**Meeting notes for Resident Disability Network**

**Date:** Monday 17 February 2025

**Time:** 15:00 – 16:00

**Chair of meeting:** John Simmonds, Resident Engagement and Experience Manager

**Attendees:** x3 Residents

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| **Title of agenda item** | | **Summary of discussion** | **Actions agreed including assignments and deadlines** |
| **1.** | **Introductions** | Attendees introduce themselves and explain their interest in this network. |  |
| **2.** | **Accessible Communications** | Lucy Nixon, Resident Communications Manager introduced herself and her role.  TL raised that nobody had asked him if he has a disability since living with Housing 21. There was agreement that this should be the starting point but the questions aren’t being asked. There is a concern that things aren’t filtering down. JS explained that the People and Property Visits have been introduced to help rectify this and will invite a representative of that project to speak to the network. ID raised the point that people buy from people and how important it is that Housing 21 ‘knows their customer.’  Scheme reports from the recent TSM survey weren’t resident-friendly. Feedback has now been taken on board and is being actioned. TL is satisfied with the ability to provide feedback that leads to responsive activity.  SL worked on a project called ‘Right to Control’ in Surrey. This was a project in response to having to provide your details to loads of different agencies – NHS, CAB etc. SL worked at a hub to collect this information to provide to different providers. This stopped people having to repeat themselves. | **People and Property Visits representative to speak with network.**  **LN to return to network for support on website and other communications.**  **Resident engagement on draft Scheme Reports to be drawn into research specification (JS)** |
| **3.** | **Respect and Inclusion Policy Update** | Tahir Idris, Respect and Inclusion Partner, presented a new draft of the Respect and Inclusion Policy.  Tahir explained that the policy was much slimmed down in the interests of brevity. ID raised that in fact, he would actually like more content in the policy, although this wasn’t to be seen as a negative, as it is important that a policy should capture attention. Policy document should make you question where; why; how. The policy could help with this. TL supported this: a policy should be a trailer for a film.  TL finds version control of H21 documents frustrating. Page numbers would be helpful.  With an eye on accessibility, LN explained that all resident-facing policies will be font size 14. | **Tahir Idris will take on board the network’s perspective and incorporate into the policy.** |
| **4.** | **Accessibility Survey** | Mabelle House, Researcher, presents the early findings of the recently closed Accessibility Survey. Scheme managers were to complete this with input from residents. The focus was on communal spaces rather than flats, with a view to highlighting areas that would need improvement or additional attention. Lifts/stairs/eating/spaces/hearing loops/gardens outside spaces/dementia friendly design/doors etc were all features of the survey..  274 schemes took part: 191 RL / 83 EC. 2,000 residents involved in some form.  Mabelle explained that the analysis from the survey is still ongoing, due to be finished at end of February.  ID asked for some context of the numbers involved. What is the 274 schemes out of?  ID also asked about the % of dissatisfaction and how we can understand the nuance within the responses. Mabelle explained that there are open comments that are still being analysed.  TL said he had not seen the survey. Mabelle explained that it went out to managers who were asked to complete alongside residents. | **Analysis to be finished by end of February for a report.**  **Kris Peach and Pam M are involved with the work. Mabelle will provide recommendations as part of the analysis.**  **Contextual reasons for schemes not being involved in this survey should be included as part of the analysis by MH.** |

**Date of next meeting: Monday 14th April**

**Time of next meeting: 15:00**