

Physical Wellbeing Panel Meeting Notes

Date of Meeting: 9th June 2021

Attending

Who attended	
Steve Martin	Customer Involvement Officer
Residents attending by Zoom	3
Residents participating by phone due to Zoom technical difficulties	1

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

1	Agenda item	Feedback from panel
1.1	Alterations and Improvements And Adaptations Policies	<ul style="list-style-type: none"> The background to the forming of the Alterations and Improvements Policy was shared with residents. Once the Policy and Process have been formed, when residents contact the Group, staff will be able to discuss the options available to residents. <p>Some residents were previously unaware of the Groups Adaptation policy, enabling some small adaptations to be undertaken without cost and larger adaptations needing the county council to assess residents needs prior to making some adaptations free of the charge.</p> <ul style="list-style-type: none"> Residents will be asked to review the alterations and improvements policy and the form. Residents will also be asked to review the adaptations policy. Dates for both projects will be confirmed. A resident found this information useful and says that when calling the service centre or speaking to staff, they are not aware of who to put residents through to. It would also help staff to know who to contact when repairs are required to adaptations.
1.2	Reasonable Adjustments Policy	<ul style="list-style-type: none"> A resident shared how their PTSD affected their communication in a phone call. Loud voices or sounds are not helpful. If a voice is being very cheery, this can also affect them. Emailing the Service Centre helps to control the experience.

		<p>The PTSD occurred following the event that caused the disability and many with disabilities will experience connected problems with their mental health/mental wellbeing.</p> <ul style="list-style-type: none">• Delays to communal gardening: For 4-5 years reports for the removal of shrubbery and weeds have been made. DW attended to look at the garden and the overhang to the parking area and pavement a year ago. Reports have been followed up by Housing also for her disabled parking bay to be re-marked on one side. The resident makes an adjustment to way she parks to help wheel chair users. <p>The resident lives in a close of purpose built properties for persons with disabilities.</p> <p>The resident has tried to remove some of the weeds to the pavement and apply weed killer.</p> <ul style="list-style-type: none">• Another resident reported that a ramp to a pathway near her home took too long to be provided, adding that Resident Involvement helped remind services of her request prior to the ramp being provided. <p>The resident said the pathways are poor and cause difficulty for her getting round the estate in her mobility scooter.</p> <ul style="list-style-type: none">• One resident said 3 people visited him to discuss a report of Anti-Social behaviour in a sheltered unit – a coordinator, their manager and then another manager. The first two sat his lounge and agreed with his problem outside. The third person held a meeting outside with him and other residents and then never came back to him. <p>He would like to know who to contact for different problems directly.</p> <p>He now closes his curtains so that he doesn't have to look outside. It has affected his health mentally and this affects his physical health. At the moment he doesn't want to report the problem again and would rather sit with his curtains shut.</p> <p>Physical Health affects Mental Health and Mental health affects Mental Health.</p>
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		<p>Physical Wellbeing causes isolation. In the last year the resident has had to isolate. This then causes a problem to his invisible illness.</p>
<p>1.3</p>	<p>Tackling Stigma in Social Housing and Mental Wellbeing</p>	<ul style="list-style-type: none"> • A resident reported Anti-Social behaviour. The neighbour reported made reference to the resident owns her property. The neighbour said that ‘just because she owns her own property, she thinks she XXXXXXXX owns the place (the area).’ <p>The resident has also been mocked since then by the same people about her mobility. They laughed at her when she experienced problems with her mobility scooter.</p> <p>The resident put her house on the market and at one point the neighbour cheered.</p> <p>The Police only offered the resident mediation. The resident said that the neighbour is a drug dealer and said: ‘Why would I want to do mediation with a drug dealer? The Police saw my ‘For Sale’ sign and said may be a good idea. I thought, why should I move?’</p> <p>The resident told the Police that disability discrimination is against the law.</p> <p>The problem stops every time the neighbour is served with a warning by Housing but when this runs out, the problems start again.</p> <ul style="list-style-type: none"> • A resident shared a disability that will not be reversed, but each year the resident has to apply for discretionary housing benefit to cover the cost of the second room. • PTSD is not funded by the NHS. The NHS is overwhelmed. PTSD one to one help has to be paid for privately by family. • The resident is working with the council to enable access to the beaches for persons with disabilities. In Portsmouth there is currently no access to the beach. The resident would like to write an article to celebrate 25 years in the Groups’ housing designed for persons with disabilities • Another resident said he used to be a Home Owner and then moved into social housing and have never experienced stigma.

<p>1.4</p>	<p>Health and Safety and Mental Wellbeing</p>	<ul style="list-style-type: none"> • A resident said they had good experience of the Group with health and safety. An electrician attended to the electronic window opener and noticed old smoke alarms in property and arranged for them to be changed. • K and T Heating sent a resident a letter for their gas safety appointment. The resident emailed them and asked if they can change the appointment to an afternoon, and this was done for them. • For a chair lift, a resident has a direct number to call. • The properties are purpose built and are I talk to others how good they are. • The pathways for anyone with prams or wheelchairs need attention to help residents use them. • A resident shared how lighting problems to the communal area in a block where mums, older people and persons with sight people live has been re-visited 5 to 6 times over the past 12 months. During the last visit by the contractor, the resident asked for the lights to be kept on as opposed to risking the communal area going dark again. The resident reported regular battles to ensure that the lighting was attended to promptly. The lighting is controlled by solar. • A resident reported 5 visits to her boiler for her property. The first four attendance could not find a fault. The Service Centre shared this outcome with the resident. The resident felt that she was being told she was lying. On the 5th visit, the contractor said the ignition was at fault and returned to replace the part. The boiler has worked fine since then. • A resident said when anyone needs to boil water as a replacement for no hot water from the taps, there is a danger. When a person that is fragile, is older or has a physical disability, it is then not possible to carry hot water with an increase in the risks. <p>For a resident with a sight impairment, there is problem with knowing where the edges are to the pan or sides when using pans/kettles as a replacement for hot water.</p>
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		<ul style="list-style-type: none"> The water butt tap in the communal garden was not working. Stagnate water was resting inside and mosquitos were attacking me. We don't collect water in the butt any longer and the tap wasn't fixed. I carry water cans outside instead.
1.5	Other	<p>Sheltered Housing:</p> <ul style="list-style-type: none"> The social societies can be very clicky. If you are new and make suggestions, you are not listened to. A resident said Pre-Covid they would attend briefly and then leave. A resident did not find the (scheduled) calls from the coordinator helpful as they are not the ones in the know of who to contact within the Group. <p>Dial in</p> <ul style="list-style-type: none"> A resident using the 'dial in' facility found that the Zoom message said the meeting had not started. However, the meeting was in progress and was accessible from a mobile by the host but not from the landline. <p>Planting</p> <ul style="list-style-type: none"> A resident has spent money to provide additional planting to the communal area and keeps the additional planting in a good condition. Information about Grants was requested
1.6	Working together – Working with the staff panel and communicating with the group	<ul style="list-style-type: none"> Different members of the panel needed to join and leave and different times. Working with the staff panel can be explored during the next meeting.

2	Agenda item	Next Actions
2.1	Suggested Agenda for next meeting	<p>The next meeting will focus on the residents' recommendations to discuss the following:</p> <ul style="list-style-type: none"> • Progress to the recommendations made following the first panel meeting • How can residents of different tenures come together to overcome stigma? • Would you like to discuss with us a time when your physical wellbeing was affected positively or negatively when contacting the Group? • Would you like to share with us services in your area that may help other residents' physical wellbeing? • In what ways can the staff forum work with the resident panel?
2.2	What happens next	<ul style="list-style-type: none"> • Exploring times and dates to assist residents with care needs and dial in connection problems • Sharing the feedback with the Resident Scrutiny Group and teams within the group to consider the recommendations shared • Exploring the promotion of physical wellbeing services including the knowledge of services by residents • Connecting the panel to the staff disabilities forum <p>Please confirm your acceptance Terms and Reference/Code of Conduct agreements if not returned already</p>

Physical Wellbeing Panel Recommendation Plan

Date of Meeting: 9th June 2021

Teams: Please consider the recommendations made by residents below. Please refer to plan in conjunction with the note's references. 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 , 1.5	Share with residents the role of the Sheltered Scheme Coordinator and who to contact within the Group for different problems.	Communication	Listen to our residents and customers Build greater trust, transparency and accountability	Process	Community investment and care	The SSC would be the first contact, followed by the SSM, where an SSC is in post. The Customer Involvement team will reply to a resident about their personal query and share the general feedback as part of the SAP quarterly feedback.	
1.2	Support and communicate with residents who have physical and mental wellbeing needs when experiencing Anti-Social Behaviour	Communication Respect	Listen to our residents and customers	Process /Policy	Community investment and care Customer operations	The SSC would be the first contact, followed by the SSM, where an SSC is in post. The Customer Involvement team will reply to a resident about their personal	

						query and share the general feedback as part of the SAP quarterly feedback.	
1.4	Ensure pathways and car park areas are kept serviced and clear of shrubbery/greenery to help wheelchairs/buggies and general mobility	Quality homes	Invest in our homes, strengthen our communities	Community / Training	Homes and property	The personal query has been shared and actioned with the contractor to attend site. The feedback will also be shared with services as part of the panel's quarterly feedback.	
1.4	Review the response times to lighting defaults in properties (communal areas and personal properties) and the problems behind frequent call outs	Communication Respect Quality homes	Invest in our homes, strengthen our communities Listen to our residents and customers	Process/ Systems/ policy	Homes and property	The personal query has been shared with the Home and Property team. The feedback will also be shared with the services as part of the panel's quarterly feedback.	
1.4	Review repeated call outs to boiler issues and reasonable adjustments for residents with physical wellbeing needs for their health and safety	Communication Respect Quality homes	Invest in our homes, strengthen our communities Listen to our residents and customers	Process/ Systems/ policy	Homes and property	The personal query has been shared with the Home and Property team. The feedback will also be shared with the services as part of the panel's quarterly feedback.	

1.1	Provide the Service Centre with details of which departments can assist with repairs to adaptations within properties	Respect Quality homes	Listen to our residents and customers	Process/ Systems	Homes and property	The feedback will be shared with the services as part of the panel's quarterly feedback.	
1.4	Replace/repair broken water butts	Respect Quality homes	Invest in our homes, strengthen our communities Listen to our residents and customers	Community	Homes and property	The personal query has been shared with the Home and Property team. The feedback will also be shared with the services as part of the panel's quarterly feedback.	
1.5	Explore ways to promote Gardening neighbours grants to blocks	Communication Quality homes	Invest in our homes, strengthen our communities Listen to our residents and customers	Community	Community investment	The feedback will also be shared with the services as part of the panel's quarterly feedback.	

Directorate: Development and Growth

Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
1.3	Involve a resident to write an article to celebrate 25 years of disability housing and	Voice and Influence	Listen to our residents and customers	Community	Comms	The Customer Involvement team have discussed the idea with the communications	

	arranging a post-covid-19 celebration					team and we are working with the resident to construct the article. Details for the Grants team have been provided	
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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

Glossary

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

Resident Involvement Strategy

Respect - listen, visibility, ownership

Communication - clear, accessible, timely

Voice and Influence - making decisions together

Quality homes - well maintained, safe, well managed

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