

Resident Panel for Improvements

Wednesday 22nd July 2026

Minutes of Meeting

Attendance:

Diane Nicholls	(DN)	Resident Member
Sam Goodbourne	(SG)	Resident Member
Angie Burrows	(AB)	Resident Member
Mike McKenzie	(MM)	Resident Member
Sam Elliott	(SE)	Inspection and Continuous Improvement Manager
Daniel Lyons	(DL)	Director – Finance and Corporate Services
Nina Reardon	(NR)	Continuous Improvement Assistant

Guests Carol Smith (CS), Adaptations and Equipment Services Manager and Danielle Macklin (DM), Senior Adaptations Officer (Southend-On-Sea Council)

Sir James Duddridge (JD) Vice Chair, South Essex Homes Board

		Action
1	<u>Welcome and introductions</u>	
	Sam Elliott opened the meeting and welcomed all attendees.	
2	<u>Apologies for absence</u>	
	Bob Aryiss, Caroline Campbell and Jon Morfitt sent apologies.	
3	<u>Data systems update</u>	
	Daniel gave a presentation to the group about the data systems update. At our last data maturity review we were scored a 1.5 out of 5. Progress has been rapid and our objective is for a data maturity score of 3 or 4 at the next review. Data Logic have been commissioned to create a data lake. The consultants create a data lake by bringing together information spread across our network systems, they look for the latest most accurate data and flags any errors to colleagues that need to be corrected. Discrepancies will be identified and fix. Subject Matter Experts (SME's) will be created, and they will run training sessions to ensure that SEH has a consistent approach to it's data recording and use of technologies. Training will be based on the RACI method, is the data: - Responsible - Accountable - Consultative - Informed We will then create a quality assurance process to ensure that this training is embedded across the whole of SEH. We will be recruiting for data roles to help with the quality of data recording and compliance with data governance.	

	We recently completed a Paragraph 49 investigation for the Housing Ombudsmen in June 2026. This investigation consisted of a 30 page letter with 180 points of information that need to be investigated and responded to. We were asked to clarify only 9 points. The Regulator of Social Housing carried out an inspection of the housing service in April 2026. We have used the recommendations to implement an action plan which is being regularly monitored. Southend City Council have monthly meetings with the Regulator who have provided positive feedback on the work undertaken so far and discussions continue as to a further reinspection. Residents discussed the MySEH portal's ease of finding information suggesting information tiles instead of links at the bottom of pages for ease of use. The importance of accuracy in relation to rent, finance and legal if using a combination of manual and auto generated systems. There was a query whether repair information is updated same day on the portal. The objective of increasing the MySEH usage was to help the flow at the customer service centre. The next stage of the review aims for a seamless repair request on the app. This raises a link to the repair visit on the portal so the SEH and the repair contractors information is aligned. ACTION: DL to confirm how quickly repair information is updated on the resident portal. Update: Repair information is updated on the portal in real time. Where a resident is already logged into the portal, any updates will only become visible once they log out and log back in. Residents suggested that it would be beneficial to be able to view the status and progress of adaptations through the resident portal. ACTION: DL to explore options for incorporating adaptations tracking within NEC and making this information available to residents through the portal. Update: Options are currently being investigated to determine how adaptations information can be integrated into NEC and displayed within the resident portal. This work is ongoing.	DL
4	<u>Minutes of last meeting</u>	
	The minutes from the previous meeting were agreed as a true and accurate record.	
5	<u>Matters arising</u>	
	Action: Health and Safety Service Standards are ongoing and will be shared. Action completed: SE confirmed that the finalised Health and Safety Standards are on the website and have been shared via email. Action: Residents concerned that Domestic Abuse policy does not include men. We are in the process of obtaining a DAHA (Domestic Abuse Health Alliance) accreditation which focuses on violence against women and girls. ACTION ONGOING: SE offered to talk to the group about this the next meeting.	SE

6	<u>Aids and Adaptations Service Standard</u> CS has worked with the Adaptations team for 12 years and DM has been with the team for 7 years. Discussed with residents the escalation process for adaptations, if condition of service user has deteriorated since last assessed by Occupation Therapist. CS advised that the advocate, or the service user, can contact the adaptations team to escalate it. ACTION: CS to add residents can appoint an advocate to discuss adaptations on their behalf to the service standard. Adult social care portal: Southend Adult Social Care Portal Contact number: 01702 215008 For urgent support outside of business hours Email address: eds@essex.gov.uk or telephone: 0345 606 1212 The link to the Frequently Asked Questions page: Frequently asked questions (FAQs) Independent living and occupational therapy (OT) Livewell Southend All major adaptations are classed as being over £1,000. All minor adaptations such as grab rails, bath lifts, couch raisers are under £1,000. The process and timescales of adaptations were discussed. 1. Recommendation to Occupational Therapist team using the Livewell portal or online to Children Occupational Therapist services. All occupational therapy requests are reviewed within 10 days of arriving with the team. 2. Once referral on the system it is 16 weeks lead time to arrange Occupational Therapy visit. 3. The adaptation team also gave some timescales for social housing and privately-owned properties. • Stairlift – 3 months from date of Occupational Therapist recommendation • Kitchen – 9 months from date of Occupational Therapist recommendation • Electric doors – 12-16 weeks for doors to arrive from manufacturer and 6 months to arrange fitting. • Wet rooms – up to 18 months. Three contractors are approached and a schedule of work agreed with the winning contractor. Work will take place on site for 10 working days. • Extensions up to 3 years budget dependent decision. ACTION: DM asked AB and MM to email details of adaptations cases they would like to escalate to the adaptations team. Void adapted social housing stock will be offered to residents who have the Occupational Therapists recommendation for that adaptation. Property transfers are considered, if adaptations are not possible at that property. ACTION: SE to provide breakdown of how many of SEH properties are adapted. Update: Records from the property compliance system shows 28 adapted kitchens, 1661 adapted bathrooms, 347 adapted wet rooms.	CS AB/MM SE
7	<u>Any Other Business</u>	
	There was a discussion about Awaab's Law Phase 2 which sets strict legal time limits for	

	social housing landlords to investigate and fix dangerous property hazards. Residents asked for access to training on the upcoming changes. DL advised all SEH staff are being trained and that this forms part of the organisation wide competency framework. ACTION: SE to investigate whether MeLearning access can be provided to residents for hazard identification. Update: Following enquiries, residents will not be able to access the MeLearning platform. The system is primarily licensed for staff use, and there are concerns around system capacity and data protection requirements. It was also noted that the HHSRS training available on the platform may not be the most suitable option for residents, as the courses are detailed and intensive. Alternative training opportunities will be explored to identify more accessible and engaging options for residents. ACTION: DN asked for an update on notice board for Mendip. SE to look into. ACTION: AB raised concerns about residents having keys to boiler cupboards. SE to raise with Sheltered/Careline.	SE SE SE
7	<u>Focus for Next Meeting</u>	
	Hazards Awaab's law Phase 2 Domestic Abuse – Housing Community Safety Team to present	
9	<u>Date of next meeting</u>	
	Wednesday 14 th October 2026, 10:00-12:00, Committee Room 5, Civic Centre	

Key Outcomes from Meeting

- Members reviewed the Adaptations Service Standard and agreed amendments to include information on advocacy support.
- It was also agreed that a telephone contact number should be included for residents who are unable to complete the referral process online or require additional assistance.