

Equality and Residents workshop/discussion Notes – 15 April 2019 KSS

| Group 1 | Group 2 | Group 3 |
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| <ul style="list-style-type: none"> • Residents have been asked to review a number of strategies in some organisations through a more generic "resident's panel" • E-learning for residents • Some organisations have a LGBT forum for residents but not other EDI groups • One association uses volunteering for residents to understand their communities more and therefore engage in EDI activities in the community • Social media and sending positive messages / using diverse imagery • Small HAs struggle with resident involvement as it can be difficult to get interested residents from a small pool (or transient pool) – could G320 work on this? | <p>Direct engagement – what do people want?</p> <ul style="list-style-type: none"> • Social media – digital engagement • Newsletters – inclusive communications • E-mail signatures • Resident groups: <ul style="list-style-type: none"> - general reports/ feeding in/ approving policies & strategies - specific groups e.g. LGBT - asking residents what we as organisations can do to help increase resident involvement and ED&I. Perhaps through surveys. • Resident events e.g. SWAN Housing have Swanfest <ul style="list-style-type: none"> - Adverts for involvement - Training for residents e.g. EDI, Hate crime - Zero tolerance/ help available and being able to sign post: hate crime/ domestic abuse | <ul style="list-style-type: none"> • Resident Panels/ Customer groups – geographical • Have a section on customer websites on ED&I • Need to consider regulatory standards • Engage to help deliver projects (led to a permanent job) • surveys to engage customers but need to be mindful not to over survey • E&I steering group • Working with frontline workers and Brexit • Newsletter – Thames Valley stopped producing their newsletter as it wasn't particularly meaningful. Thames Valley do have in place a steering Group comprising of their involved residents who also participate in their Black on Board programme. • Look at how we can engage with customers in a meaningful manner |