduct agreements not yet returned to be returned/agreed</p>

Specialist Advisory Panel – LGBTQ+ Recommendation Plan

Date of Meeting: Tuesday 29 June 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	Explore communications to residents that demonstrate SHG commitment to supporting LGBTQ+ community in particular when using symbols and straplines.	Work together	Listen to our residents	Community	Prism		
1.1	Explore a mechanism that uses residents experiences to identify staff training needs resulting from gaps in awareness and knowledge whilst supporting specialist communities.	Work together	Listen to our residents	Community	Prism		

Equality and Inclusion Team

Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team (Indicate Team)	Actions/Feedback	Timescale
1.2	Explore with residents the perceived stigma between different tenures and residents with different cultural backgrounds.	Be inclusive	Listen to our residents	Community	Jenny Poore/Aure Muteteli	Will be shared as part of insight work and resident priorities	

Health and Safety Project Team

Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team (Indicate Team)	Actions/Feedback	Timescale
1.3	Share comments on what does Health and Safety mean to residents? <ul style="list-style-type: none"> • Fabric of buildings, etc are good • Decent lighting on estates. • Addressing loitering in dark corners late at night • CCTV causing feelings of 'big brother' watching, is it wanted or needed? 	Work together	Listen to our residents	Community	Naomi Keytes	Shared with project team to discuss at their meeting in September 2021	
1.3	Share comments on what support around Health and Safety would you like from SHGL?	Work together	Listen to our residents	Community	Naomi Keytes	Shared with project team to discuss at their meeting in September 2021	

	<ul style="list-style-type: none"> Residents feel vulnerable when security gates are damaged and the repair is not undertaken in a timely manner. Properties in secluded areas feel vulnerable. Explore options to improve security. 						
1.3	<p>Share comments on how should SHGL communicate Health and Safety information to residents?</p> <ul style="list-style-type: none"> Appropriate communication in advance of any planned works being undertaken setting out the reason why this is required. Poor service from Gas Safety contractor – failure to turn up to planned appointments. Increase promotion of the residents’ portal Contractors / Sub-contractors visiting residents’ homes without appointments to carry out unusual works i.e. measure cold water temperature, measure property to assess value, etc. SHG to 	Work together	Listen to our residents	Community	Naomi Keytes	Shared with project team to discuss at their meeting in September 2021	

	<p>ensure that residents are aware of any works taking place with an explanation why and who the contractor will be.</p> <ul style="list-style-type: none">• Resident raised how can they check staff ID out of office hour						
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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