

# The Terms of Reference of the Neighbourhood Focus Group

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## Name

The name of the group will be Neighbourhood Focus Group

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## Objectives

- Identify service issues affecting the neighbourhood, including estates, anti-social behaviour (ASB) and tenancy services.
  - Provide a safe and open space for residents to raise concerns and share their experiences.
  - Bring residents and managers together to review services and discuss performance.
  - Agree practical and realistic improvements to neighbourhood services.
  - Continue to strengthen how anti-social behaviour (ASB) is managed and communicated with residents.
  - Strengthen communication and trust between residents and staff.
  - Support joint problem-solving to improve the overall quality of life in the neighbourhood.
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## Membership

- Shall be open to all residents, including a maximum of two leaseholders with an interest in the group.
  - Resident/Leaseholder members of the existing group shall invite further members to join if there becomes a vacancy. Any resident wishing to join a focus group should be invited to attend a meeting as a guest so they can see if it is right for them and the existing members can see if they will fit the group's Terms of Reference.
  - It was decided by residents at the initial meeting that the group would be chaired by a resident. An experienced resident was elected at the Terms of Reference meeting to launch the group. From 2027, the chair will be elected annually at the AGM for a one-year term, ensuring residents lead discussions and shape the group's focus.
  - The minimum number of residents attending this group to enable decisions to be made will be no less than 4.
  - For reasons of practicality, the maximum number of combined resident and leaseholder members will be 20.
  - If a member misses 3 consecutive meetings, they will be removed from the membership register unless there are extenuating circumstances agreed by the remaining resident members.
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## Meetings

- Meetings will be held every 4 weeks.
- Agendas will be agreed at each meeting, but additional items can also be submitted to the Chair between meetings.
- A staff member from SEH will prepare, collate, and issue meeting information on behalf of the group, as well as take minutes.
- As the focus group covers three service areas—estates, anti-social behaviour (ASB), and tenancy—the chair will invite relevant service managers to attend meetings when their input is needed, ensuring residents have access to the right information while recognising this may not be required at every meeting.
- Review of Document: January 2027