

My Team – Quarterly Review Meeting (Q1)

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Team – Quarterly Review Meeting (Q1)

Date of Meeting: Friday 26th June, 11am-1pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Insight Support Officer

Staff: Tenant Insight Support Officer, Tenant Engagement & Scrutiny Officer, Director of People, Head of Communications, Head of Talent, Resourcing Manager

Number of Tenants: 6

Summary

Tenants attended the meeting to review recent recruitment activity, discuss the Code of Conduct, provide feedback on the upcoming anti-harassment campaign, and hear updates on staff induction and leadership development. Tenants reflected positively on their involvement in recruitment and wider organisational improvements, while also offering constructive feedback to strengthen professionalism, fairness, and communication across services.

Key Discussion Points

- It was highlighted that it has been a busy period for recruitment, with strong tenant involvement in senior roles and positive feedback from candidates about tenant participation.
- Concerns were raised about staff turnover, particularly with some employees leaving within their first year, although some departures were understood to be due to career progression.
- Tenants discussed the Code of Conduct and emphasised the need for clear consequences when standards are breached, including transparency around actions taken.
- There was discussion around workplace representation, with mixed views on trade unions, though tenants agreed employees should have the right to join one.
- Tenants stressed the importance of a fair and proportionate approach to disciplinary matters, recognising that some issues are zero tolerance while others require judgment.
- The anti-harassment campaign was widely welcomed, with tenants supporting the zero-tolerance approach but highlighting the importance of fair investigations and protecting both parties in any complaint.
- Accessibility and communication were key themes, with tenants raising concerns about campaign materials (e.g. colour choices) and suggesting improvements for readability and inclusivity.
- Tenants also raised the importance of mutual respect, including tenant-to-tenant behaviour, and suggested extending conduct expectations beyond staff and contractors.

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- Updates on induction and leadership programmes were positively received, with tenants supporting practical training approaches and a stronger focus on organisational values and expectations.

Decisions Made

- General agreement that the Code of Conduct is appropriate, but could be strengthened with clearer expectations and consequences.
- Strong tenant support for the anti-harassment campaign and its planned rollout.
- Recognition that investigations into complaints must remain fair, balanced, and robust.
- Agreement that improving accessibility of materials and communication is essential.
- Positive endorsement of the updated corporate induction and leadership programme approach.

Actions

- Consider adding guidance on swearing and respectful language into the Code of Conduct.
- Share the anti-harassment campaign letter with tenants for further feedback.
- Review campaign materials (including colours and design) to ensure accessibility and clarity.
- Explore developing a Code of Conduct or guidance for tenant-to-tenant behaviour.
- Follow up internally regarding how tenant conduct expectations link to ASB processes.

Future Engagement

Next Meeting Date: Wednesday 12th August

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