

Mental Wellbeing Panel Meeting Notes

Date of Meeting: 2nd June 2021

Attending

Who attended	
Steve Martin	Customer Involvement Officer
Residents attending by Zoom	2
Residents giving feedback by phone due to technical problems	1

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

1	Agenda item	Feedback from panel
1.1	Tackling Stigma in Social Housing and Mental Wellbeing	<ul style="list-style-type: none"> • Residents not living in social housing change their tone or look at you in a certain way. When I was younger this affected me more • When Right to Buy became available, I felt that residents who decided to buy their property started to look down on me because I didn't • I find that Home Owners dislike the costs they have to pay out and dislike me not having to pay the same costs because I rent my property. 'Money is a stigma' • I am proud to live in my flat. The size is larger than some houses. My children have now grown up and own their own properties • People 'assume' what you are like because you rent in social housing • 'Home is what you make it' • People with wellbeing or other concerns, such as transgender may have been bullied through work and feel less open to talk to start with • Different tenures have different agreements they need to keep to
1.2	Health and Safety and	<ul style="list-style-type: none"> • Security is important to residents with vulnerabilities. If the communal door/entry system is not secure, this concerns residents, particularly those on the ground floor with wellbeing concerns

	<p>Mental Wellbeing</p>	<ul style="list-style-type: none"> • Lighting is also important. Being in darkness with wellbeing concerns makes you feel alone and vulnerable • This was also a problem for me with a sight impairment. Without lighting in the communal areas, I can see even less • I had all my windows and doors changed, except for the front door. This door looked different to the others and also the lock did not work properly. I was concerned because this is the main way anyone would be able to get into my home • Electricity going off is a concern. I found out that you can contact your gas or electric supplier and tell them about your needs. They will attend to you more quickly if you have a sight problem, for example. The gas company provide a hot meal
<p>1.3</p>	<p>Working together – Working with the staff panel and communicating with the group</p>	<ul style="list-style-type: none"> • Sharing information with the Group staff panel and/or having a member come along to the Panel would be a good idea to share experiences with • Residents need to be communicated with in different ways to meet their needs • Sharing local knowledge of services with the Group and other Panel members may help wellbeing. • Knowing there is a staff forum may make residents feel comfortable contacting the Group • People that are depressed may look happy and sound happy but are not happy inside. I have had training in counselling but it can be difficult to know the signals and how to respond

2	Agenda item	Next Actions
2.1	<p>Suggested Agenda for next meeting</p>	<p>The next meeting will focus on the residents' recommendations to discuss the following:</p> <p>Reminder: Please return your signed agreement to the Terms and Reference/Code of Conduct if not yet provided. You can send an email or text to say that you agree to the conditions.</p> <ul style="list-style-type: none"> • Progress update 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 mental 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' mental wellbeing? • In what ways can the staff forum work with the resident panel?

2.2	<p>Mental Wellbeing Panel – What happens next</p>	<ul style="list-style-type: none"> • The Customer Involvement Team will review the feedback and recommendations • This document will be shared with the Resident Scrutiny Group and the directorates below • Potential times and dates for the next panel meeting will be shared with these notes and recommendations with all residents interested in the Mental Wellbeing Panel • We will review how many residents can take part by telephone conferencing and how many can take part online using Zoom. We can dial out using a new service up to 6 people per panel • Once the recommendations have been responded to, we will share this with you • A resident will write an article with us about getting involved with the panels for the Resident Involvement Newsletter <p>If you would like to learn more about the panels before joining, please contact us</p>

Mental Wellbeing Panel Recommendation Plan

Date of Meeting: 2nd 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.

Directorate: Customer Service							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team (Indicate Team)	Actions/Feedback	Timescale
1.1	Send the same communication about Health and Safety to all residents across tenures to ensure that everyone has been communicated with equally	Respect Quality Homes	Listen to our residents and customers	Process	Building safety/Home & property/ Customer operations	This feedback was shared by the panel as an example of good practice currently being undertaken by teams to be continued.	
1.1	Be clear about the responsibilities of residents in multi tenure blocks to help residents' understanding	Respect Communication	Listen to our residents and customers	Process	Customer operations	The feedback will be shared with services as part of the panel's quarterly feedback.	
1,1	Ask residents open questions about the causes of problems to improve communication and relationship	Respect Communication Voice and influence	Listen to our residents and customers	Process/ Policy/ Systems	Building safety/Home & property/ Customer operations	The feedback will be shared with services as part of the panel's quarterly feedback.	

1.2	Reduce waiting times for communal lighting and security issues to help with mental and physical wellbeing needs	Respect Quality Homes Voice and influence	Listen to our residents and customers	Process/ Policy/ Systems	Home and property	We have shared this query initially with the Homes and Property team for feedback and will update at the next Panel meeting. The feedback will also be shared with services as part of the panel's quarterly feedback.	
1.3	Share residents' knowledge of local support services to others	Voice and influence Communication	Listen to our residents and customers	Community	Community Investment/ Customer operations	We have shared this idea with the Community Investment team. We can also explore region wide wellbeing tips as a panel agenda item if residents would like this.	
1.3	Residents need assistance to listen to documents using USB recordings	Respect Communication	Listen to our residents and customers Deliver value for money through digital service	Process/ Systems	Building safety/Home & property/ Customer operations	The Groups' website has a feature called 'Browse aloud' to enable residents to read documents online. The Community Investment Team	

						can offer support to residents that would like to get online. We will share the suggestion for USB recordings with Group services.	
--	--	--	--	--	--	--	--

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
1.1	Sharing experiences from residents to help educate people that everyone is the same whatever type of property or tenure of property you in - Encourage a cross-tenure stigma discussion	Voice and influence Respect Communication	Listen to our residents and customers	Community	Comms and external affairs	The Customer Involvement team will discuss this idea with the communication team.	

Directorate: Commercial							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale

1.1	Asking residents open questions about the causes of problems may help them to build trust and open up	Respect Communication Voice and influence	Listen to our residents and customers	Process/ Policy/ Systems	Commercial property and private rent	The feedback will be shared with services as part of the panel's quarterly feedback.	
1.1	Sharing what actions can be taken against different tenures would help residents	Respect Communication	Listen to our residents and customers	Process	Commercial property and private rent	The feedback will be shared with services as part of the panel's quarterly feedback.	

Directorate: Resources							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team <i>(Indicate Team)</i>	Actions/Feedback	Timescale
1.1	Asking open questions about the causes of problems may help residents to build trust and open up	Voice and influence Respect Communication	Listen to our residents and customers	Process/ Policy/ Systems	L and D	The feedback will be shared with services as part of the panel's quarterly feedback.	

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

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