

Older Residents Panel Meeting Notes

Date of Meeting: Wednesday 19 May 2021

Attended:

Who attended	
Paulina Cumbicus	Customer Involvement Officer
How many attended Zoom meeting	1 Shared Owner 1 Tenant

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

1	Agenda item	Feedback from panel
1.1.	Panel's top three priorities	<p>In November 2020 the Resident Involvement Team worked with involved residents to develop the Specialist Advisory Panels. As part of this work, residents told us a) what their priorities were and b) what barriers there were to accessing services. The attendees reviewed these priorities and agreed specific priorities relating to older persons. In no particular order, the following four were felt to be the most relevant:</p> <ol style="list-style-type: none"> 1. Challenging stigma 2. Understanding commons issues 3. To find out what difficulties arise with SHGL teams when trying to contact them or getting a response 4. Putting together programmes for members to do in their own time <p>It was agreed that we should seek the opinion of absent members to agree the final three priorities for the Panel and consider how often they should be reviewed.</p>

<p>1.2.</p>	<p>Panel's top three barriers</p>	<p>Attendees also reviewed the barriers to services from the consultation to develop SAP panels carried out in November 2020. These were as follows:</p> <ul style="list-style-type: none"> a) Residents who do not currently use IT b) Residents who are not able to access IT c) Feelings of not being understood by SHGL – told to put things in writing and the impact of this on mental health wellbeing <p>Attendees felt that the current communication process is a barrier.</p> <p>Attendees felt that when communicating with SHGL there should be one point of contact throughout the enquiry. There is frustration that matters must be repeated numerous times. Residents advised that due to this, they will circumnavigate contacting the Service Centre and will reach out directly to their Home Services Manager if they have their contact details.</p> <p>Attendees are frustrated when they are told to put things in writing. This is seen as time consuming and is considered a delaying tactic. Some residents are unable or unwilling to do this and therefore an issue is not investigated.</p> <p>Attendees raised concerns that SHGL did not understand their needs particularly how they communicate with them. They felt that SHGL should get to know their residents better and should have a greater awareness of their requirements particularly in relation to equality and diversity.</p> <p>If SHGL are aware of a resident's disability, they should communicate with the resident in their preferred way</p> <p>SHG should create better profiles and information around the needs of residents. This would help SHGL respect their needs.</p> <p>Attendees told us how they think these barriers could be reduced, their suggestions can be found in the recommendation plan.</p>
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		<p>Online engagement with SHGL:</p> <ul style="list-style-type: none"> Residents who cannot afford to get online are missing out on important communication from SHGL including access to the Open-Door publication. Most things in SHGL seem to be IT focused. What about those residents who do not own a computer? Are there other options available? There are people that just do not get on with IT- we must give thought to them This older panel session took place online - those that are not online are missing out. How can they still be engaged with? <p>Complaint's service:</p> <ul style="list-style-type: none"> The complaints service can be time consuming and frustrating. There are residents that are dyslexic and putting everything in writing may not be easy for them to do. Could there be more options to record a case? <p>Attendees asked what SHGL's motivation for moving everything online is. What is important to SHGL. Is it to be resident friendly or to look after its finances?</p>
<p>1.3.</p>	<p>Tackling Stigma</p>	<p>Southern Housing Group would like to explore if members have had any experience of living in social housing and stigma?</p> <p>There was no direct experience of stigma however attendees raised the following observations:</p> <ul style="list-style-type: none"> Younger and older residents living in close proximity can cause an issue due to different lifestyles SHGL could offer peer support in meetings where "serious conversations are involved" Residents should have the option to ask for another resident to support her/him. This would help all parties involved and help see the different aspects of a situation. <p>Do members of the older person SAP have any ideas or suggestions to improve how SHGL provides its services to older residents?</p> <ul style="list-style-type: none"> Build respect between residents and SHGL - respect leads to open and honest communication Teams should be flexible in how they engage with residents Front line staff could be more visible and not "hide away in office blocks"

		<p>Generally, how important is it to see SHGL being active in promoting older resident inclusion?</p> <ul style="list-style-type: none"> • It should be very important to promote older resident inclusion as there is an aging population that shouldn't be ignored • After COVID there might be more financial hardship – this is likely to affect older persons particularly those in shared ownership properties
1.4	What makes you feel safe? (Health and Safety)	<p>As part of SHG obligation to meet Health and Safety requirements the project team would like to hear residents' thoughts and considerations around what is important to them with regards to health and safety issues. These are questions that are being asked of members of all the Specialist Advisory Panels:</p> <ol style="list-style-type: none"> 1. What does Health and Safety mean to residents? 2. What support around Health and Safety would you like from SHGL? 3. How should SHGL communicate Health and Safety information to residents?
1.5	Working together – Working with staff network groups	<ul style="list-style-type: none"> • Residents confirmed that they were happy to link in with the internal AGE network

2	Agenda item	Next Actions
	Notes and action plan	<ul style="list-style-type: none"> • Will be shared with residents and the relevant teams to respond and consider recommendations
2.1	Suggested Agenda for next meeting	<ul style="list-style-type: none"> • Future agenda items include reviewing findings from other members regarding priorities • Other agenda items will be requested when notes are sent out
2.2	What happens next	<ul style="list-style-type: none"> • Contact absent members to seek their thoughts of priorities for the SAP • Sharing the feedback with AGE network, Stigma project group and Health and Safety Project Group and teams within the group to consider the recommendations shared

Older Resident Panel Recommendation Plan

Date of Meeting: Wednesday 19 May 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
1.1	Obtain feedback from absent attendees to set the panels' specific priorities. Customer Involvement to ask residents how often priorities should be reviewed.	Be Inclusive	Listen to our residents and customers	Community	Resident Involvement Team	RI Team to contact members to gain this information	
1.2	Explore with the Community Investment Team support for residents through existing digital inclusion projects including options for mobile hubs.	Work Together / Be Inclusive	Invest in our homes, strengthen our communities	Community	Community Investment and Care		
1.2	Explore how residents can have a single point of contact to liaise with whilst dealing with an enquiry.	Be Accountable	Listen to our residents and customers	Process	Customer Operations		
1.2	Raise awareness with residents and staff about the variety of ways that a complaint can be made.	Be Accountable / Be Transparent	Build greater trust, transparency,	Policy	Customer Operations		

Directorate: Customer Service							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team (Indicate Team)	Actions / Feedback	Timescale
			and accountability				
1.2	Explore ways that ensure non-digital residents are not excluded from virtual meetings.	Be Inclusive	Build greater trust, transparency, and accountability	Policy	Community Investment and Care	The Customer involvement team will make reasonable adjustment to involve residents that are not online.	
1.3	Explore if there is a role for residents to act as mentor/advocate.	Work Together	Listen to our residents and customers	Community	Community Investment and Care - volunteering		

Southern Housing Group Network Groups							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team (Indicate Team)	Actions / Feedback	Timescale
1.5	Invite members of the AGE staff network to meetings	Work Together	Listen to our residents and customers / Empower our people	Community	AGE network		

Directorate: Development and Growth							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team (Indicate Team)	Actions/Feedback	Timescale
1.2	Provide a written copy of Group publications including Open Door to residents that require it.	Show Respect / Be Inclusive	Listen to our residents and customers	Community	Communication and external affairs	The Customer Involvement team will discuss this idea with the communication team.	
1.2	Ensure key messages impacting on residents (including regulatory and legislative requirements) are shared in a range of forums to maximise audience.	Be Inclusive / Be Transparent	Listen to our residents and customers / Build greater trust, transparency, and accountability	System	Comms and external affairs		

Health and Safety Project Team							
Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team (Indicate Team)	Actions/Feedback	Timescale
1.4	Share comments on what does Health and Safety mean to residents? <ul style="list-style-type: none"> Being able to sleep at night and trusting that everything will be the same in the morning 	Work Together	Listen to our residents	Community	Naomi Keytes		

	<ul style="list-style-type: none"> • Where there is a risk of asbestos in a property – the cost to get this sorted shouldn't fall on the resident • Where there are risks that make something unsafe it should be rectified immediately • There should be clear communications on unsafe behaviours • H&S is very important but can be overlooked 						
1.4	<p>What support around Health and Safety would you like from SHGL?</p> <ul style="list-style-type: none"> • Could residents have a say on who should be living in their community? • More could be done to support residents going through complaints process. Victims feeling stressed and sometimes retaliating. Why should the victim be looking to move and leave their home? 	Work Together	Listen to our residents	Community	Naomi Keytes		

1.4	How should SHGL communicate Health and Safety information to residents? <ul style="list-style-type: none"> • Mailouts, also consider SHGL's website, Open Door, and social media • Use a mobile hub to visit schemes and share important messages on H&S 	Work Together	Listen to our residents	Community	Naomi Keytes		
1.4	Explore whether residents can be involved in a panel to advocate for the safety of residents locally and provide updates to residents on SHGL's behalf.	Work Together	Listen to our residents	Community	Naomi Keytes		
1.4	Carry out regular communal alarm checks and encourage residents to do this in their homes.	Be Accountable	Listen to our residents	Community	Naomi Keytes		
1.4	Check if important health and safety signs are displayed in every scheme. For example, signage such as "no smoking"	Be Accountable	Listen to our residents	Community	Naomi Keytes		

Equality and Inclusion Team

Ref	Resident Recommendation	Link to RI Strategy	Link to Corporate Plan	Theme	Lead/Team (Indicate Team)	Actions/Feedback	Timescale
1.3	Explore perceived stigma between younger and older residents.	Be Inclusive	Listen to our residents	Community	Jenny Poore/Aure Muteteli		

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 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

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