

## HYDEWIDE RESIDENTS VOICE

MINUTES OF A MEETING HELD ON TUESDAY 17 SEPTEMBER 2019

AT PARK STREET FROM 5.30PM - 7.30PM

### **1.0. Welcome, Introductions and Apologies for absence**

1. The Chair welcomed everyone to the meeting and introductions were given.

### **2. Declarations of Interest**

2.1 None declared.

### **3. Minutes of last meeting and matters arising**

3.1 The minutes of 22 May 2018 were agreed to be a true and accurate record.

### **4. Resident Engagement Strategy consultation discussion**

4.1 It had been agreed to use this meeting as a discussion about the RE Strategy development. The findings of the HRE inspection and RE impact assessment were referred to at the start of the session to put the discussion into context.

#### **4.2 Strategy theme 1: Governance and Strategic involvement**

4.2.a HRV: All agreed that HRV should continue under the new strategy

4.2.b Opportunities for improvements include:

1. More members needed; acknowledged that steps are being taken to resolve this
2. Meetings need to feel more resident-led; sometimes good topics come up but residents do not challenge enough on the night
3. Senior staff do not have a purpose for coming, don't come early enough in the process; feels more like sign off than true consultation. Should be 'we have an issue with XX let's discuss ideas for how to resolve it...'
4. Not enough plain English and transparency in discussions
5. Sometimes feels as though the formal nature of meetings takes up all the energy; need to find ways to utilise HRV's experience and resource without having this
6. Better communication of outcomes and achievements

4.2.c Discussion point: is there enough differentiation between new service design and scrutiny of performance/services? Feeling that trying to do two roles is too much pressure

4.2.d Discussion point: could think about having a structure underneath HRV whereby residents could discuss performance on a more informal basis and then feed into HRV centrally; would

widen pool of feedback. Discussed more open 'town hall' feedback opportunities, travelling events

- 4.2.e CHOP: All agreed CHOP should continue, remaining separate to HRV for the time being
- 4.2.f All acknowledged CHOP's efficacy when completing specific tasks – this approach has been very effective for achieving service improvement outcomes
- 4.2.g. Opportunities for improvements include:
  1. Closer links between CHOP and HRV
  2. Hyde need to improve the understanding that residents also pay service charges – not just a HO issue (linked to stigma)
  3. Better communication of outcomes and achievements

#### 4.3 **Strategy theme 2: Scrutiny and Service Improvement**

- 4.3.a HRE – All agreed that HRE should continue
- 4.3.b Some discussion around number of inspections a year, but HRV agreed to keep 4 where possible
- 4.3.c Opportunities for improvements include:
  1. More specific, focused inspections
  2. More flexibility over inspection topics
  3. Find better ways to record and monitor recommendations
  4. Find better ways to broadcast outcomes more immediately following inspections
  5. HRE to retain more credit for outcomes – comms should not be from 'Hyde'
- 4.3.d Also discussed residents' general ability to feedback about service delivery e.g. cleaning & grounds maintenance. Could there be more close working with the BIU team to use existing intelligence and satisfaction and support this.
- 4.3.e Residents involved in recruitment: the impact assessment exercise did not find many tangible outcomes from this activity so we need to discuss the future of this in more depth. HRV supported this opportunity as they felt it raised the profile of residents and the importance of the customer.
- 4.3.f Engaging more widely: suggestion that the RE team liaise with other providers of services to those that are non-digitally engaged to gather best practice

#### 4.4 **Strategy theme 3: Local Engagement**

- 4.4.a All agreed that the latest work with TRAs has been good – this needs to continue as TRAs had become sidelined. Need to use TRAs more and provide them with a focus Hyde to develop offer around what staff will attend and for what purpose.
- 4.4.b Discussion point: could Hyde deliver more informal local engagement e.g. town hall, drop in events, all service surgeries. Ideas on this:
  1. Use intelligence from existing satisfaction surveys or other feedback (including BIU team) to target areas of dissatisfaction
  2. Involve the local staff that deliver relevant services; got to be people there that residents want to speak to. Promote these as drop in and speak to Hyde, not just RE
  3. Keep local events informal, find ways to engage residents (food, activities etc)
  4. Could think about having some events as open to all staff or potentially even mandatory – including staff from internal / corporate services so everyone is reminded of Hyde's purpose

5. Work with Hyde Foundation on local engagement and tie in with the agencies they partner with

4.5.a **Digital**

4.5.b Acknowledged that there will be a firm reliance on digital engagement under the new strategy

4.5.c Due to business change programmes happening within the organisation, and the imminent introduction of self-serve we cannot guarantee that The OAK will remain on its current platform. But the RE team will ensure that we retain the activities and functionality

4.5b It was also acknowledged that to reach residents for the first time using social media platforms they already use might be more effective for example twitter, Instagram and facebook

**5. AOB**

5.1 There was no AOB. The meeting closed at 7.35