Minutes of the Tenant Scrutiny Panel Meeting held on Tuesday 15th September 2026 11 a.m. – 1 p.m. Walter Moore House, West Bromwich

Present: RS, QA, JM, KS, AH

In attendance: PKS & RL - Tenant Engagement Leads

	Action
1. Minutes and matters arising	
The minutes of the last meeting on 21st July 2026 were agreed. PKS reported on the Stop Stigma Against Tenants Campaign. The next step is a workshop to gain feedback from other TRS and to develop policy for Adullam over the coming months. St Leger Homes have put together a strategy on Stop Stigma and a copy of this was shared. It was commented that we should look at how regulations, for example the Code of Conduct, overlap with Stop Stigma. The TPAS Conference Report (written by AH) has been considered by Adullam's senior leadership. J Ged Riley, Deputy Chief Executive and Kevin Lowry from the Board (Chair Operations Committee) would like to come to the next TSP meeting in October to discuss the governance and strategy issues raised by the report. MH has moved to an Adullam property in Birmingham. The Adullam Kitemark Procedure has been agreed with the inclusion of feedback from TSP. The repairs scrutiny had proposed a wellbeing officer is designated for each sub-region. AH and JM will form a TSP sub-group to come up with details for how this might work. **Action:** • **AH and PKS to prepare a workshop for tenant members about Stop Stigma. Seek to involve RJ.** • **Date to be agreed with Ged and Kevin to attend TSP.** • **Sub-group to produce details for wellbeing officers**	**PKS** **RL** **AH, JM**
2. TRS Midlands Awards	
KS, JM, RJ and AH attended the Midlands TRS Awards held in Stafford on 3 September. JM picked up an award and gave an acceptance speech. RJ also made a speech.	

	Action
KS gave feedback and AH and JM contributed. They all appreciated the Awards as showing Adullam's care for the TRS.	
3. Social Tenant Access to Information Requirements (STAIRS)	
The Adullam website was shown on screen and attention given to the section on STAIRS. The focus was on the Publication Scheme and the procedure document. The following suggestions were made: • Minutes of TSP meetings to give initials of participants rather than full names. The redaction of personal names and lived experiences from the TSP minutes was not supported. Redaction looks like things are being hidden and is not the best way to develop trust. • Complaints data and procedures to come to TSP sub-group • Request opportunity to look at the STAIRS request form to see if it is easy to use • Training for staff on how to assist TRS with STAIRS request. Provide more detail to paragraphs 4.2 and 4.3 • To consider and state which staff receive the training • 30 days for responses seems too long. Distinguish between complex requests (30 days) and simple requests (5 or 14 days). To check what FOI regulations have to say about this. • Add detail about when redacting is necessary (paragraph 7.4) • Add detail on how information will be made accessible (paragraph 7.5). Concerns expressed about the easy read approach missing out important information and therefore it can be disempowering. • Who is Adullam's Data Protection Officer (paragraph 7.7) • Could there be a working group to support the Data Protection Officer with tenant representation? **Action:** **Forward above comments to Phil Gardiner, Quality Assurance Manager**	**RL**
4. Adullam's new policies	
Ceri Murphy (Assistant Director of People) has asked TSP to give feedback on four new policies. These had been circulated to TSP members in advance. RL had produced a short summary paper which the meeting went through, policy by policy. **Equity, Diversity, Inclusion and Belonging Policy Statement** TSP agreed that the "right practice" approach is important. Experiences were shared as to whether staff communicate well. It was felt that whilst there are Adullam staff who are kind and humane, this was not always so and unkindness from staff was not an isolated case. Adullam is asked to give attention to this.	

	Action
Learning and Development Policy **Learning and Development Procedure** TSP suggest that staff training is needed on neurodiversity and sensory needs (these are mentioned in the Equity policy as important), first aid, vulnerabilities (for example, supporting TRS with drug or alcohol addictions), exploitation and modern slavery. Training is also needed on the policies we have considered today - Equity, Diversity, Inclusion, Belonging and the Code of Conduct. Thought is needed as to which staff require what training. TSP is particularly interested in the training of support workers. TSP would like to input into the Annual Learning Plan when it is being produced in January – March. There is interest in the training budget. **Integrity at Work – Professional Conduct and Ethical Practice ("Code of Conduct")** It is suggested that staff hold drop-in sessions for TRS on the code of conduct so that it is more widely known. The National Housing Federation have a new Code of Conduct, which we should have a look at and compare with the Adullam Code. We also need to re-consider the Tenant Scrutiny Panel Code of Conduct. **Actions:** **Send above comments to Ceri Murphy** **Check National Housing Federation Code of Conduct**	 **RL** **RL**
5. Any Other Business	
JM asked if he could raise two issues: • To involve TRS in the recruitment process for the new CEO of Adullam and more generally in other staff recruitment. • Concern as to whether TRS living in Adullam temporary accommodation have fewer rights. For example, they may be given less time to resolve issues. **Action:** **Ask Senior Leadership Team about involving TRS in the CEO recruitment process**	 **PKS**
6. Next meetings of Tenant Scrutiny Panel	
The next meeting will be in October. Tuesday 13th October or Tuesday 20th October were proposed as dates to put forward to Ged and Kevin. There will be a TSP meeting in November to consider Adullam's complaints handling process.	**RL** **RL**

	Action
Action: • **AH and PKS to prepare a workshop for tenant members about Stop Stigma. Seek to involve RJ.** • **Date to be agreed with Ged and Kevin to attend TSP.** • **Sub-group to produce details for wellbeing officers** • **Forward comments on STAIRS to Phil Gardiner, Quality Assurance Manager** • **Send comments on 4 new policies** **Equity, Diversity, Inclusion and Belonging Policy Statement, Learning and Development Policy, Learning and Development Procedure, Integrity at Work – Professional Conduct and Ethical Practice ("Code of Conduct")** **to Ceri Murphy** • **Check National Housing Federation Code of Conduct and compare with Adullam's Code of Conduct** • **Ask Senior Leadership Team about involving TRS in the CEO recruitment process**	