

Meeting notes for Disability Residents Focus Group

Date: 03/09/2024

Time: Start: 13:15 Finish: 14:20

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

Attendees: Lindsey Harkness, Sarah Lynch, Gillian Wilkinson Brown, Sharon Griffin, Laura Giles (Minute taker)

Apologies: Barry Stephenson, Tom Long, Tracy Jones (Head Of Operational Development), Nicky Lobendhan (Operations Manager)

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.	New Member welcome	New 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.	Board member recruitment update	Update on the recruitment of resident board members to Housing 21	<ul style="list-style-type: none"> • 2 new resident board members have been recruited, Richard and Ann.
5.	Resident survey	Launch date 2 nd Sept, why we need residents feedback and what we do with the feedback	<ul style="list-style-type: none"> • Information will be distributed locally. • Volunteers will be available to come out to court and help vulnerable residents to fill in the survey if needed.

6.	(TOR) Terms of reference / Code of conduct	Run through of the terms of reference and code of conduct.	<ul style="list-style-type: none"> • Feedback from last meeting regarding slips trips and falls featured in newsletter. • Group to meet _ times per year via Teams but can do face to face meetings where appropriate. • VD asked if anything else needs to be added to the TOR or code of conduct. • All confirmed they are happy to have this as the TOR and code of conduct for this group.
7.	Blog Update	Update on our Disability focus group blogs	<ul style="list-style-type: none"> • SL shared her story about living with a disability and how moving to a H21 property has helped her. • Update from VD – SL's blog now finished and gone to senior management for approval. It will then be used across H21 communications. • If anyone wants to share their story, they can email VD.
8.	ASB Policy Co Production	Information on the Co Production on the new ASB policy and resident volunteer recruitment	<ul style="list-style-type: none"> • We are looking for residents to help us with co production of the policy.

			<ul style="list-style-type: none"> • VD to send the details to attendees with minutes of this meeting.
9.	New website update	Update on new Housing 21 website and its progression	<ul style="list-style-type: none"> • Currently under production and had a number of residents who have helped with it VD thanked TL for his participation. • Feedback has been actioned.
10.	Invitations to the group	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.	<ul style="list-style-type: none"> • Asset management has been invited to attend and the group feel like this department should attend the next meeting if possible. • Group would like someone from IT to attend regarding Wi-Fi issues, VD suggested Jess Ettridge (Digital Inclusion Officer). • VD to ask Tracy Jones to attend and speak about the new acquisitions. • VD asked group if they are still happy to have the group every 2 months & change the day to a

			<p>Wednesday. Everyone happy with this.</p> <ul style="list-style-type: none"> Wednesday 6th November 11am next meeting, 8th Jan 2025 at 11am then 5th March 2025 at 11am – Everyone happy with the dates. Louise Hembrow with regards to Appello.
11.	Residents' agenda items	Ask the group if there are any agenda items they would like to add for their meetings.	<ul style="list-style-type: none"> Charging scooters in scooter stores. VD confirmed this would fall under asset management.
12.	AOB		N/A
13.			
14.			

Date of next meeting: Wednesday 6th November

Time of next meeting: 11am