

Older Residents Panel Meeting Notes

Date of Meeting: 30 September 2021

Who attended	
Paulina Cumbicus	Customer Involvement Officer
Telephone conference	Number of attendees: Two
We also had to cancel an online meeting as residents we spoke to had other commitments that prevented their attendance.	

By attending the Panels, residents agreed to the terms of reference and code of conduct.

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

1	Agenda item	Feedback from panel
1.1	Outcomes to the last Older Residents SAP Meeting	<p>At the May meeting members advised of the barriers they faced as older residents. We have been liaising with our Community Investment colleagues to explore ways in which Southern Housing Group could support older residents with barriers with IT.</p> <p>To identify the priorities for older residents we discussed at the SAP meetings and undertook a survey for members who were unable to attend. We have collated the results and can confirm that the priorities for older residents attending the SAP meetings are as follows:</p> <ol style="list-style-type: none"> 1. Understanding common issues- A reason for why residents chose this priority included: “Because staff are very disconnected from older residents” 2. To find out what difficulties arise with SHGL teams when trying to contact them or getting a response- Reasons included: “Because communication is important, and I feel that getting hold of staff takes long and is difficult”. “Because even though residents get through to staff, they then don’t hear back from them”

		<p>Attendees also added that it was a matter of:</p> <ul style="list-style-type: none"> a) Getting a positive response from management b) Feeling that there is a lack of communication, feeling like staff don't want to hear from older residents and investigate issues and find solutions <p>3. Challenging Stigma against older people</p> <p>Future Meetings</p> <p>We agreed with residents that we will review the priorities and barriers every three months and meetings would take place between 6.30pm-8pm.</p> <p>Notes and recommendations from the previous meeting have been shared with the staff AGE network.</p>
1.2	<p>Recommendations from all SAP's – rank the most important</p>	<p>The Resident Involvement Team collated all the recommendations from the SAP meetings that took place in May/June. The recommendations were sorted into seven areas (see below) and members were asked to consider these and select their top three:</p> <ul style="list-style-type: none"> 1. Having a single point of contact 2. Health and Safety 3. Stigma – between tenures and towards social housing 4. Procurement 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>Residents confirmed that the following were priorities for members of the Older Persons SAP:</p> <ul style="list-style-type: none"> 1) Health and Safety

		<p>2) Communications 3) Having a single point of contact</p> <p>Residents told us:</p> <p>Health and Safety- Where I live a lot of the residents don't seem to get the support they should have with carer and physical disability needs. SHGL should get more involved with reviewing this.</p> <p>Communications- This is a necessity.</p> <p>Having a single point of contact- SHGL needs to understand that everyone has different ways to contact people. Not everyone has a laptop or computer.</p> <p>This feedback will be compared with responses from other SAPs and will be shared across SHGL to consider when delivering services.</p>
1.3	Reasonable Adjustment policy Equality	<p>SHG have involved residents in shaping the Reasonable Adjustments Policy. As part of the involvement residents considered what the priorities are for those affected by the Policy.</p> <p>These fully replicated the priorities above. The project lead for this policy review will be informed of the top priorities for residents.</p>
1.4	Equality and Diversity Information for Resident Involvement Projects	<p>We would like to ask residents for their age, ethnicity, and gender which will be anonymised and used to ensure we are inclusive and that residents from all diverse backgrounds are accessing our services. This is to ensure that our projects are inclusive of all residents. We asked residents what the best way is to collect this.</p> <p>Residents told us:</p> <ul style="list-style-type: none"> • Tell residents why you need this information, be honest, the current reasons you are giving us are valid • If they're happy to give this information they will share, give them a choice • Age should be something SHGL should already know as our landlord

		<ul style="list-style-type: none"> In terms of sexuality, it may be a bit more complex, residents may not want to disclose this, but the three you are considering asking are fine
2	Agenda item	Next Actions
2.2	What happens next	<p>Residents suggested the following:</p> <ul style="list-style-type: none"> More equality and diverse representation from residents in meetings Meetings should have a good balance of residents and staff <p>Suggested Agenda Items</p> <ul style="list-style-type: none"> More focus on Health and Safety- How it's affecting residents and how residents can influence this Explore SHGL's understanding of older resident needs Communication between SHGL services and residents <p>Residents would like to get the following out of meetings:</p> <ul style="list-style-type: none"> Some form of change with front office management <p>a) feel like they don't understand older residents b) more care is needed c) currently there is a lack of compassion when accidents happen d) staff training on empathy and compassion</p> <p>The Customer Involvement Team will share recommendations with the following:</p> <ul style="list-style-type: none"> Services within the Group Resident Scrutiny Group AGE staff Network Reasonable Adjustment Project Team

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

Older Residents Panel Recommendation Plan

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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
1.1	Use older residents' barriers and priorities to set agenda items and future topics for discussion	Show Respect Be Accountable Be Inclusive Be Transparent	Listen to our residents and customers	Community	Customer Involvement		
1.1	Review the priorities and barriers every 3 months	Show Respect Work Together Be Inclusive Be Transparent	Listen to our residents and customers	Community	Customer Involvement		
1.2	Prioritise Health and Safety SHGL to consider getting more involved with residents physical and mental wellbeing needs and support	Show Respect Be Accountable Work Together Be Inclusive Be Transparent	Build greater trust, transparency, and accountability Invest in our homes, strengthen our communities	Process Policy System Community	Community Investment		

	Residents should have more say on how their health and safety should be managed for their personal needs, in their homes and community		Listen to our residents and customers Empower our people		Building Safety Home and Property Customer Operations		
1.2	Prioritise Communications	Show Respect Be Accountable Work Together Be Inclusive Be Transparent	Listen to our residents and customers	Community Process	All Customer Service teams		
1.2	Prioritise Single Point of Contact (or record residents' issue/enquiry correctly at first contact)	Be Accountable Show Respect	Listen to our residents and customers	Community Process	Customer Operations		
1.4	Make sharing information on age, gender, and ethnicity a choice	Show Respect Be Accountable Work Together Be Inclusive Be Transparent	Build greater trust, transparency, and accountability Listen to our residents and customers	Process Policy	Customer Operations Customer Involvement		
1.4	Be clear and honest on why the resident involvement team need to collect profile information	Show Respect Be Accountable Work Together Be Inclusive Be Transparent	Build greater trust, transparency and accountability Listen to our residents and customers	Community Process	Customer Operations Customer Involvement		

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