

Income Focus Group

3rd February 2026

Minutes of Meeting

Attendance: Carol Campbell, Keith Ducker, Mike McKenzie, Angie Burrows, Sarah Gallagher & Lauren Anderson

		Action
1	Welcome	
	LA opened the meeting, welcomed attendees and reviewed the agenda.	
2	Apologies	
	Chris McPhillips, Jane Stokes, Terry Swinney & Brenda Tilley	
3	Minutes of last Meeting	
	<p>The previous minutes were reviewed and agreed as an accurate record.</p> <p>Completed actions from last meeting:</p> <p>Resident Portal & Repairs Information</p> <ul style="list-style-type: none">• SG confirmed the Insight article on updating residents' details via the portal has been completed and will appear in the February edition.• KD highlighted that repairs information on the portal does not always align with the repairs system. This has been escalated to Julia Pack for review. <p>Promoting SEPS</p> <ul style="list-style-type: none">• The role and impact of SEPS was discussed at the Big Conversation event.• Additional information will be added to the website and included in the Spring Insight magazine. <p>Voicescape Script Review</p> <ul style="list-style-type: none">• The January 2026 review meeting took place with IFG members in attendance. Scripts were reviewed and agreed to be implemented. <p>Resident Support & Communication Improvements</p> <ul style="list-style-type: none">• Plans to promote "how to access support" using QR codes and highlighting officer patches will be included in Insight.	

	<ul style="list-style-type: none"> • Updates were provided regarding new electronic door-entry systems being piloted across tower blocks. Barringtons has already had the system installed, and SG has issued a resident survey to gather feedback. • SG confirmed the editorial panel has reviewed related content for publication. • MM enquired about digital notice boards used by Southend-on-Sea City Council; SG confirmed these will be explored as part of future comms planning. • AB asked whether door entry systems will be rolled out citywide; SG advised this depends on evaluation of effectiveness, resident feedback, and budget. Yantlet was the designated pilot site. <p>Feedback from Big Conversation</p> <ul style="list-style-type: none"> • CC reported a positive experience presenting at the event, highlighting personal achievement and increased confidence addressing a large audience. CC has encouraged other residents to get involved through neighbourhood discussions. CC confirmed Terry and her worked brilliantly together to deliver the presentation. • SG reported strong feedback from attendees, noting that IFG involvement resonated well with residents and led to expressions of interest from potential new members. • KD advised that a board member, had expressed interest in attending the next IFG meeting. • Group discussion noted that some residents are reluctant to participate in focus groups; SG confirmed that increasing resident voice and involvement remains a priority. <p>Pop-Ups Changing to Roadshows</p> <ul style="list-style-type: none"> • SG confirmed that following feedback from the last pop-up, residents are seeking greater staff visibility. • A survey has been issued to identify what residents want from these interactions. • The term “roadshow” will replace “pop-up session” as members felt it better described the engagement style and allows for broader staff participation such as TSOs, HSOs, and Complaints colleagues. • CC suggested a meeting at Sandpiper Community Hall with police and external partners to address community concerns. SG confirmed this will be considered but clarified roadshows will focus on service improvements within the Income team and related teams. <p>Leadership Visibility</p> <ul style="list-style-type: none"> • CC reported positive feedback from residents following a recent estate visit from Daniel Lyons, confirming he followed up on actions as promised. 	
4	<p><u>Performance Update</u></p>	
	<p>Performance handout distributed; LA invited feedback.</p> <ul style="list-style-type: none"> • Rent Performance: AA asked about current rent target achievement; LA confirmed performance remains good. We are continuously working to improve arrears recovery utilising tools such as voicescape and proactive engagement to support residents effectively. • Support Tools: MM suggested creating a training pack for residents struggling with budgeting or other issues. The group agreed a budget planner and quick reference guide would be valuable. 	

	<ul style="list-style-type: none"> • Arrears Levels: CC queried arrears levels. LA provided an overview regarding benchmarking and confirmed SEH continues to perform well compared to similar organisations. • Further discussion covered resident support needs, including language barriers and access to guidance. 	
5	<p><u>Feedback from the Big Conversation</u></p> <ul style="list-style-type: none"> • CC reflected positively on the presentation, feeling proud, confident and pleased with the feedback. • SG confirmed the presentation went extremely well and highlighted how valuable resident involvement is. • Increased interest from residents wishing to join focus groups was noted. • Members emphasised the need to broaden representation across buildings and communities. • AA enjoyed the event but noted limited representation from certain buildings. SG confirmed that engagement approaches for the next event are being reviewed, including making the session more appealing to families. • MM referenced a well-attended community BBQ at the Balmoral estate; SG confirmed weekend events may be considered to improve accessibility. 	
6	<p><u>Feedback from Voicescape script review meeting</u></p> <p>LA provided a summary of the January script review session. All automated scripts were reviewed and agreed as appropriate.</p> <p>The group raised concerns about residents mistaking automated calls or voicemails for scams. LA confirmed a comms plan is in progress, including messaging via notice boards, to build resident reassurance.</p> <p>Members who attended confirmed the session was informative and helpful.</p>	
7	<p><u>Key outcomes</u></p> <ul style="list-style-type: none"> • Voicescape scripts reviewed and validated. • IFG members' insights at the Big Conversation were recognised as impactful, with several residents expressing interest in joining the group in future. 	
8	<p><u>Any other Business</u></p> <ul style="list-style-type: none"> • Renters' Rights Act: LA confirmed this will apply to the private sector from 1 May 2026 and will not directly impact income recovery processes within social housing at this stage. • MM shared positive feedback about recent interactions with Contact Centre staff. • KD raised concerns about inconsistent attendance from some IFG members; LA and SG will review future attendance. • AA confirmed that sufficient notice is always provided to members ahead of meetings. • CAS referrals were queried; LA confirmed the referral process is still active, but CAS no longer provides statistical reporting. • Members were invited to contact LA with any suggestions for future agenda items. 	
9	<p><u>Date of next meeting</u></p>	

	21 st April 2026 10.30am committee room 7	

Actions from Meeting (to be completed in meeting)

Budget planner & quick user guide for service areas 'what to do if in arrears or asb'	SG/LA
Roadshow development linked to income management	SG/LA
Arrange meeting at Sandpiper hall – regarding ASB	SG
Invite board member to next IFG	LA/SG
Promoting the IFG on the new electronic notice boards	LA/SG
Voicescape comms – include on the new notice boards	LA
Positive feedback to be shared with the contact centre from members of the IFG	SG
Feedback from IFG members highlighted the need for more families and residents from different communities to be encouraged to join in the next Big Conversation and Focus Groups	SG

For Resident Engagement – You Said, We Did uploaded