

My Ideas – Policy review

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas – Policy Review

Date of Meeting: Tuesday 29th September, 11am – 1pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Operations Manager, Contract Manager

Number of Tenants: 6

Summary

Tenants reviewed four policies covering electrical safety, antisocial behaviour, domestic abuse and fraud prevention. Staff explained the legal, regulatory and service changes reflected in each policy, while asked how the policies would work in practice. Tenants particularly focused on qualified electrical work, communication during ASB cases, support and reporting routes for domestic abuse, partnership working, evidence for fraud investigations and reporter anonymity. After discussing each policy, the panel raised no objections and agreed that all four could be signed off.

Key Discussion Points

- **Electrical safety:** New qualification requirements and regulations are being built into the policy. Homes should receive an electrical condition report every five years, while Midland Heart aims to inspect every four years. Tenants shared experiences of surveys and follow-on works and asked about contractor qualifications and electrical apprenticeships.
- **Antisocial behaviour:** Discussed new closure-order powers for the most serious cases, differences between local authority areas and the need for better communication with tenants experiencing ASB. The panel asked how new applicants are checked for pre-existing ASB and stressed the importance of strong working relationships with councils, police and other partners.
- **Domestic abuse:** The refreshed policy mainly updates terminology. The panel were informed about a campaign encouraging men to report abuse, the option to request a male or female caseworker, the Domestic Abuse Coordinator's role, multi-agency reporting and practical safety support such as lock changes and doorbell cameras.
- **Fraud prevention:** The panel discussed examples such as subletting, the evidence needed for investigations, internal safeguards and the anonymity of people reporting concerns.

Decisions Made

- Panel agreed to sign off the Electrical Safety Maintenance Policy with no objections.
- Panel agreed to sign off the Antisocial Behaviour Policy with no objections.
- Panel agreed to sign off the Domestic Abuse Policy with no objections.
- Panel agreed to sign off the Fraud Prevention Policy.

Actions

- None

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Future Engagement

Next Meeting Date: 14th November

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