ADULLAM HOMES HOUSING ASSOCIATION LIMITED

Minutes of the Tenant Scrutiny Panel Meeting held on Tuesday 2nd September 2025 1 pm – 4 pm Walter Moore House, West Bromwich

Present:, QA, BH, RJ and MR

Apologies: AH, Zack Haider Adullam Social Enterprises (ASE) Board Member

In attendance: Sharon Ames - Head of Social Enterprise ASE, PKS & RL - Tenant Engagement Leads, ZA – Communications Officer (part)

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1.Introductions	
Sharon Ames introduced Adullam Social Enterprises (ASE) which had been set up in 2010. It is owned by Adullam. Each TSP Member introduced themselves.	
2. Minutes and Matters Arising	
The minutes of the previous meeting on 24 July 2025 were agreed as an accurate record. Adullam senior managers have asked for more detail about problems with the cleaning service and the gardens contract. TSP members described their common experience of the window cleaning team not spending long enough on the job, with the result that not all the windows are cleaned and those that are sometimes have stains left behind, also the frames aren't cleaned. Complaints had been made, but with no change. There were mixed views on the gardens contract. Some said it was done well. The main problem was front gardens not receiving attention. PKS gave an update about the Midlands and North East Tenant Excellence Awards at Stafford Showground on 18th September. Encouragement was given to TSP members to attend. QA and MR said it was not possible for them. RJ can attend and he will ask AH. RL reported that he is still working on the Good Neighbourhood Management Policy. **Action: Feedback on cleaning service and gardens to be forwarded to senior managers.**	**PKS** **RL** **PKS**
3. Guest Speaker – Sharon Ames	
Sharon described the work of ASE as training, recruitment and social value. ASE supports tenants with volunteering opportunities. It also supports community spaces for the involvement of tenants. Sharon gave Rowans Court community space as an example – it had	**PKS/RL**

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been painted and decorated using an artist and with donations and lots of resident input as volunteers. Kitchen equipment and a tv were provided, and food growing and a safe space for children with toys. Sharon asked how she could help the Tenant Scrutiny Panel. MR said the garden at his block (Holiday Road, Handsworth) needed attention as the grass was uneven, and plants and a three-seater bench would be a big improvement. BH wants to do volunteering on a project, that will help her go on and find employment. She said how until today she had no idea what ASE could offer. RJ told Sharon about his community group "Birmingham Says No to Knife Crime", which has a food hub, and his ambition to go to University and have a career. RJ said he had asked about volunteering and not been told about ASE. He wants paid work, but because he lives in supported housing the rules make this difficult. He needs a move into general needs accommodation. This led to a discussion about the move-on from supported housing to general accommodation. A problem was identified – what happens if you move into general needs and then lose your job? Support is needed to help stay in paid work, but as soon as you move into general needs Adullam is not (currently) funded to provide any support. Can we find providers who can give support? Sharon said ASE hadn't been active in Birmingham since setting up the room at Rowan's Court, but she was here to change that and give attention to Birmingham. She talked through some possibilities, such as training for residents to be mentors/ trainers to other residents, and ASE support for setting up a project which put on events that engaged other Adullam residents. As inspiration, Sharon spoke about the project she supports in Bolton which won £120,000 funding after a successful arts and culture project with volunteers. ASE paid for a trainer to work with the volunteers and brought in another partner. ASE also got a local Adullam manager on board, paid for publicity and a buffet, helped with funding applications. Paramjeet said the tenant engagement budget could also contribute. PKS asked about the possibility of training a tenant engagement worker as part of succession planning, perhaps as an apprenticeship. BH responded that she wanted to be trained and would be very interested to do this. RJ is keen to start a project near Soho Road and mentioned the kitchen at Adullam's Park Street hub. He asked Sharon if she gave training in advocacy and peer mentoring. Sharon said yes, both accredited (level 2) training and non-accredited with an Adullam certificate which is still of interest to employers. MR does peer support work with MIND (mental health charity) and would like resident meetings at the hub it shares with Adullam on Park Street. He asked if we could go on outings	

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together. Sharon said yes, we could visit other social enterprises and have lunch with them. QA said he was trustee of a homeless charity and interested in how a project could work with other charities. Sharon said it was important to think about what the charity could offer and what we could offer. Sharon gave more information about peer mentoring training (level 2). She had run this previously as an 8 week course, some sessions in person, some on-line. She could run this course for TSP members, on the understanding they would go on to train other residents. Sharon advised that as part of the course, they could discuss a business plan for a project, identify a local trainer and partners in Birmingham with an income stream. Sharon said that David from ASE could support the development of the national TSP and train up scrutiny champions. **Actions:** **Take forward peer mentoring training and investigate a social enterprise project that provides events for residents.** **TSP would like a policy review into move-on accommodation.** **Explore a tenant engagement apprenticeship**	**SA/ PKS/ RL** **PKS/RL** **PKS**
4. Discussion on TSP Videos/Filming	
ZA showed on screen some video clips from the TSP meeting with Dave Moore and Tony Price. ZA also showed a short interview with MR and another tenant and offered to interview other TSP members if they were interested. The intention was for the video clips to be uploaded on the Adullam website.	
6. Next meeting of Tenant Scrutiny Panel	
To meet in October 2025 and plan the peer networking training.	**PKS/ RL**