

Meeting notes for Disability Residents Focus Group

Date: 06/11/2024

Time: Start: 11.00am Finish: 1.00pm.

Chair of meeting: Vera Deacon (Project & Change Officer) (VD)

Attendees: x2 residents Rupert Lecomber.

Apologies: x5 residents

Title of agenda item		Summary of discussion	Actions agreed including assignments and deadlines
1.	Introduction	Vera introduction and ask residents to introduce themselves.	<ul style="list-style-type: none"> • VD thanked all for attending.
2.	Member welcome	Member welcome and introductions to the group.	<ul style="list-style-type: none"> • Residents introduced themselves.
3.	Previous meeting minutes	Reviewed previous meeting minutes as accurate record.	<ul style="list-style-type: none"> • Confirmed that previous minutes were a true and accurate record.
4.	Rupert welcome and introduction of Asset Management team.	<p>Rupert gave a talk about the Asset Management team, the work they do at Housing 21 and the different roles within his team.</p> <p>Talked about the areas and patches and how they are managed and the work with the design team who are involved in court makeovers.</p> <p>LH asked if residents could be involved in the furniture choices during makeovers of courts. Could feedback be gathered after</p>	<ul style="list-style-type: none"> • Rupert to speak to Heidi Fisher to feed back comment about residents being involved in furniture choices during makeovers and end surveys. • VD to meet Manager at Leverhulme Court to view pilot warden

		<p>makeover completions to collate satisfaction levels.</p> <p>Conversation was had about the layout of furniture in communal lounges and dining areas and the pros and cons of cluster seating and circular seating in areas. It was suggested that it can be intimidating entering into a room, and having to try to sit in the lounge if the seats are in a circle as some might not want to enter. Cluster seating offer people the opportunity to enter the room and sit down in their own company if they wish.</p> <p>Location of seating can be difficult if you are a wheelchair user.</p> <p>SL talked about experience of being a wheelchair user and how kitchens can be difficult to use and if Housing 21 has plans to fit adapted kitchens for wheelchair users.</p> <p>RL talked about how the kitchens in courts are fitted in partnership with the operations teams' requirements. The operations team know the resident groups and work with Asset Management and if wheelchair accessible kitchens are required then they would be considered at the time.</p>	<p>call system to feed back to group.</p> <ul style="list-style-type: none"> • RL to liaise with David Meyes / VD re Appello app access. • VD to work with Disability Focus group to support them in app access. • VD to work with communications team to post articles on intranet and court newsletter re app access and supporting residents to use the app.
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	<p>If a court had many wheelchair users for example, Housing 21 could consider a percentage of the kitchens on the court could be wheelchair friendly.</p> <p>Court without lifts were discussed. RL talked about lifts and lift costs and lifts would be considered in courts without, depending on number of properties in the building, if residents wanted lift and if the building were suitable to house a lift and a discussion was had about the costs to the service charges for residents.</p> <p>Warden call systems were discussed and the difficulty of the height of the call units in properties.</p> <p>RL advised of a pilot that is being installed now, where the height of the call point is adjustable and can be higher or lowered to meet the needs of the resident. Leverhulme Court on the Wirral is being fitted and RL advised VD to liaise with Local Housing Manager to go and see it to feed back to the group.</p> <p>The pilot system also has a detachable screen so residents can have it on coffee tables etc and has the full function to call for assistance / open door etc. this will help residents who</p>	
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		<p>cannot get up to answer the door.</p> <p>The Appello App was discussed, and RL advised that it is available but not many residents use it.</p> <p>LH /SL advised that there hasn't been much information shared on the app.</p> <p>VD and RL agreed to liaise directly with each other to get information on the app, how to download it and trial it with SL / LH.</p> <p>RL to ask David Meyes to contact VD discuss app access.</p> <p>Once both have access to the app to work with comms to get an article on the intranet on how to support residents to access the app and use it.</p> <p>VD to ask for a newsletter post to signpost residents to the app also.</p> <p>LH / SL advised they could share information on the app to other residents.</p> <p>Louise Hembrow works closely with Appello regarding service levels and any issues with Appello system/ call centre. Louise to be invited to focus group to talk about this in more detail.</p>	
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		<p>Contact Louise about user guides for the Appello systems.</p> <p>Digital Inclusivity was discussed, and VD advised that Jessica Ettridge to attend focus group meeting to discuss in more detail.</p> <p>SH/SL/VD offered participation of the Disability focus group to work with the Asset Management teams on any projects they are working on if they require resident engagement and or feedback.</p> <p>VD thanked RL for taking time to meet and talk about the work he and his team do.</p>	
5.	ASB policy Co Production	<p>VD thanked focus group members for taking part in the co production of the policy and explained the resident participants have met with Jo Kinsella and shared their thoughts and views on antisocial behaviour.</p> <p>VD offered if any other group participants want to join this, please let her know.</p>	
6.	Hate Crime Policy	<p>VD thanked focus group members for sending their feedback thoughts on the policy.</p> <p>VD advised that over 150 residents have engaged and given</p>	

		<p>their thoughts and feedback on the policy draft. Policy has progressed to Data Protection for review and then will be submitted to the policy steering group for review.</p> <p>Further information will be provided after review.</p>	
7.	Blog Update	<p>VD Updated group on our Disability focus group blogs and SL story is now live and on the Housing 21 website.</p> <p>VD shared screen to website to celebrate the success and hard work from SL and thanked her for her commitment to the blog.</p> <p>SL hopes it will encourage other residents to get involved.</p>	
8.	Invitations to the Disability Focus Group.	<p>Ask the group if there is anyone from Housing 21 that they would like to invite to the group, or any areas of the business they want to find out more about</p> <p>Louise Hembrow – Appello and access to user guides for systems.</p> <p>Jessica Ettridge – Digital Inclusion.</p> <p>Tracy Jones – Operations / Acquisitions.</p>	<p>VD to invite to next meetings. Louise – January 25 Jessica – March 25. Tracy – once new financial year dates are set.</p>

9.	Residents' agenda items	Ask the group if there are any agenda items they would like to add for their meetings.	Invites to the above at this stage.
10.	AOB	<p>VD asked if any members would like to join the Extra Care resident's forum, on behalf of the disability focus group.</p> <p>Would be an opportunity to get involved and share the great work the Disability focus group are doing. This is open to any resident who lives in Extra Care.</p> <p>Please let VD know if you would like to join.</p>	<p>SL would like to join.</p> <p>VD to update John Simmonds.</p> <p>All other focus groups members who live in Extra Care are invited also.</p>
11.	Focus Group	VD advised her secondment ends in December 2024 and will hand over the work the focus group has been doing to the new Chair of the focus group.	VD provide a full handover of group work.
12.	AOB	No.	

Date of next meeting: Wednesday 8th January 2025.

Time of next meeting: 11am.