

# Neighbourhood Focus Group Meeting

Thursday 23<sup>rd</sup> April 2026

## Minutes of Meeting

Attendance:

**Residents:** Bob Ayriss (BA) - Chair, Ian Ward (IW), Trish Sneddon (TS), Graham Harris (GH), Pauline Harris (PH), Mike McKenzie (MM), Angela Burrows (AB), Jackie Fernie (JF), Lynne Thorpe (LT), Bob McAllister (BM)

**Staff:** Nina Reardon – Housing Services (NR), Paris Copley – Estates (PR), Jamie Durban – Estates, Anita McGinley – Community Safety (AG)

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Action |
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| 1 | <b><u>Welcome</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |        |
|   | BA welcomed everyone to the meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |        |
| 2 | <b><u>Apologies</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |
|   | Apologies were received from: <ul style="list-style-type: none"><li>• Caroline Campbell</li><li>• Lesley Patching – has left the group</li><li>• Wayne Medforth – Estates</li><li>• Nadine Gould – Community Safety</li><li>• Jon Morfitt</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                           |        |
| 4 | <b><u>Minutes of last Meeting</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |        |
|   | The minutes from the previous meeting were agreed as a true record.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |
| 5 | <b><u>Matters arising from previous meeting</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |
|   | <b>Christchurch Court food waste bins.</b><br><br><b>Action: SEH need to agreed expenditure of the extra bins. Please provide Paris Copley, Estates Administrator with list of what type of bins and location.</b><br><br>Complete: Paris confirmed that the Estates team have requested an additional food waste bin with Suez.<br><br><b>Rubbish at Bishop House</b><br><br><b>Action: Bins have been cleaned but there is a pest issue. Paris Copley will contact Instakill.</b><br><br>Complete: Paris confirmed that Instakill have been made aware of the issue and they were scheduled to attend on Monday 27th April.<br><br><b>Bishop House wall</b> |        |

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|   | <p><b>Action: removal of ivy has caused loose pointing on the brick work. Estates to check repair has been raised.</b><br/>Completed: Paris confirmed that the damaged wall has been raised with repairs.</p> <p><b>Communal Lounge and Chairs – Bishop House</b></p> <p>Action: SG/Estates to look at the Bishop House programme and let residents know when the communal lounge and chairs will be refurbished.</p> <p><b>Action: Wayne and Jamie confirmed that a schedule of works has been organised. Update to be given at the next meeting.</b></p> <p><b>Mendip waste bin and capacity</b></p> <p><b>There is a missing food waste bin, and this is causing a build-up of waste that is attracting rats and foxes.</b></p> <p><b>Action: NR confirmed the location of the food waste in Mendip is not on an SEH property. AG confirmed this issue has been passed to the Tenancy team to find a resolution.</b></p> <p><b>DN the bin storage areas do not have sufficient space for the number of bins. The residents would like to know about bag supply and bulk collection for furniture items.</b></p> <p>Complete: NR received a reply from Suez - South Essex Homes can add extra bins or extra collections, but they come at an additional charge, so it is down to SEH to request and arrange with Suez.</p> <p>The contract with Suez is to supply and empty the bins. We can provide bin labelling if required. You are welcome to improve the bin storage areas. If you decide to move the location of the bins, then you will need a site visit from a Suez supervisor to check access and update our system.</p> <p><b>Chiltern bins and recycling</b></p> <p><b>Action: there is a missing food waste bin. IW asked a question about whose responsibility to clean the bins the caretaker or Suez. There was confusion about contents of recycling bins and bags.</b></p> <p>Complete: BA encouraged residents to report missing bins via Customer Services number of <b>0800 833 160</b> or use your MySouthend account.</p> <p>Paris confirmed that bin cleaning is the responsibility of the caretakers. Due to the caretakes capacity and equipment available, it's been less frequent.</p> <p>Pink sacks – Suez are dropping them off at the sites you can pick up from civic centre or the library or speak to Suez about asking them to drop to the door. There will be an article from Suez in the next Insight Magazine about the waste services.</p> <p><b>Bishop House Lift</b></p> <p><b>Action: Residents from Bishop House queried the lift was repaired earlier this year but it has now caused the doors to catch on the carpet, resulting in a tear and trip hazard.</b></p> <p>Complete: Paulina confirmed that the trip hazard has been resolved.</p> | <p>Repairs</p> <p>WM/JD</p> <p>AG/Tenancy</p> |
| 6 | <b><u>Estates Services Presentation</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                               |

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|          | <p>Paris and Jamie attended the meeting to give a presentation about the caretaking role. The matters outstanding discussion was lengthy. This did not leave enough time for Paris to present due to a schedule clash. The Estates team agreed to present at the next Neighbourhood Focus Group meeting.</p> <p>A copy of the “Introduction to Caretaker and Cleaning Duties” handout will be distributed with the minutes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |                                                                      |        |                                |          |                                 |  |
| 7        | <b><u>Noise app and ASB update</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |      |                                                                      |        |                                |          |                                 |  |
|          | <p><b>Noise app feedback</b></p> <p>NG sent her apologies for the meeting. AG attended the meeting for the HCST team and thanked the Neighbourhood Focus Group for their noise app feedback. Their comments have been taken on board. SEH will be investing in an improved noise app that will have improved recording functions. Contract will be signed in May 2026.</p> <p><b>ASB update</b></p> <p>AG explained the ASB reporting process.</p> <p>There are three levels of ASB: high; medium and standard.</p> <p>Your call will be triaged by the officer. They will ask twenty-four nationally agreed standard questions to identify the level of risk.</p> <p><u>Speed of response</u></p> <table><tr><td>High</td><td>response by 24 hours or in 1 working day if report made on a weekend</td></tr><tr><td>Medium</td><td>response within 5 working days</td></tr><tr><td>Standard</td><td>response within 10 working days</td></tr></table> <p>Notes are taken and kept in a secure place on our Housing system. This means that follow-ups do not require the ASB reporter to repeat their report to an officer and will avoid causing trauma.</p> <p>ASB has many factors involved and each case will follow an individual pathway. It will be a combination of</p> <ul style="list-style-type: none"><li>• Visits</li><li>• Letters</li><li>• Formal letters</li><li>• Enforcement</li><li>• Evidence gathering</li><li>• Proportionality assessments for both parties. SEH has a duty of care and acts on behalf of Southend Council.</li></ul> <p>The action process is:</p> <ul style="list-style-type: none"><li>• Serve notice</li><li>• Gather evidence bundle for Court</li><li>• Prepare a proportionality statement</li><li>• Attend Court</li><li>• For the victims we prepare a Community Harm Statement, we have no legal obligation to do this. However, as an organisation we feel it is important to communicate the level of impact to the victim when presenting our case.</li></ul> | High | response by 24 hours or in 1 working day if report made on a weekend | Medium | response within 5 working days | Standard | response within 10 working days |  |
| High     | response by 24 hours or in 1 working day if report made on a weekend                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                                                                      |        |                                |          |                                 |  |
| Medium   | response within 5 working days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |      |                                                                      |        |                                |          |                                 |  |
| Standard | response within 10 working days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |                                                                      |        |                                |          |                                 |  |

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|    | <p>There was a discussion about the correlation between mental health, adult social care and local health services.</p> <p>Our officers will also be involved in ward rounds and discharge planning, discussions about capacity and alternative housing pathways.</p> <p>If any resident feels they are immediate threat they were reminded to dial 999.</p> <p>If residents had suspicion of drug dealing, please report these to Crimestoppers on <b>0800 555 111</b>, which is an anonymous service.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       |         |
| 8  | <p><b><u>Matters arising from items 6 &amp; 7</u></b></p> <p><u>Waste management</u></p> <p>Suez will be presenting at the next meeting about waste management services.</p> <p>SR has booked a screen for the presentation.</p> <p><u>General Bin surveys</u></p> <p>The Chair asked the Estates team if they can review the availability of waste food bins on estates before Suez present to the residents.</p> <p><b>Action: Estates team to conduct a survey</b></p> <p><u>Bishop House and Riverstone - Tree surveys</u></p> <p>Discussion about dead trees at Bishop House and Riverstone.</p> <p><b>Action: JD to contact Estates about whether tree surveys are scheduled to be conducted in near future.</b></p> <p><u>Riverstone - Potting shed</u></p> <p>Discussion about clearing of rubbish by removing lock on garden gate and removing the potting shed.</p> <p><b>Action: JD to investigate removal of lock and survey.</b></p> | Estates |
| 9  | <b><u>Any other Business</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |
|    | <p>TS asked whether the meeting guidelines for the meetings could be shared with new members. BA spoke to the new members before the meeting to explain the terms of meeting.</p> <p>GH had a question about Western Approaches caretaking services. As bin has not been cleaned regularly. JD confirmed that member of staff will be returning from ill health shortly and the service quality will improve.</p> <p>AS raised a query about Instakill visit. Paris booked an appointment for Instakill to attend during the meeting.</p>                                                                                                                                                                                                                                                                                                                                                                                                         |         |
| 10 | <b><u>Date of next meeting</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |
|    | Thursday 4 <sup>th</sup> June – 10:30am – Committee Room 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |         |

### Key Outcomes from Meeting (to be completed in meeting)

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| Residents told us they were unclear about the ASB levels of high/medium/standard and noise app progress. | In response to this feedback, we have asked NG to give an update at the April's meeting.      |
| Residents told us that they were unclear on the full role of caretaker.                                  | In response to this feedback, we have asked Estates to give an update at the April's meeting. |
| Residents told us that they were unclear on the role of Suez in relation to recycling and waste bins.    | In response to this feedback, we will be inviting Suez to talk at May's meeting.              |

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