

Editorial Board Minutes 31.03.26

BA, SG, TC

Looking through previous insight

SG Kids included on front cover, entices people to open

The group liked the community news section – pics of real residents

BA – It's been asked that Crimestoppers is really pushed when reporting ASB, for the confidentiality of it

SG said the 'what is ASB' info didn't stand out, it could be made clearer and more simple. A little reminder could be useful, short and sharp to get attention, perhaps with brighter colours.

BA said it would have been nice to have images on the Community Fund, to encourage more people to get involved.

SG asked if people are invited to add community news stories, JP to mention this in her intro wording.

SG liked the bright colours used in this issue, with not too much text being used.

BA asked if it would be worth mentioning in each issue which focus groups are open to attend and how to get involved. SG added that where there is vacancies. It was noted that it's important to get a diverse selection of residents involved.

SG mentioned how much she enjoyed an evening with the Multicultural Women's Group which she was invited along to by Shelley. JP suggested SG could write an article about this experience, approximately 300 words. SG suggested a photo of henna could be used as that was featured at the event.

SG asked if her article can be kept a surprise from Shelley.

Latest for new articles will be Friday 3rd.

Next edition

BA mentioned that Easter being included could be a bit outdated by the time it comes out. JP explained that the schedule of issues cannot be changed due to year end.

BA asked if extra pages could be added if needed as it sounds like there's a lot of articles. JP said we don't restrict this on purpose, we can change how many pages are needed, however the paper quality would need to change if we went up to 32 pages.

SG asked if the Community Fund projects could be followed from start to finish. SG mentioned an idea about a resident lead recycling project where white goods and

furniture could be recycled between residents. AR mentioned that the Environmental and Sustainability group is already looking into it.

JP mentioned that she has asked for Suez to write about how every resident can now get two bulky items removed for free. Both of these options hope to make less bulky waste. TC mentioned that some items like mattresses can't be reused anyways.

SG asked if Axis repairs will be mentioned. This will be in the Repairs Focus. SG mentioned that Axis have been getting more involved with apprenticeships, since speaking with them about how to contact the schools.

Website

JP updated the group on the development of the website. The revamp of the website and portal has been approved. The Portal will now be an app, and the staff intranet will also be an app.

The new app will allow residents to raise a repair directly and get reminders. This will change the way staff work and the way residents can contact SEH.

JP explained that MySEH users were asked if they would like to be involved in the development of the new website/app. 23 residents said they would like to get involved but need to do so in the evenings or weekends. Hopefully they will be able to join the group to get started on this.

JP raised that as the group is so experienced in resident engagement, it would be good if they can support the new residents to get involved. SG named this as a buddy system.

JP added that after an appointment there will be a satisfaction survey. More ideas like this can be discussed when workshopping. SG noted that smiley faces or stars for satisfaction measuring would be good as it transcends language barriers.

JP explained that the new apps will work hand in hand with the upcoming data project, so will also help to make sure residents data is as up to date as possible.

AOB

SG raised that the Focus Group page doesn't have much information about what the groups are or how to get involved. Perhaps an intro could be added, with information about outcomes.

AR confirmed that she is working with the Resident Engagement team to overhaul this page.

The Comms team could speak to the minute taker of each meeting for the outcomes to be added.