**Resident Safety Engagement Group – Meeting Minutes**

**Date:** 12 June 2025  
**Time:** 2.30pm – 4pm

**Chair of meeting:** Alicia Wheeler

**Housing 21 residents**: Ian Devereaux (ID); Malcolm Conway (MC); David Denyer (DD)

**Attendees:** **Housing 21 Representatives:** Alicia Wheeler (AW), National Health and Safety Manager; Jen Davis Dean (JD) Head of Retirement Living – East; Richard Soffe (RS) Health and Safety Lead; John Simmonds (JS) Resident Engagement Manager

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| Agenda item | | Summary of discussion | Actions |
| **1.** | **Introductions and welcome** | | |
|  | Members of the Group introduced themselves. It was noted that three Group Members were not in attendance and agreed that reminders would be sent out prior to future meetings. | | AW/RS |
| **2.** | **Purpose and Objectives: Terms of Reference** | | |
|  | AW explained the Terms of Reference.  AW advised the Health and Safety Management Arrangements would be circulated with the minutes for information. The Group noted that the document is approved and agreed by both the Safety Forum and Board. | | AW |
| **3.** | **Roles and Responsibilities: Appointment of Chair** | | |
|  | ID recommended to the Group that AW chair the meeting and in her absence the meeting be chaired by RS. The Group agreed. | |  |
| **4.** | **Communication** | | |
| **4.1** | ID noted that communication is discussed at many Forums, it would therefore be prudent to invite a member of the Communication team to the next meeting. As the Extra Care Forum is arranging something similar ID agreed to take this forward. | | ID |
| **4.2** | There was discussion around the modes of communication for health and safety messages - court newsletter, notice boards with suggestions to place information in strategic locations around courts e.g., outside the lifts or in the lifts and laundry areas.  JDD commented that the newsletter is sent to every resident as they receive it either by hard copy or email. It was noted that the safety message within the newsletter should be in large font and friendly – page 1. Safety Information.  ID commented that ‘not one size fits all’, safety is an important message and should go into everything – newsletter, simple posters etc.  One suggestion for extra care residents was for care staff to relay messages direct to residents.  AW to take forward and bring suggestions back to the Group. | | AW |
| **4.3** | Post meeting note: resident communication on the safe use of barbecues and garden safety attached to the minutes for consideration. Currently these are on the intranet for managers to provide to residents. | |  |
| **5.** | **Safety Policies and Procedures** | | |
|  | ID proposed a subject for consideration: why do we have a stay put policy in relation to fire, an explanation of stay put policies, why and what they are there for.  DD advised that at the residents meeting the first thing on the agenda always used to be fire safety and the stay put policy. When he was working fire training for staff would be constant and consistent, reiterating the message and this would be beneficial for residents.  AW to include as agenda item for next meeting.  AW advised the Group that the Policies for the ‘big six’ compliance areas – Asbestos, Electrical Safety, Fire, Gas, Lifts and Lifting Equipment and Water Hygiene had been reviewed by the Board and would be brought to the next RSEG to note. | | AW  AW |
| **6.** | **Open Forum and Discussion** | | |
|  | The Group discussed taking information back to residents – posters, newsletters all being big bold and friendly. ID advised that the Comms department need to be central to it all.  JS advised that a summary briefing note of EC and RL forums is provided to all Managers advising what was discussed at the meetings and what needs to be shared with residents.  The Group discussed the possibility of members providing their email addresses to allow other residents to contact them direct with any concerns they may have.  ID suggested sharing the information out to residents that are already engaged i.e. members of the EC forum so that people know where they can find out what is going on perhaps giving people the ability to attend as an audience – watch without speaking. AW to discuss the feasibility with JS. JS advised Comms were looking at a project to use capture emails centrally to send out notifications/updates and more general national news to residents. RS asked the Group what their views were on obtaining health and safety information from the website via the resident information section and informed the Group of the Season Safety comms that was being provided for employees.  DD liked the seasonal approach but raised concern with the lack of communication and understanding of the safety message by residents, for example amazon delivery drivers being let straight in and not being challenged by other residents or employees. There was agreement that we need to ‘chip away at the problem’ to make sure residents feel safety, one suggestion was to have a health and safety topic each month.  ID voiced that people groan when health and safety is mentioned but there are some critical measures that residents need to be aware of and its how we get that message across suggesting we touch people’s emotions by using examples of what has happened on courts – ‘this is in place to protect you, and this is what can happen if you ignore’. | | AW/JS |
| **7.** | **Action Items and Next Steps** | | |
|  | Action items were agreed as being detailed throughout the meeting | |  |
| **Date of next meeting** | | | |
|  | Thursday, 25 September (last Thursday of the month)  2.30pm – 4pm  **Microsoft Teams** [Need help?](https://aka.ms/JoinTeamsMeeting?omkt=en-US)  [**Join the meeting now**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzNjMWFjN2EtNTQyYi00ZmExLTgwZGItYjFiN2VjNmE4ZDM3%40thread.v2/0?context=%7b%22Tid%22%3a%2271c0b8a3-cb30-44d9-bee9-0711599b39e1%22%2c%22Oid%22%3a%22f35ff68b-9bb3-478b-b79c-c825a401d4b3%22%7d)  Meeting ID: 361 511 195 561 6  Passcode: f92hd26L | |  |