

Neighbourhood Focus Group – Meeting Minutes

Date: Thursday 22 January 2026

Time: 10:00am – 12:00pm

Venue: Nicholson house

Chair: Bob Ayriss

Minutes Taken By: Paris

Attendance

- **Residents:** Michael McKenzie, Caroline Campbell, Catherine Morris, Trish Sneddon, Bob Ayriss, Jon Morfitt, Terry Swinney, Bob Mcallister, Angela Burrows, Frank Jepson, Pauline Bartholomew, Lesley Patching, Terry Coker
- **Staff:** Sarah Gallagher, Charisse Chukwurah, Paris Copley,

Apologies

- Brenda Tilley
 - Rose Watters
 - Graham and Pauline Harris
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1. Welcome and Introduction

Sarah welcomed all attendees.

Key points highlighted:

- The focus of the meeting would be finalising the Terms of Reference
 - Emphasis was placed on the importance of resident voices and feedback.
 - Confidence was expressed that the focus group would function effectively.
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2. Review of Previous Minutes

The following points were discussed:

- **Repairs and Communication:**
 - All staff are undertaking training to improve understanding and service delivery.

- Clarification is needed when reporting issues relating to internal and external areas of buildings.
 - **Resident Engagement:**
 - Encouragement of younger residents attending meetings to ensure a mixed and inclusive group.
 - Consideration of hybrid meetings to reduce travel barriers.
 - Agreement that meetings will take place **monthly**, lasting **two hours**.
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3. Meeting Ground Rules

The following rules were agreed:

- Allow residents to voice their views uninterrupted
 - All views are valid and respected
 - Discussions remain confidential
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4. Matters Arising

- **Caretaking Service:**
 - The service currently operates on a request-only basis, not weekly. Residents suggested a regular service may be beneficial.
- **Estate Issues:**
 - General estate concerns at Nicholson, including notices, pallets, and garden areas blocking bins and affecting caretaking services.
- **Anti-Social Behaviour:**
 - Clarification requested regarding CCTV coverage and usage.
 - CCTV installation is underway in high-risk blocks, with tower blocks to follow.
 - It was noted that CCTV installation requires permission due to privacy considerations.
- **Car Park Access:**
 - Issues raised regarding car park fobs.
 - Residents at Nicholson reported difficulty accessing Barrington's car park

5. Tenant Focus Group – Terms of Reference

Tenants explained the proposed terms of reference:

- It aims to bring together residents, management, and teams to improve neighbourhoods.
- Trust between residents and staff is essential.
- Objectives and terms of reference to be formally agreed.
- A review of the group's effectiveness to take place after six months.
- The group is open to all residents.

Concerns were raised about whether feedback and requested actions are consistently followed through, particularly around communication.

At this point Bob Ayriss advised the group that Rose Watters who originally was going to be the Chair has other commitments at this time. As this focus group concentrates on three service areas, Bob has volunteered to chair the meeting going forward. A vote was held and all agreed.

6. Ideas for Future Engagement

- Development of professional posters to encourage resident engagement within blocks.
- Management attendance at meetings when possible.

7. Any Other Business

- Some residents raised concerns about issues being reported without receiving responses.
 - Agreement that a Team Leader and Manager will attend the next meeting.
 - Maximum attendance agreed:
 - No more than **20 residents and leaseholders**
 - No more than **2 leaseholders**
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8. Next Meeting

- **Date:** Thursday 19 February 2026
- **Time:** 10:30am
- **Venue:** Committee Room 3, Civic Centre

Additional actions:

- Paris to circulate the meeting minutes.
 - ASB Policy to be emailed to all residents.
 - Anita to meet residents to discuss ASB policy on **Tuesday at 11:00am**, venue Nicholson House.
 - Residents to email any questions for Anita in advance.
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As part of the work we're doing at SEH to be more environmentally friendly, we won't be printing copies of the minutes at the meeting and will instead share them digitally.

This helps us cut down on paper use, and we really appreciate your support with this small but positive change. If anyone finds it easier to have a printed copy, please let us know and we'll be more than happy to help.