

## Mental Wellbeing Panel Meeting Notes

Date of Meeting: 8 September 2021

### Attending

Who attended	
Steve Martin	Customer Involvement Officer
How many attended telephone conference	<p>Number of attendees 4 (1 by telephone following the meeting)</p> <p>Other residents we spoke to either had other commitments or health related matters that prevented their attendance at this time.</p>

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

1	Agenda item	Feedback from panel
1.1	Outcomes to the last Wellbeing meeting	<p><b>Digital residents to be enabled to be involved in Mental Wellbeing Panel’s</b> This meeting took place via a new telephone conferencing system. Up to 6 residents and a representative from Southern Housing Group can take part in telephone conferencing.</p> <p><b>Promoting wellbeing panels and what support residents need from Southern Housing Group</b> The Customer Involvement Team supported residents to provide articles or quotations for the Resident Involvement Newsletter and Open Door</p> <p>The wellbeing meetings are set for a length of up to 1 hour</p> <p><b>Staff disability group</b> The staff group were keen to listen to residents’ feedback.</p> <p>The notes and recommendations were shared with the chair of the Staff disability group.</p>

	<p><b>Outcomes to all SAP meetings</b></p>	<p><b>Health and Safety</b> Recommendations from the panel have formed part of our poll with the wider Specialist Advisory Panels. (Older persons, BAME, LGBTQ+, Physical Wellbeing, Home Owners and Multi Storey Living Panel)</p> <p><b>Stigma</b> As with Health and Safety, Stigma (tenures and disabilities) has been taken forward as one of 7 priorities, for Septembers SAPS to consider 3 top priorities.</p> <p><b>Residents were informed that 7 Panel meetings had taken place so far with 91 recommendations being made across 12 services within Southern Housing Group.</b></p> <p>Following the level of feedback received, residents were asked by the Group to choose their Top 3 Priorities for services to focus on.</p>
<p>1.2</p>	<p><b>Recommendations from all SAP's – rank the most important</b></p>	<p>Residents were asked what recommendations from all SAPs should be prioritised by the Group.</p> <p><b>The options were:</b></p> <ol style="list-style-type: none"> <li>1) Having a single point of contact,</li> <li>2) Health and Safety,</li> <li>3) Stigma – between tenures and towards social housing,</li> <li>4) Procurement</li> <li>5) Digital exclusion,</li> <li>6) Digital communications and</li> <li>7) Communications – Groups' response to the Social Housing White Paper 7)clarity on the different types of communications.</li> </ol> <p>The following were chosen by residents representing the Wellbeing Panel:</p> <ol style="list-style-type: none"> <li>1) Health and Safety</li> <li>2) Stigma</li> <li>3) Tied third– Communications and Procurement (communication about the procurement process)</li> </ol>

		<p><b>Residents told us:</b></p> <p><b>Stigma</b></p> <p>When I moved into social housing, I experienced stigma.</p> <p>We all belong – we are all the same, getting along with each other. (Stigma) effects self-esteem. A lack of communication causes issues with repairs – the guttering on my house joins with private house. Neither person will get it sorted. It makes me feel useless (waiting for Group to repair) - 8 weeks. Makes me feel like second like second class citizen. Need to bring communities together.</p> <p>Children experience social divides in school. Half of children partake in free meals.</p> <p><b>Procurement</b></p> <p>The opportunity to take part is important. One mainland firm that went out of business and wrong windows were put in (for another contract). So many issues.</p> <p><b>Communication</b></p> <p>Ensure leaseholders know dos and don'ts and responsibility (of communal areas). Provide information in different languages - household rubbish for example (what can be recycled).</p> <p>One resident said there was too much detail on Building Safety provided in the newsletter – this was boring. The resident would like other content such as Puzzles. Feedback was provided about the content the Resident Involvement newsletter can contain. However, it was noted that too much detail about Building Safety may be a turn-off also.</p> <p>One resident said all options are important and was not able to choose a priority.</p>
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		<p>The Customer Involvement Team will review all feedback from the Specialist Advisory Panels and inform services of the overall priorities chosen.</p>
<p>1.3</p>	<p><b>Reasonable Adjustment policy</b></p>	<p>The 7 service priorities included the same 3 priorities we were asked to share with the Panel on behalf of the Project Team for the Reasonable Adjustment Policy;</p> <ol style="list-style-type: none"> <li>1) Health and Safety,</li> <li>2) Communication and</li> <li>3) Single point of contact - having a point of contact for residents to help with their enquiries to avoid needing to wait for a staff member to come back from annual leave.</li> </ol> <p>Health and Safety was chosen by residents as the key focus for the Reasonable Adjustment Project Team to take forward.</p> <p>The Customer Involvement Team will review all of the feedback from the Specialist Advisory Panels and inform the Reasonable Adjustment Project Team of the top priority.</p>
<p>1.4</p>	<p><b>Resident Profiling:</b></p> <p><b>Project inclusivity</b> Ensuring our projects represent residents from many regions and backgrounds</p>	<p>To ensure our projects represent as many communities as possible, we asked residents, what was the best approach to asking residents their age, ethnicity and gender.</p> <p><b>Residents told us:</b></p> <p>Not to draw attention (make a big thing out of the need) – keep text general, keep it casual.</p> <p>Whatever the resident can give as an answer to these questions is acceptable, useful and important.</p> <p>Ensure residents are aware of their opportunity to opt out of answering the questions. Talking to young people in their environment – a youth club for example. Or speak to two young people together in a house.</p> <p>Create an openness about people - what different terms mean.</p> <p>Promote understanding of different ethnicities in the newsletter and through other routes.</p>

		<p>Approach is most important – young people would not read newsletters. Keep the question light-hearted.</p> <p>Be straight forward and ask the question. Some people do get anxious. (Use phrases such as) ‘Is this okay with you?’</p>
1.4	Wellbeing tips	<p>At the June Panel, residents asked for wellbeing tips to be shared at each meeting.</p> <p>Residents suggested the following:</p> <ul style="list-style-type: none"> <li>• To read and write - come to terms with wellbeing. To motivate (yourself) to do daily tasks.</li> <li>• If you have a problem, write it down if you cannot discuss it with anyone – it gets (the problem) into the open. Then throw the paper away.</li> <li>• Visit local groups – laughing and talking helps. Groups have no barriers. It can take courage. Give support to go. With anxiety – going into a group can be difficult.</li> <li>• Health walks are good – the more you attend, the more you start talking with a ‘hello.’ The more you can go, the easier the walking also becomes.</li> <li>• Local church meals</li> <li>• Exercise - different forms of exercise can change how you feel at your own pace and level.</li> <li>• Take part – use every opportunity to take part in things outside of their home. Reach out to people if know the community.</li> </ul> <p>Even if you have mental wellbeing concerns, it is difficult still talk to someone else/approach someone else with mental wellbeing – what do you say?</p>
1.5	Helping residents to get involved	<p>Residents suggested the following:</p> <ul style="list-style-type: none"> <li>• Advertise the groups</li> <li>• Telephone call etc to let people.</li> <li>• Increase communication</li> <li>• Remember residents ‘anxiety of asking others’ questions.</li> </ul>

		<p>Positives of the panel: Sitting down and not too heavy and not too long, nice and easy and not too heavy words and easy to understand. Nice and clear.</p> <p>This panel lasted 1 hour and was held by telephone conferencing.</p>
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2	Agenda item	Next Actions
2.1	Suggested Agenda for next meeting	<p>Residents suggested the following:</p> <ul style="list-style-type: none"> <li>• Provide a summary about other projects at SAP meetings.</li> </ul> <p>By attending the Panels, residents agree to the terms of reference and code of conduct.</p>
2.2	What happens next	<p>The Customer Involvement Team will share recommendations with the following:</p> <ul style="list-style-type: none"> <li>• Resident Scrutiny Group</li> <li>• Services within the Group</li> <li>• Disability/wellbeing staff networks</li> <li>• Reasonable adjustment Project Team.</li> </ul>

Date of Meeting: 8<sup>th</sup> 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.

Directorate: Customer Service							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
1.2	Prioritise the following areas for service improvement: Health and Safety:  1) Health and Safety 2) Stigma 3) Tied in third place – Communications and Procurement – (communication about the procurement process)	Show Respect Be Accountable Work Together Be Inclusive Be Transparent	<b>Build</b> greater trust, transparency and accountability <b>Invest</b> in our homes, strengthen our communities <b>Listen</b> to our residents and customers	Process Policy System Community	Building Safety Home and Property Customer Operations		
1.3	Prioritise the following areas for Reasonable Adjustment Project:  Right room layout and venue locations	Show Respect Be Accountable Work Together Be Inclusive Be Transparent	<b>Build</b> greater trust, transparency and accountability <b>Invest</b> in our homes,	Process Policy System Community	Building Safety Home and Property Customer Operations		

	for residents with physical and mental wellbeing needs		strengthen our communities <b>Listen</b> to our residents and customers <b>Empower</b> our people		Community Investment and Care		
1.4	Resident Profiling  1) Keep it simple 2) Enable 'opt out' 3) Ask, 'is this okay with you?' 4) Keep it straightforward and causal	Show Respect Be Accountable Work Together Be Inclusive Be Transparent	<b>Build</b> greater trust, transparency and accountability <b>Invest</b> in our homes, strengthen our communities <b>Listen</b> to our residents and customers <b>Empower</b> our people	Process Policy	Customer Operations Community Investment and Care		



## Glossary

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

