

My Impact- Action Plan

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Impact- Action Plan Meeting

Date of Meeting: Wednesday 10th June 11am-1:30pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Scrutiny Manager

Staff: Tenant Scrutiny Manager, Tenant Engagement & Scrutiny Officers

Number of Tenants: 3

Summary

Tenants reviewed progress against several action plan areas including Building Safety, Mutual Exchange, Tenant Insight at Board, Vulnerabilities, Shared Ownership, Communications Around Repairs, and Localisation. Tenants discussed completed actions, reviewed evidence presented by officers, challenged proposed changes to timescales and statuses, and agreed where actions should be signed off, moved behind schedule, or brought back for further review. Tenants highlighted the need for missing documents to be shared and emphasised the importance of realistic deadlines and accountability for outstanding actions.

Key Discussion Points

- Due to only three attendees being present, the March and May meeting minutes could not be formally approved and will be reviewed at the next meeting.
- Tenants requested that any outstanding papers, including Building Safety, Tenant Insight at Board updates, and changes to start and due dates, be circulated with the meeting minutes.
- For Building Safety action BS2 A5, tenants discussed whether the rollout should take place alongside larger works programmes to reduce the risk of vandalism and improve efficiency.
- Building Safety actions BS2 A5 and BS3 A7 were reviewed and supported by the group.
- Mutual Exchange actions MX1 A1, MX1 A2 and MX1 A3 were reviewed with evidence provided and no concerns raised.
- Tenant Insight at Board actions were reviewed, including publication of the latest report and the commitment for Board members to attend two tenant meetings per year.
- Concerns were raised about Vulnerabilities actions V4 A5 and V2 A2 due to stakeholder availability and delays.
- A discrepancy was identified in the Vulnerabilities presentation where an action was incorrectly labelled.
- Shared Ownership action SO3 A11 prompted discussion regarding the accuracy of the due date and whether the action should already be recorded as complete.
- Communications Around Repairs action CR2 A5 was discussed, with officers explaining that wider organisational work had superseded the original action.

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- Tenants challenged proposals to place CR3 on hold, arguing that work relating to contact preferences should still progress and be linked to existing tenant census activities.
- Significant discussion took place regarding the Localities (LO1) impact review, with tenants reflecting on previous estate champion and ambassador models and questioning whether the original approach had been successful.

Decisions Made

- Approval of March and May meeting minutes was deferred until the next meeting.
- Building Safety actions BS2 A5 and BS3 A7 were signed off as complete.
- Mutual Exchange actions MX1 A1, MX1 A2 and MX1 A3 were signed off as complete.
- Tenant Insight at Board actions TIB2 A3 and TIB3 A6 were signed off as complete.
- Vulnerabilities action V4 A5 was moved to Behind Schedule.
- Vulnerabilities action V2 A2 remained In Progress and will return to the next meeting.
- Shared Ownership action SO1 A5 was moved to Behind Schedule.
- Shared Ownership action SO3 A11 was agreed as Completed and signed off.
- Communications Around Repairs action CR2 A5 was signed off as Not Complete/Not Achieved because the work had been replaced by newer projects.
- CR3 was moved to Behind Schedule rather than being placed on hold.
- Mutual Exchange action MX3 had its due date extended to September.
- Localities action LO1 was signed off as Not Complete, with agreement that a different approach will be explored.
- Localities actions LO2 and LO3 were moved to July to allow more data to be gathered.

Actions

- Review and approve the March and May meeting minutes at the next meeting.
- Include the March minutes in the next meeting agenda for approval.
- Share all outstanding papers, including:
 - Building Safety papers
 - Tenant Insight at Board papers
 - Updates to start and due dates
 - To complete setup arrangements for MS Teams and organise test meeting invitations during the next month.
 - Mutual Exchange audit and process flowchart to be brought to the next meeting.
 - Neighbourhood Contribution Group updates to be presented at the next MI meeting.
 - Present Vulnerabilities actions V4 A5 and V2 A2 at the next meeting.
 - Provide an update on progress relating to CR3 at the next meeting. If there is no progress, revised and realistic start and completion dates should be provided.

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- Discuss and agree the future approach relating to LO1 at the June MI meeting.
- Review LO2 and LO3 again in July once additional data is available.

Future Engagement

See the You Said We Did pages for more information: [You said We did - Midland Heart](#)

Next Meeting Date: Wednesday 29th July

Contact for information or to get involved: Customerscrutiny@midlandheart.org.uk