Editorial Board

10th September 2026 at the Civic Centre, Committee Room 7

Minutes of Meeting

Attendance

Residents: MC, SG, MS

South Essex Homes staff: Julia Pack (JP), Amber Rodgers (AR), and Sam Elliott (SE)

		Action
1	**Welcome**	
	JP welcomed everyone to the meeting.	
2	**Apologies**	
	Apologies were received from BA.	
3	**Minutes of last Meeting**	
	The minutes were previously shared and agreed.	
4	**Reviewing Insight Summer 2026**	

	• SG said she liked the front cover, describing it as bright, diverse, and featuring happy faces.
	• SG noted that the publication had slipped back into using more complex vocabulary, with the three resident comments on page 6 clearly demonstrating how residents use different language patterns.
	  o The word ensure is overused.
	  o Replace complex words with simpler alternatives where possible.
	  o The NFA has been using AI to assess the reading level of their articles and have found it useful for simplifying wording.
	• SG highlighted that the Building Safety Competition aimed at children included words such as emotive, which may be too complex for the audience.
	• SG suggested that some text could be bolded to help break up larger paragraphs.
	• SG provided her annotated copy of Insight with feedback notes.
	• Using two smaller images instead of one large image may sometimes be more effective.
	• Phone numbers would stand out more if shown in bold.
	• The large smiles on residents' faces in the photography were seen as appealing.
	• Add a story about community fund success – interview a resident. It was noted that MC is organising a Halloween event with money from the community fund. **Action: AR to attend if available, photos will be featured in the Winter issue of Insight.**
	• A query was raised about the TSMs, as not all measures are shown as percentages and some are presented as "per 1,000 homes", which was unclear.
	  o JP explained that this format enables direct comparison with other housing providers and that the wording is intentionally high level.
		AR

	○ **Action: JP will speak to DL about how much the wording of the TSM information can be changed before it is included in future issues of Insight.** <u>Our Performance Pages</u> • Concerns were raised that the performance information contains a lot of complex language, including repeated use of words such as ensure. • SG felt that the bright pink text was overwhelming and that too much information was presented at once. ○ MC and MS did not have any concerns about the pink colour, but noted that this is a matter of personal preference. • MS suggested using tables and charts to present information in the performance section where appropriate. ○ **Action: JP and AR will consider where this could be implemented.** • It was suggested that using more bold text would help break up long paragraphs and improve readability. • Making the first letter of each word in an acronym bold could also improve readability. • Page 25: Faster complaint responses are referenced as being answered within target timescales, but the actual timescales are not stated. <u>Estate Inspections</u> • It can be difficult to find individual streets in the schedule. It was suggested that future versions could include bold dividing lines between key dates or be presented in landscape format. • JP noted that the inspection dates will also be available on MySEH and reminders will be sent before the meetings. • MS and MC were also happy with the issue, MS said it was an improvement on the Spring issue.	JP JP/AR
5	**<u>Looking ahead to Insight Autumn 2026</u>**	
	AR read out the current article list of the Autumn issue of Insight, which will be edited by AR in JPs absence. • SG asked if any groups would benefit from new members if this could be advertised in the next issue, such as scrutiny forum. **Action: SE will also include a call out for focus group membership in the annual report** • It was suggested to feature another story about looking out for your neighbours in the winter months, and a story about wildlife and what to do or what not to do – this could go with the Mendip Wildlife Garden story – maybe some DIYs, how to make a fat ball for birds, wildlife themed activities for kids etc. • SG also suggested a story about protecting your home for winter – foil you can put behind your radiator, cover outside taps etc. ○ Tie in with the DMC story about not putting clothes on radiators etc.	SE
6	**<u>Resident Handbook</u>**	
	• It was previously agreed that all service standards would be brought together into a single document. • SE listed the topics currently covered and asked residents if they think anything is missing. **Action: SE will send the content list to the group for review.** • SG raised the inclusion of information about contents insurance. ○ SG noted that if a resident falls into arrears while using the SEH contents	SE

	insurance scheme, their cover becomes invalid. To be covered again, residents must be clear of arrears for a specified period. o SG suggested an article explaining the insurance scheme, including the rules and regulations, potentially written in partnership with the insurance provider. • SG asked whether the handbook would clearly explain the access policy. o SE confirmed that this information is included. • MC suggested that information relating to pets should be included in the handbook. • SG suggested including a section on becoming a leaseholder. • MS raised issues relating to leaks from properties above. o SE confirmed that, under the Access Policy, SEH can force entry in emergency situations where necessary. • SG suggested including information on the importance of keeping personal details up to date and promoting use of the MySEH Portal. • SG also suggested including information about water rates and Insight. • SE confirmed that the handbook will only be provided in paper format to residents who do not have access to view it online. o The online version offers additional accessibility benefits, including translation options and other accessibility features available through the website.	
7	**SEH Ethical Framework**	
	• SE shared the easy read document with the group in advance, it is based on a larger document that is very corporate, and has been condensed into a more accessible and shareable four-page format. • The framework sets out the values and behaviours residents should expect from South Essex Homes, including following up on commitments and doing what we say we will do. • SE asked whether the framework made sense and was easy to read. MS confirmed that it did and was clear to understand. • SG had previously given some feedback about making the document more personal and caring, making things more bold and using a bit more colour. • SE advised that a formal annual review would not be practical; however, the framework will be reviewed regularly, typically every three years. In the meantime, complaints and Tenant Satisfaction Measure (TSM) feedback will be monitored against the framework to assess its effectiveness. • MC highlighted that residents most commonly raise concerns about operational issues such as lift reliability. SE agreed that residents are generally less concerned with staff conduct and more focused on services being delivered effectively and commitments being followed through. o As a result, the framework has been updated to reflect not only how residents are treated but also the importance of getting operational matters right and improving service delivery. • SE commented that making consistent small improvements would be a more effective starting point for service enhancement than attempting to resolve larger issues all at once. • Subject to a few minor language amendments, the group was happy to approve the Ethical Framework. • MS welcomed the clear bullet-point format and felt the document was simple and accessible for most readers.	
8	**SCC Ethical Framework**	
	• **Action: SG asked if documents can be sent as PDFs for viewing as it will be easier to open on the phone than a word document.**	SE

	• SE will book in a separate meeting with the group to discuss the SCC Ethical Framework, on MS Teams for 30-45 mins, on the 22nd September 4pm. o Questions being asked relate to what does competence mean to residents, and what do they think the council should be challenging SEH on.	
9	**Resident Engagement Annual Report**	
	• **Action: SE will send the draft annual report wording over to the designers and the members of this group, so that any comments can be passed on to the designer after the first draft.**	SE
10	**Date of next meeting**	
	TBD	

Key Outcomes from Meeting (to be completed in meeting)

A query was raised about the TSMs, as not all measures are shown as percentages and some are presented as "per 1,000 homes", which was unclear.	JP will speak to DL about how much the wording of the TSM information can be changed before it is included in future issues of Insight.
A member asked if any groups would benefit from new members if this could be advertised in the next issue, such as scrutiny forum.	A call out will be added to the next issue of Insight and the resident engagement annual report.

For Resident Engagement – You Said, We Did uploaded ☐