

Physical Wellbeing Panel Meeting Notes

Date of Meeting: 15 September 2021

Attending

Who attended	
Steve Martin	Customer Involvement Officer
How many attended telephone conference	1
	Other residents we spoke to either had other commitments or health related matters that prevented their attendance to this meeting

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

1	Agenda item	Feedback from panel
1.1	Outcomes from the last Wellbeing meeting	<ul style="list-style-type: none"> • Digital residents to be enabled to be involved in Physical Wellbeing Panels <p style="margin-left: 20px;">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> <ul style="list-style-type: none"> • Promoting wellbeing panels and supporting residents accessing these <p style="margin-left: 20px;">The Customer Involvement Team supported residents to provide articles or quotations for the Resident Involvement Newsletter and Open Door</p> <p style="margin-left: 20px;">The wellbeing meetings are set for a length of up to 1 hour</p> <ul style="list-style-type: none"> • Staff disability group

	<p>Outcomes to all SAP meetings</p>	<p>The staff disability group were keen to listen to residents' feedback.</p> <p>The notes and recommendations from the Wellbeing Panel are shared with the Chair of the Staff disability group.</p> <p>The staff group are forming their action plan for 2022. They are sharing a list of awareness days and are open to suggestions for other disability awareness promotions from SAP members.</p> <ul style="list-style-type: none"> • Health and Safety <p>Recommendations from the panel (and the other SAPs) have been shared with Southern Housing Group to consider as part of their work on Health and Safety priorities for residents.</p> <ul style="list-style-type: none"> • Stigma <p>As with Health and Safety, feedback on Stigma (tenures and disabilities) has been considered and is one of the 7 priorities identified by the SAPs.</p>
<p>1.2</p>	<p>Recommendations from all SAP's – rank the most important</p>	<p>There were 91 recommendations made following SAP meetings during May/June. These have been into condensed into 7 priorities areas across 12 services of Southern Housing Group leading.</p> <p>SAP members are being asked to consider the top 3 priorities for the Group to consider.</p> <p>The options were:</p> <ol style="list-style-type: none"> 1. Having a single point of contact at Southern Housing Group 2. Health and Safety 3. Procurement 4. Stigma – between tenures and towards social housing 5. Digital exclusion 6. Digital communications 7. Communications – Groups' response to the Social Housing White Paper and clarity on the different types of communications

		<p>The following single priority was chosen by the resident attending the Physical Wellbeing Panel:</p> <ul style="list-style-type: none"> • Health and Safety – if a persons’ physical wellbeing is affected, this could affect their mental wellbeing. <p>The Customer Involvement Team will review all feedback from the Specialist Advisory Panels and inform services of the overall priorities chosen.</p>
1.3	<p>Reasonable Adjustment policy</p>	<p>The 7 priorities identified included 3 priorities we were asked to share with the Panel on behalf of the Project Team for the Reasonable Adjustment Policy. These were:</p> <ol style="list-style-type: none"> 1. Health and Safety 2. Communication 3. Having a point of contact residents can contact when another staff member is not available. <p>The resident attending suggested Health and Safety should be the key focus for the Reasonable Adjustment policy Project Team.</p> <p>The Customer Involvement Team will review all of the feedback from the Specialist Advisory Panels and inform the Project Team of the top priority.</p>
1.4	<p>Resident Profiling:</p> <p>Project inclusivity 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 the best approach was to asking residents their age, ethnicity and gender.</p> <p>The resident attending told us:</p> <p>These questions come up all the time – people wouldn’t worry too much about it. Just explain why. You need the information to take everyone into consideration.</p> <p>People did not understand terms such as transgender in the past, but people now understand more. By treating everyone equally, this increases understanding.</p>

1.5	Staff disability awareness calendar	<p>We asked the resident attending if any disability organisations should be recommended as part of the staff's awareness calendar.</p> <p>The 'Visual Macular Society' was recommended for staff awareness. The society supports persons with deafness and sight loss - unseen disabilities. <u>Beating Macular Disease - Macular Society</u></p> <p>They provide a discreet badge to support members.</p> <p>The resident told us:</p> <p>'Awareness is the main thing.' Support groups provide the latest information. Some meet monthly. Leaflets are available to help with promotion.</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"> • Provide a summary about other projects at SAP meetings. <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"> • Resident Scrutiny Group • Services within the Group • Disability/wellbeing staff networks • Reasonable adjustment Project Team

Physical Wellbeing Panel Recommendation Plan

Date of Meeting: 15th September 2021

Teams: Please consider the recommendations made by residents below. Please refer to the plan in conjunction with the SAP meeting notes. 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: <ul style="list-style-type: none"> • Reduce waiting times for communal lighting and security issues • Review the problems behind frequent call outs • Send communications about Health and Safety to all residents 	Show Respect Be Accountable Work Together Be Inclusive Be Transparent	Build greater trust, transparency and accountability Invest in our homes, strengthen our communities Listen to our residents and customers Empower our people	Process, Policy, System, Community	Building Safety Home and Property Customer Operations		

	<ul style="list-style-type: none"> Repairs to block security undertaken in a timely manner 						
1.3	<p>Prioritise the following areas for Reasonable Adjustment Project:</p> <p>Health and Safety:</p> <ul style="list-style-type: none"> Right room layout and venue locations for residents with physical and mental wellbeing needs 	<p>Show Respect Be Accountable Work Together Be Inclusive Be Transparent</p>	<p>Build greater trust, transparency and accountability Invest in our homes, strengthen our communities Listen to our residents and customers Empower our people</p>	<p>Process, Policy, System, Community</p>	<p>Building Safety Home and Property Customer Operations Community Investment and Care</p>		
1.4	<p>Resident Profiling</p> <p>Project inclusivity:</p> <ul style="list-style-type: none"> Keep the question simple Inform residents why People understand more gender terms now 	<p>Show Respect Be Accountable Work Together Be Inclusive Be Transparent</p>	<p>Build greater trust, transparency and accountability Invest in our homes, strengthen our communities Listen to our residents and customers Empower our people</p>	<p>Process, Policy.</p>	<p>Customer Operations Community Investment and Care</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